



TENANTS' GUIDANCE

NOISE POLLUTION AND ANTI-SOCIAL BEHAVIOUR
LIVING IN A RESIDENTIAL COMMUNITY





INTRODUCTION



This booklet has been produced by the three Liverpool universities: Liverpool Hope University, Liverpool John Moores University and the University of Liverpool in partnership with Liverpool City Council and Merseyside Police.

As a Liverpool student, you represent your university in the local community. As such, you are expected to uphold levels of behaviour that help build and maintain positive relationships with the local community and which are consistent with your university's policies on behaviour and conduct.

This booklet explains why, as a student in Liverpool, positive relations with the local community are so important. It also provides some tips for how you can ensure your experience, while living in the local community, is as friendly and enjoyable as possible, for both you and your neighbours.

STATUTORY NOISE NUISANCE

The effects of Statutory Noise Nuisance and Anti-Social Behaviour are not restricted to one group of people in a community and can impact on anyone - students, professionals, families, elderly, long-term or short-term residents.

You live in a diverse local community, with a mixture of students, families, elderly and professionals residents. It may be useful to remember that people living in close proximity can at some point be impacted negatively by those living around them.

Most tenants do not want to upset their neighbours, however given the high concentration of occupants living in some residential areas of Liverpool, there are occasions when specific behaviour causes disturbance to the community.

This guidance provides information on:

- Living in a residential community
- Being a Good Neighbour
- Being Considerate
- What is Statutory Noise Nuisance
- What is Anti-Social Behaviour
- Reporting Anti-Social Behaviour and Noise Nuisance.

LIVING IN A RESIDENTIAL COMMUNITY

In Liverpool, a large proportion of student housing is terraced houses located within established residential communities. These houses can often have reduced soundproofing and thin partition walls, which can result in sound travelling between floors, stairwells and into adjacent properties. You will be living as part of a mixed community, alongside other residents who are likely to have different lifestyles to your own.

As a tenant, it is your responsibility to ensure that your behaviour and the behaviour of visitors to your property, does not have a negative impact on others.

Should you receive a noise or anti-social behaviour complaint, your accommodation provider could be made aware of any reportable incidents and will follow up directly with you and your household. Your tenancy agreement will often contain clauses, which state that tenants should not do anything illegal or that causes a nuisance, disturbance or annoyance to other people in the neighbourhood. The tenant is also responsible for the actions of those who are in the property with the tenant's permission.

Ask yourself the following questions:

- Is my behaviour consistent with how I would expect my own neighbours to behave?
- Would those outside of my social group think that my behaviour and the behaviour of my guests was acceptable?

BEING A GOOD NEIGHBOUR

On taking up residence at your property, it can be a good idea to introduce yourself to your neighbours. Try and meet with them and leave a contact telephone number so they can get in touch if there is a problem.

Living in the local community, you are expected to live with consideration of those around you:

- If you are having friends around to socialise, and if this is likely to generate noise, it is courteous to let your immediate neighbours know.
- Make sure guests are aware of your expectations: while in your house, their behaviour is your responsibility. If there is a problem caused by one of your guests, you could be held responsible and carry the consequences.
- If asked to stop or reduce making noise, please respond in a polite manner. This can help de-escalate potentially difficult situations and let your neighbours know that you intend to be a responsible member of the community.
- Wherever possible avoid having people gathering outside your house at night for long periods of time. Noise travels more at night when there is less background noise.

BE CONSIDERATE

- The elderly, those who are unwell, professionals, families with young children and students who are studying for exams or on placement can be more sensitive to noise nuisance.
- As a student, your study hours may be flexible. Be considerate and remember that others around you may be working from home or have to go to work the next day. As a result, their noise tolerance levels may be lower than yours.
- Keep all noise at a 'reasonable' level, which means it should not affect others. Noise nuisance can occur at any time and is not just about large all-night house parties and playing loud music.
- As a rule of thumb, if you go into another room and can hear your music (or the TV) it is too loud.
- At any time, loud music, raised voices - either inside or outside the property - doors banging and any other noise are likely to disturb your neighbours.
- When coming home from a night out, keep in mind your neighbours and keep noise outside your house to a minimum.
- Be aware not to slam taxi or vehicles doors.
- Turn down the bass on your music speakers (this includes Alexa devices).

WHAT IS STATUTORY NOISE NUISANCE?

According to Liverpool City Council, Statutory Noise Nuisance is any noise from within a property and its outside spaces such as gardens and yards, which negatively impact on others, either preventing others from enjoying the comfort of their own property or being injurious to health – a lack of sleep. Noise sources include loud music, TV and singing.

If you do have a party, your guests must be within your property and not in the public space of the street. Guests in outside areas, such as gardens/yards must be mindful of neighbours and noise must be kept to a 'reasonable' level.

Under the 1990 Environment Protection Act, Liverpool City Council has the power to serve an abatement notice, which if breached, may result in a prosecution, a monetary fine and the removal of any items deemed capable of noise making. This includes phones, laptops, sound systems, and TVs. If you are taken to court and successfully prosecuted, then you will have a criminal record which may affect your employment prospects (particularly for students enrolled on professional programmes).

WHAT IS ANTI-SOCIAL BEHAVIOUR?

According to Safer Stronger Communities Team and Merseyside Police, anti-social behaviour (ASB) is defined as 'behaviour by a person, which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person'. This includes using foul, abusive language or threatening language or behaviour towards others, loud parties spilling out into the street, disturbances outside the boundaries of the property and shouting in the street.

The Safer Stronger Communities team are the primary local authority contact for anti-social behaviour.

Noise nuisance which is associated with threatening, violent or anti-social behaviour is also a police matter. In the case of anti-social behaviour, Merseyside Police has the power to issue a Community Protection Notice. For persons who are found to frequently cause anti-social behaviour or at premises where violence or drug use is associated, Merseyside Police can apply for a closure order of the premises.

Universities - As part of a joint approach to community liaison, the universities* (see list below) work with Liverpool City Council, Merseyside Police and Safer Stronger Communities. Liverpool's universities will respond to complaints of anti-social behaviour and excessive noise and, when appropriate, will initiate disciplinary proceedings.

Landlord Responsibility - Your landlord will have certain obligations under the law to deal with anti-social behaviour and noise from any of their properties. It is therefore important you work with your landlord to resolve any issues or complaints immediately and discontinue any behaviour that will lead to further complaint.

REPORTING ANTI-SOCIAL BEHAVIOUR & NOISE NUISANCE

Students can also be affected by anti-social behaviour and noise nuisance.

If you wish to report noise nuisance or antisocial behaviour, please contact **Liverpool City Council - 0151 233 3055**, Monday to Friday, 8am-6pm or online <https://liverpool.gov.uk/environmental-problems/>

For complaints regarding house parties please contact **Liverpool City Council, Private Sector Housing Team - 0151 233 3055**, Monday to Friday, 8am-6pm or email privatesector.housing@liverpool.gov.uk

If reporting use of foul, abusive language or threatening language or behaviour towards others, loud parties, disturbances outside the boundaries of the property and shouting in the street, please contact **Liverpool City Council - 0151 233 3001** or online at <https://liverpool.gov.uk/communities-and-safety/crime-and-safety/anti-social-behaviour/>

To report potential criminal behaviour, please contact Merseyside Police; **101** for all non-emergencies / **999** for emergency calls only / online via www.merseyside.police.uk Twitter via **@MerPoICC** / Facebook via **Merseyside Police CC**

You can also provide information anonymously via CrimeStoppers <https://crimestoppers-uk.org/> or **0800 555 111**

LEAVING BINS AND BAGS OF WASTE ON STREETS AND PUBLIC SPACE

Living in your home, you and your fellow tenants are responsible to ensure your waste is contained in the correct bin.

Purple – Household Waste

Blue – Recycling

Green – Garden Waste

Bins should be put out on the day of collection and returned to within your property boundary after being emptied. To prevent vermin, you must not leave bins or bags of rubbish on the street. If there is an alleygate speak to your landlord about a key.

•Bulky Bobs provide a bulky waste collection service and will collect up to five bulky items per individual property, up to five small electrical items and up to five bags of textiles for free. For more information visit:

<https://liverpool.gov.uk/bins-and-recycling/bulky-item-collection/>

•For more information on where your property's nearest household waste and recycling centre is then visit:

<https://liverpool.gov.uk/bins-and-recycling/find-a-recycling-centre-or-rubbish-tip/>

•For further information regarding bins and recycling then please visit <https://liverpool.gov.uk/bins-and-recycling/>

Liverpool John Moores University, University of Liverpool, Liverpool Hope University, The Liverpool Institute For Performing Arts, Liverpool School of Tropical Medicine



