

Anti-Social Noise

The University has worked with Durham County Council and Durham Constabulary to put an [Anti-Social Noise Procedure](#) in place, codifying the action that can be taken when noise from student properties causes a disturbance.

The procedure can be read [online](#) and a summary of the process follows:

- 1. Overnight anti-social noise at a student property is reported to 101 (the Police non-emergency number).***

Anti-social noise includes loud noise after 11pm and before 7am.

Supporting evidence, such as audio recordings, can be sent to DCC via [The Noise App](#) once a 101 report has been made. A user guide for the app is available [here](#). Those unable to use the noise app can keep a record of the problem on [diary sheets](#).

Anti-social noise occurring during the day, such as loud music and other household noise at an inappropriate volume, can be reported to [DCC](#).**

Criminal behaviour requiring an urgent response should be reported to 999.

- 2. The University Security Community Response Team (CRT) visits the property and requests an immediate reduction in noise, informing those present about this process and potential further action.**

The CRT is active during term time, 7 days a week, from 21:30 until 03:30. The target response time is 30 minutes. Where a 101 call is outside of CRT hours of operation, Durham Constabulary will, resource dependent, carry out a visit. The CRT and/or the DCC Nuisance Action Team Officer will visit on the next shift following that call if the Police are unable to attend or in order to follow up, in line with the agreed process.

- 3. If the same property is reported via 101 a second time, Durham County Council (DCC) will issue a Community Protection Warning (CPW) to its residents if there is enough evidence to do so.**
- 4. In the case of a third instance of anti-social noise, DCC will issue Community Protection Notices (CPNs) if there is enough evidence to do so.**
- 5. Failure to comply with a CPN can result in a Fixed Penalty Notice and prosecution.**

Where it is found that anti-social behaviour has occurred other than anti-social noise, reports may be shared with Durham Constabulary Police University Liaison. Information may also be shared with a student's College where a breach of the Non-Academic Misconduct Procedure has occurred (this procedure is available online via the Student Conduct Office webpages: <https://www.dur.ac.uk/colleges.se.division/pvcoffice/conductteam/>)

Please note that we will not be able to update individually on the outcome of every report except in accordance with established partnership agreements.

***When reporting noise at a student property to 101, please mention:**

- The type and extent of the noise.
- The address the noise is coming from.
- That you believe it is a student property.

It may also be necessary to:

- Mention that the University has a Community Response Team who respond to noise complaints in student properties (from 21:30 to 03:30 during term time).
- Ask for an incident number.

101 handles a high volume of calls. Please be patient – call handlers will answer your call. Every effort is made to make call handlers aware of student areas and the bespoke protocol in place by which Durham Constabulary handle calls relating to noise in these areas.

****Other noise complaints**

The above procedure is intended to address noise associated with student parties, particularly within anti-social hours. Durham County Council has a separate process for investigating ongoing and persistent noise complaints such as regularly playing the TV loudly or talking on the phone outside during unsociable hours. Should issues arise such as these, then a complaint can be logged via [Do It Online](#).

Mapping

[PinPoint](#) is a tool created by the City of Durham Parish Council in partnership with Durham Students' Union as a means of mapping issues of late-night noise and other forms of anti-social behaviour in Durham City Centre. Please note that by logging an incident here, you are not making a formal report, but it does inform the targeting of resources by relevant partners.

If you have any questions regarding this procedure, please email community.swceoffice@durham.ac.uk

Links to further information:

CPN information

Legislation: [Anti-social Behaviour, Crime and Policing Act 2014 \(legislation.gov.uk\)](https://legislation.gov.uk)

Statutory Noise Nuisance

UK Government: <https://www.gov.uk/guidance/noise-nuisances-how-councils-deal-with-complaints>

Durham County Council: <https://www.durham.gov.uk/noisecomplaints>

Environmental Health

Durham County Council: <https://www.durham.gov.uk/environment>

Anti-Social Behaviour

Citizens Advice: <https://www.citizensadvice.org.uk/housing/problems-where-you-live/complaining-about-your-neighbour/>

Crime Stoppers: <https://crimestoppers-uk.org/keeping-safe/community-family/antisocial-behaviour>

ASB Help: <https://asbhelp.co.uk/>

Durham Constabulary: <https://www.durham.police.uk/Advice-Centre/Supporting-Victims-of-Crime/Durham-Support-VOC-Documents/ASB-victims-revised-booklet.pdf>

Mediation

Durham County Council: <https://www.restorativehub.org.uk/anti-social-behaviour-conflict-disputes/>