

*Letter to landlords where the maladministration rate was 50% or more in relation to noise complaints*

Dear landlord

### **Spotlight report into noise nuisance**

I wanted to draw your attention to the publication of our latest Spotlight investigation into the handling of noise report because of the noise-related cases that we investigated involving your organisation in the financial year 2021-22. Over half of these cases had maladministration (including service failure) findings.

While there are many separate, often conflicting, pressures placed on landlords and their finances, it is evident that noise is a significant driver for complaints and resident dissatisfaction. Modern living means existing tensions over neighbour noise require renewed focus. Our report recognises the complex legal framework under which landlords operate. Nor are social landlords the only agencies involved in managing noise issues. However, it remains vital that landlords develop the correct approach to ensure a fair and reasonable response, particularly in those instances where the noise is non-statutory and not anti-social behaviour.

Our report's insight on the common reasons for service failure, the good practice we have identified, and the recommendations contained within our report may be helpful when considering your organisation's approach. Our recommendations are provided as a separate self-assessment tool and I would encourage your team to use it and discuss the outcome with your governing body.

I hope you find the report helpful and, as with other Spotlight areas, we will revisit this theme in the future to see how the sector's response has evolved.

Yours sincerely

Richard Blakeway  
**Housing Ombudsman**