

Are you affected by noise from barking dogs or other domestic animals?



Almost all dogs bark occasionally for a few moments. However, dogs that continuously bark, howl or whine can be very annoying to neighbours.

What can you do?

Contact the dog owner, as they may be unaware that there is a problem.

Three requests a few days apart may sufficiently resolve the problem.

Some useful tips:

- Make sure you have identified the right barking dog; there maybe other dogs in the area
- Keep an accurate record of dates times and duration of the noise.
- Approach the owner to discuss the issue; they may not be aware of the problem. Alternatively write a letter.

If you feel you are unable to do this or you have tried this approach and it hasn't worked, then you should contact the Pollution Team for further guidance.

What can the Council do?

If the noise is in progress, we will visit the premises to witness it.

If the noise has stopped, we may still send an informal warning letter and enclose the leaflet "Constant barking can be avoided".


We may ask you to keep a noise record.

If we witness a nuisance, we will speak to the owner and follow it up with a warning letter.

If the problem persists and an officer witnesses a nuisance a legal notice will be served on the owner, under the Environmental Protection Act 1990.

The owner may be liable for fines up to **£5,000** (five thousand pounds) for domestic premises and **£20,000** (twenty thousand pounds) commercial premises.

You should **be aware that this process may take several months to complete** so patience is required, whilst we collect sufficient evidence to prosecution. Prosecution is generally the last resort and this section will hope to resolve most noise complaints before this stage is reached.



In some cases despite the best efforts of the local authority, officers may not witness nuisance and no further action can be taken.

Noise from crowing cockerels, domestic birds and other domestic animals will be dealt with in similar manner.

COOF

What options are available if I want to take the matter further?

Mediation

If taking the direct approach does not work or you do not feel able to approach your neighbour, you may wish to consider mediation. Trained mediators may be able to talk with your neighbour and find a solution to the problem. Contact the Mediation service on 020 8356 4794 for more details.

Private Action

Under the Environmental Protection Act 1990, Section 82 you may take private action against noisy neighbours. If you would be interested in this, please contact us and we will send you further details.

You can contact **Pollution Control** on:

Tel: **020 8356 4455**

Fax: **020 8356 4980**

Email: **pollution.control@hackney.gov.uk**

28-32 Independent Place
Shacklewell Lane
London E8 2HE

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাজেটিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe kutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrin re bişînin.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Urdu

اگر آپ بہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Chinese

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