

Date: 20 July 2009
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Noisy Party at 39 Plender Street

Thank you for your e-mail dated 10 July 2009 concerning a number of concerns you have about the way noise complaints are being dealt with.

I apologise for not replying sooner but there were a number of concerns I needed to investigate. Firstly, let me apologise for you having to make numerous calls, and I am sorry the service you received was not satisfactory.

To explain some of the confusion, the Council has a Housing Patrol team who are available to deal with any form of antisocial behaviour on council owned property (estates etc etc) . This explains why the call was initially put through to Housing Patrol to investigate and see whether they could help in any way.

The reason the Housing Patrol could not do anything is due to the fact that the noise was found to be coming from a private business premises which they have no authority to deal with.

The Council does have a out of hours Noise service. The service runs throughout the week however the service provided is by the Emergency Telephone Service who are able to log the details of the noise complaint for investigation the next working day. If the noise happens to be happening between the hours of 10pm - 4am Friday and Saturday then the Environmental Health Noise Team are in operation during these hours to deal with Noise disturbances.

The Council has to consider carefully how it uses its resources, the Council finds that most noise disturbances occur on a Friday and Saturday night between 10pm and 4am hence the patrol being in operation. (These details are available on the Camden website click : <http://www.camden.gov.uk/ccm/content/environment/environmental-health-consumer-protection/noise/weekend-noise-service.en>)

The complaints are followed through both with those who appear responsible for the noise and with complainants by our Customer Services Team.

I hope this clarifies the position, but if you wish to discuss this matter further please do not hesitate to contact me on 0207 974 5623.

Yours sincerely

Mary Davidson

Team Manager

Compliance and Enforcement Team

Planning and Public protection