

Noise – request for formal investigation

Use this form to tell us of any noise issues, and the steps you have already taken to resolve the issues you describe. Please be aware that in the first instance the council cannot action your request unless you have already made contact with your neighbour about the problem.

I have read and understood the statement above

- Name

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- Your address (Including postcode)

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- Telephone (if possible please give a mobile number)

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- Email

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- Address where the noise is coming from (without this we will not be able to progress your complaint)

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- Occupants Name (If known)

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Description of occupant(s) if name not known

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Home owner, social landlord or private tenant?

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Any landlord details (if known)

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The nature of the problem

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How long has it been happening for?

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- How often is it happening?

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Use this section to tell us about the steps you have already taken to resolve the issues you describe. Unless you are genuinely unable to approach your neighbour, your complaint will not be actioned until you have. Please contact 01244 973708 if you are unable to approach your neighbour.

- Have you spoken directly or posted a letter to your neighbours?

- Spoken (answer questions on this page)

- Letter (skip to next page)

- Date and time you approached your neighbour

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- Who did you speak to (visual description if name not known)

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- What was discussed and outcome of conversation?

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- What has happened since?

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Please proceed to bottom of next page

- Date you sent letter to your neighbour, and how sent? e.g. hand delivered, royal mail

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- Please attach copy of correspondence (photocopy or scan will be accepted)

I have attached copy

- Have you spoken to your neighbour after they got the letter, and if yes Details of discussion

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- What has happened since?

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I declare that to the best of my knowledge all the above details are a correct and truthful statement, and that I would be willing to be a witness in any legal proceedings should this be required

Signed..... Date.....

Please return with diary to regulatoryservices@cheshirewestandchester.gov.uk or Regulatory Services Triage Team, Cheshire West and Chester Council, Wyvern House, The Drummer, Winsford, Cheshire, CW7 1AH.

NB if using the app you are only required to send in the request for formal investigation form as the Council will automatically receive your recordings via the app

