

Don't let noise spoil your peace and quiet



GLASGOW
COMMUNITY & SAFETY
SERVICES



making Glasgow safer together



Are you bothered by NOISE?

It is a fact of life that we all make noise whether we are talking to others, entertaining, playing music or just going about our daily business. There are many different ways in which your neighbour can impact on you, be it from loud music, loud TV, dogs barking, DIY or musical instruments and now Glasgow Community Safety Services (GCSS) may have a solution to your problem.

If you are being bothered by noise

Consider approaching those responsible for the noise to make them aware of the problem, they may not even realise that they are disturbing you.

If this does not help, or you feel you cannot approach the noise maker, then please contact GCSS' Noise team who can help resolve your problem on (0141) 287 6688 (24 hrs). Our noise officers are available to carry out home visits between the hours of 9am-3am Monday to Friday and 5pm-3am Saturday and Sunday.



Noise meter

What can we do for you?

For each antisocial noise complaint received, noise officers will call you back to discuss your complaint and offer advice. If the noise is ongoing, GCSS will require to measure the noise levels in your home to help us assess the problem and see what action is required. The officers wear plain clothes, drive unmarked vehicles and carry I.D. badges with the aim to prevent your neighbour from identifying you as the complainer.

If the noise is excessive, a warning notice may be issued to the noise maker. If your neighbour does not then reduce the noise to an acceptable level, a £100 fixed penalty notice can be served. In the event a fixed penalty is not paid, the case will be referred to the Procurator Fiscal (maximum fine £1,000) and the noise making equipment can be removed from the offender's home if appropriate.

Other ways of dealing with a noise nuisance

Sometimes the enforcement approach is not appropriate and some noise problems can be better resolved by talking to the person causing it. You may, however, not wish to do this face to face with your neighbour, in which case you could consider using GCSS' Mediation Service.

The Mediation Service is free and offers neighbours the opportunity to resolve their disputes in an impartial and non-judgmental environment and can succeed where other forms of dispute resolution fail. The trained mediators will discuss your neighbour troubles helping decide what action is best to take, including asking your neighbour to meet with you on neutral territory where the mediator will help reach a satisfactory agreement between everybody.

GCSS' Mediation Service can be contacted on 0141 276 7451 during office hours.

If you have any information about anyone you believe to be involved in incidences of antisocial behaviour call GCSS in complete confidence on:

(0141) 287 6688

(GCSS Noise Service - 24 hrs)

0800 027 3901

(Antisocial behaviour out of hours)

(0141) 276 7450

(GCSS daytime contact number)

(0141) 276 7451

(GCSS Mediation Service)

If you see an incident of antisocial behaviour then call our Public Space CCTV on

(0141) 287 9999

and we can capture it on camera

We need your help to stamp out antisocial behaviour



Glasgow Community Safety Services is a limited company incorporated in Scotland (No. 130604) and a registered charity (SCO17889)