

Housing Ombudsman Service

Noise
Victoria King – Sector Learning and Development Lead
31 July 2025

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Noise complaints

- 792 complaints about noise in 2024/25 FY
- 206 so far this year



Note these figures do not include enquiries.
Data correct as of 28 July 2025

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Spotlight report on noise complaints



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Spotlight report on noise complaints

- Getting the framework right
- Prevention is better than cure



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Spotlight report on noise complaints

- Handling a noise report
- Complaint handling

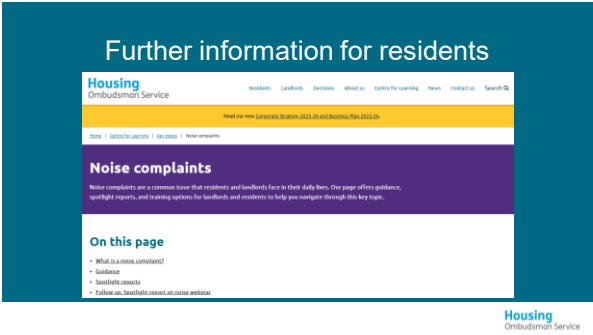


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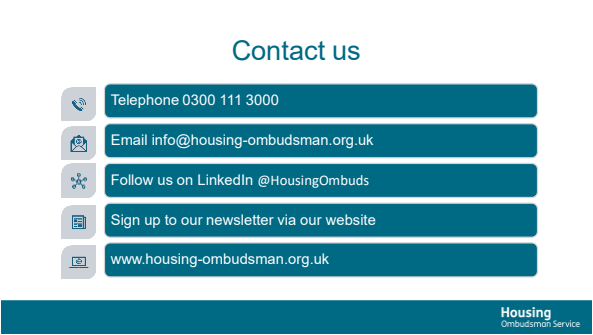
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