Housing Ombudsman Service

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

budsman Service

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

Housing

1

3

2

Spotlight report on noise complaints 32 recommendations

Housing Ombudsman Service

Spotlight report on noise complaints

- Getting the framework right
- Prevention is better than cure



Housing Ombudsman Service

4

Spotlight report on noise complaints

- · Handling a noise report
- Complaint handling



Housing Ombudsman Service

Housing Ombudsman Service

5 6

1



Contact us Telephone 0300 111 3000 Email info@housing-ombudsman.org.uk Follow us on LinkedIn @HousingOmbuds Sign up to our newsletter via our website www.housing-ombudsman.org.uk

8

7

2