

## **PPC NUISANCE ISSUES POLICY.**

This document is to assist Peasenhall residents who are experiencing issues, e.g. NOISE, SMOKE, TRAFFIC, POLLUTION or other nuisance issues, affecting the quality of their life in the village.

Once responsibility for any nuisance being caused has been established, the first line is to ensure that you have proof that the premises and/or its owners, are responsible for the nuisance issue(s) that affect you. A record of dates and times of any nuisance should be taken.

Then, you should contact the owner of those premises as an individual, politely advise of the nuisance being caused on those premises that affect you and give them time to respond with what reasonable action they intend to take to fix it or mitigate. Early attempts to resolve through dialogue are recommended.

Should the response not be satisfactory, or the nuisance continues unabated, contact East Suffolk Council Environmental Protection Department, either by email [environmental.protection@eastsoffolk.gov.uk](mailto:environmental.protection@eastsoffolk.gov.uk) or phone 0333 016 2000. Further information can also be found on the East Suffolk Council website [www.eastsuffolk.gov.uk/environment/environmental-protection/](http://www.eastsuffolk.gov.uk/environment/environmental-protection/). Dates and times should again be logged.

Complaints comprising of multiple affected addresses may provoke more action from the District Council and the Parish Council may, if necessary, write to the offending address owners, suggesting that dialogue should be entered into with the complainant's spokesperson, hopefully with a view to working towards a satisfactory arrangement being agreed.

If the nuisance continues after a second multiple complaint is made to them by the group and the complainants again write to the Parish Council, contact may be made to the District Council and any requested investigation of the matter by them may be supported, unless representations have already been made on the Parish Council's behalf.

The Parish Council have no direct authority in any matters such as this and it is not our role to get involved with such complaints but would hope that any involvement we do have, may encourage all Peasenhall residents to act as 'good neighbours'.

More advice on this subject can be found by searching [www.gov.uk/guidance/statutory-nuisances-how-councils-deal-with-complaints](http://www.gov.uk/guidance/statutory-nuisances-how-councils-deal-with-complaints) or <https://www.gov.uk/how-to-resolve-neighbour-disputes>