

NOISE COMPLAINT  
STATISTICS FOR  
NORTHERN IRELAND

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2013 - 2014

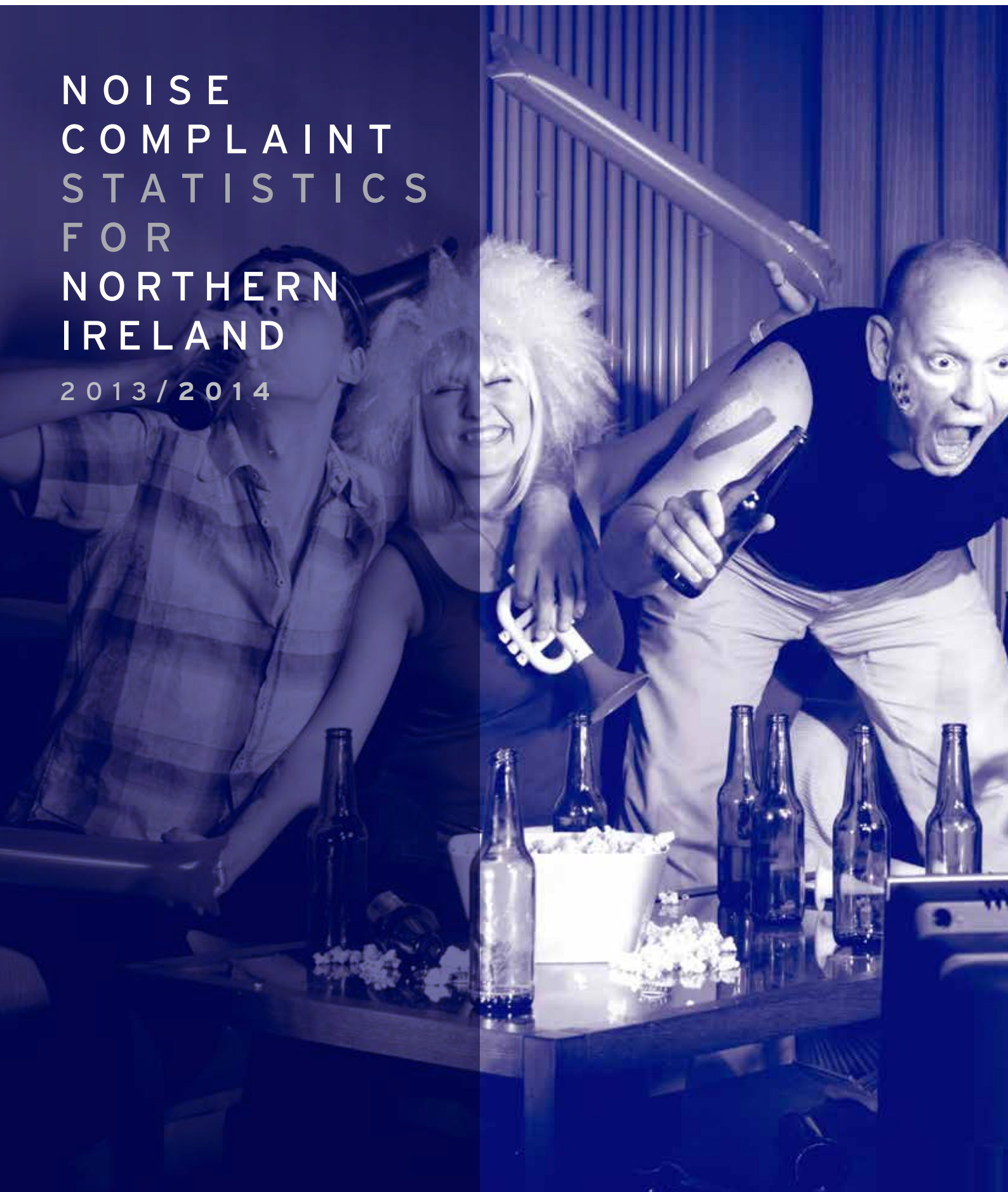


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# NOISE COMPLAINT STATISTICS FOR NORTHERN IRELAND

2013/2014







## Introduction

The purpose of this report is to inform central government, district councils, the general public and any other interested parties as to the number and nature of noise complaints received each year by district councils across Northern Ireland. The Regulatory and Natural Resources Policy Division of the Department of the Environment has compiled this report from data supplied by district councils, the organisations that are legally empowered to deal with the vast majority of noise complaints.

This report analyses noise complaints received by all 26 councils between 1 April 2013 and 31 March 2014. There has been a reduction of 2.3% in the total number of complaints received compared to the previous year. This is a further decrease on the 0.5% decrease identified last year. Despite this small decrease in numbers of complaints between this and last year, there has been a 43% reduction in the number of prosecutions (7 in 2012/13 and 4 in 2013/14). There has also been a 30% reduction in the total number of notices served by district councils (671 in 2012/13 and 473 in 2013/14). This reverses the 30% increase in served notices recorded last year, which was the first year all councils could use powers under the Noise Act 1996<sup>1</sup>.

This year's report includes new categories within the six noise source report sections. These categories have been added to help further define statistically larger categories and to reflect the growing requests for data on noise statistics for wind farms and single turbines.

<sup>1</sup> This is the second year the powers under the Noise Act 1996 are available to all district councils. Prior to April 2012 only Belfast City Council had chosen to adopt these additional powers.

The information in this report is an important indicator of the increasing public awareness of noise issues and the effectiveness of current noise controls. The statistics provided by district councils enable the Department of the Environment to target policy development, such as through the application of the powers in the Noise Act 1996 following the introduction of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 in April 2012.

This report also allows councils to compare their noise statistics to those of neighbouring districts, to examine trends and to consider initiatives implemented by other district councils that have proved effective in increasing noise awareness or reducing noise itself.

## Noise

Noise is commonly defined as 'sound which is undesired by the recipient'. Noise can be any sound that is intrusive, disturbing or annoying. It can be one of the most pervasive pollutants and is capable of causing annoyance, stress, sleep disturbance and other serious conditions. The likelihood of individuals complaining to their council about noise depends on the degree of disturbance and the individual's awareness of the noise control service provided by the council.

The World Health Organisation (WHO) states that noise can seriously harm human health and interfere with people's daily activities at school, at work and during leisure time. Depending on the level of noise and its duration, the main health risks identified by the WHO include pain and hearing

fatigue, impaired hearing, altered behaviour (such as aggression or feelings of helplessness), interference in speech and communication, sleep disturbance, cardiovascular effects, reduced academic and professional performance and altered hormonal responses (including increased stress hormone levels, altered metabolism and weakened immune system). A recent report published by the WHO and European Commission JRC in 2011<sup>2</sup> found that 1 in 3 individuals is annoyed during the daytime and 1 in 5 has experienced disturbed sleep at night because of traffic noise.

Given the potential adverse impacts on health, it is important that instances of noise pollution are taken seriously and fully addressed. The most common complaints relating to excessive noise suffered in Northern Ireland include lack of sleep, inability to relax, overhearing shouting and interruption to conversations or television programmes.

## Noise Complaints

Councils receive a wide variety of noise complaints which are categorised as follows:

- Industrial;
- Commercial and leisure;
- Domestic;
- Construction, demolition or road works;
- Transport; and
- Noise in the street.

These categories have been further sub-divided; details can be found in Table 1.

Noise complaint returns were provided by all of Northern Ireland's 26 district councils. Therefore, this report provides a comprehensive picture of the noise environment for the entire region.

2 Burden of Disease from Environmental Noise – Quantification of healthy life years lost in Europe. World Health Organisation Regional Office for Europe and European Commission JRC. 2011. Accessed 17 August 2011. Available at <http://www.euro.who.int/en/what-we-publish/abstracts/burden-of-disease-from-environmental-noise.-quantification-of-healthy-life-years-lost-in-europe>



## What can be done?

### CLEAN NEIGHBOURHOODS AND ENVIRONMENT ACT (NORTHERN IRELAND) 2011

Articles 63 and 65 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 give district councils the power to deal with noise from premises, including land, which they consider is prejudicial to health or amounts to a statutory nuisance. These powers essentially replace the provisions of the Pollution Control and Local Government Order 1978 and apply not only to existing noise, but also where noise is expected to occur or reoccur. There is no fixed level of noise which constitutes a statutory nuisance. Individual circumstances differ and each case is judged on its merits. In deciding whether or not a noise is sufficient to amount to a statutory nuisance,

the authorised officer of the district council has to consider the reaction of the average, reasonable person to the nuisance, taking account not only of its volume, but factors such as when and how often the noise occurs and the duration of the occurrence.

Where a council is satisfied that a nuisance exists, articles 63 and 65 require the district council to serve an Abatement Notice. The notice may require the noise to be stopped altogether or limited to certain times of the day. A notice must be served on the person responsible for the noise or if this person cannot be located, the owner or occupier of the premises. A person on whom an abatement notice is served has the right to appeal it within 21 days of being served.



The Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 also introduces new powers for district councils to designate all or part of their district as an alarm notification area. In such areas the occupier or owner of any premises (residential or non-residential, occupied or vacant) that are fitted with an audible intruder alarm must nominate a key-holder for those premises and provide the district council with contact details. The key-holder is contacted by the council to silence an alarm that is sounding. Failure to nominate a key-holder is an offence and an individual found guilty is liable on summary conviction to a fine of £1000. Under this legislation, an authorised officer of a district council can enter premises (including land), without force, in order to silence an audible intruder alarm that:

01. has been sounding continuously for more than twenty minutes or intermittently for more than 1 hour;
02. is likely to give persons living or working in the vicinity reasonable cause for annoyance; and
03. if the premises are in an alarm notification area, reasonable steps have been taken to get the nominated key-holder to silence the alarm<sup>3</sup>.

Once on the premises, an authorised officer can take whatever steps are necessary to silence the alarm<sup>4</sup>. This might include, for example, disabling the externally mounted alarm, but would not include picking a lock to enter. However, if requested by a district council, a lay magistrate can issue a warrant authorising the use of force by an authorised officer to enter premises where certain conditions are satisfied. Before issuing a warrant a lay magistrate must be satisfied that the conditions outlined above have been met, and that a district council cannot gain entry without the use of force<sup>5</sup>.

## NOISE ACT 1996

The Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 extended the range of premises against which a council can take action under the Noise Act 1996 as well as extending the Noise Act 1996 to all district councils in Northern Ireland from April 2012. Up until March 2012 only Belfast City Council had chosen to adopt the additional noise control powers included in the Noise Act 1996. These powers now apply to all district councils.

The Noise Act 1996 allows council officers to issue warning and fixed penalty notices and, in certain circumstances, to seize noise making equipment from premises emitting noise during night hours (from 11pm to 7am). These powers apply to premises including dwellings, those with an exhibition or entertainment licence; premises with a licence to sell intoxicating liquor (including an occasional licence) or where meals or refreshments are supplied for consumption on or off the premises or premises occupied by a registered club.

3 Article 56 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011

4 Article 58 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011

5 Article 57 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011



## Key findings

### COMPLAINTS

There has been a reduction of 2.3% in the total number of complaints received compared to the previous year. This is a further decrease on the 0.5% decrease identified last year. Despite this small decrease in numbers of complaints between this and last year, there has been a larger 43% reduction in the number of prosecutions (7 in 2012/13 and 4 in 2013/14). There has also been a 30% reduction in the total number of notices served by district councils (671 in 2012/13 and 473 in 2013/14).

Figure 1 illustrates the numbers of noise complaints received by each district council per 1000 people, based on 2012 population figures. As found in previous years, greater numbers of complaints per head of population tend to occur in the more urban areas. For example, Belfast City Council had 22 complaints per 1000 of population, Coleraine Borough Council 7, Strabane 5 and Craigavon 5 per 1000 persons. Magherafelt District Council had the fewest complaints when adjusted for population (2 per 1000), followed by Moyle District Council (2) and Newry and Mourne District Council (2). These findings are similar to last year when Belfast, Coleraine and Strabane had the highest number of complaints per head of population with lowest numbers in Magherafelt and Fermanagh.

### NOTICES

In total, council officers issued 473 notices under both the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 and the Noise Act 1996, compared to a total of 671 last year representing a 30% decrease. The anticipated greater use of Noise Act notices as a result of the additional powers given to district councils under the Noise Act 1996 has not materialised. This is the second year since the additional powers became available to all district councils (April 2012), still only one additional council, Coleraine Borough Council has made use of them. In 2013-14 Belfast City Council and Coleraine Borough Council served notices under the Noise Act 1996.



Belfast served 396 warning and 7 fixed penalty notices and Coleraine served 1 warning notice under the Noise Act 1996. Councils are encouraged to make much greater use of these additional powers to deal with night-time noise in coming years.

69 notices were served under the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 during 2013/14, compared to the 103 that were served during the previous year pursuant to the Pollution Control and Local Government Order (Northern Ireland) 1978 (the previous legislation that governed this areas). Details of all noise notices served by district councils are contained in Table 2.



"

Last year Belfast City Council officers served 544 warning and 23 fixed penalty (total 567) notices. This year they served 396 warning and 7 (total 403) fixed penalty notices, indicating a 29% decrease in the use of these powers. These warning notices are a successful enforcement tool with the threat of a £100 fine acting as an effective deterrent.

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The vast majority of the notices served this year under the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 (62 of the 69 notices) related to noise from domestic premises. 35 of these notices were served in response to loud music, televisions or parties and 22 were served in relation to animal noise. Percentage wise these figures are similar to last year's notices with respect to domestic noise from loud music, television or parties and animal noise. The high number of complaints falling within this category may be due to the time of day (evening/night) when individuals are most likely to be watching television loudly or having a party, coinciding with the period when unintended recipients are likely to be most offended by noise.

This is the second year that the Noise Act 1996 has applied to all councils apart from Belfast City Council. Presently however; the only statistic that can be derived from noise statistic data returns on district council use is that no council apart from Coleraine Borough has used the additional powers. However, the Department hopes that all councils will start to make full use of their additional powers in the coming year. Last year Belfast City Council officers served 544 warning and 23 fixed penalty (total 567) notices. This year they served 396 warning and 7 (total 403) fixed penalty notices, indicating a 29% decrease in the use of these powers. These warning notices are a successful enforcement tool with the threat of a £100 fine acting as an effective deterrent.

Figure 2 illustrates the numbers of all notices served by district councils in Northern Ireland under the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 and the Noise Act 1996 per 100 complaints received. Councils serving the greatest number of notices per 100 complaints in 2013/14 were Belfast (7) and Newry and Mourne (5).

Of the 11,865 complaints received only 4% (473 notices) resulted in notices being served under both the Clean Neighbourhoods and Environment Act (Northern Ireland) or the Noise Act 1996.

Of the total number of complaints (11,865), less than 1% (4) led to prosecutions for failure to comply with a notice. These figures could indicate that council officers are very effective at resolving complaints informally without serving a notice, or that once the issue is drawn to the attention of the noise-maker, they are quick to rectify the problem. Alternatively the figures could indicate that a great proportion of the initial complaints are unfounded and do not warrant issue of a notice or prosecution or that councils struggle to gather sufficient evidence to secure a prosecution.

4 prosecutions were brought in 2013/14, compared to 7 the previous year. This year only Belfast City Council brought prosecutions under the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 and the Noise Act 1996. All were in relation to loud music/televisions/parties.



## Analysis by noise source

Analysis of the data reveals that domestic noise accounted for 83% of all complaints this year, followed by complaints relating to commerce and leisure (7%), noise in the street (5%), industrial noise (1.5%), construction noise (2%) and transport noise (1.5%). Figure 4 contains an exact breakdown of the figures but the tables below give a snapshot comparison of some of this year's statistics compared to last year's.

Domestic		
	2012/2013	2013/2014
Loud music, television and parties	47%	42%
Animal noise	37%	41%
Other neighbourhood noise	12%	14%

Commercial and Leisure		
	2012/2013	2013/2014
Entertainment premises	62%	47%
Security alarms	15%	21%
Sport and leisure	8%	10%

### Industrial

Due to an increase in enquiries about wind turbine noise councils were asked to record related data. Two new categories have been added to the Industrial section to reflect this.

	2012/2013	2013/2014
Industry, manufacturing and workshops	65%	59%
Agriculture	35%	33%
Wind Turbine (Individual)	No data	4.5%
Wind Farm	No data	3.5%

### Noise in the Street

Street noise accounts for 5% of all complaints in 2013/14 and three new categories have been added to further define the makeup of the other category from previous years.

	2012/2013	2013/2014
Other	90%	53%
Loudspeakers	4%	2%
Antisocial behaviour	No data	33%
Children Playing	No data	2.5%
Road Works	No data	6%

### Transport

As with last year, the transport sector accounts for around 1.5% of total noise complaints made in Northern Ireland in 2013/14. A new category, vehicle horn/revving/exhaust has been added. This category further defines the previous road vehicle category.

	2012/2013	2013/2014
Road vehicles	55%	33%
Railways	22%	21%
Delivery vehicles	11%	15%
Vehicle horn/revving engine/exhausts	No data	23%

The Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 introduced new powers for district councils to designate all or part of its district as an alarm notification area and enter premises with or without force to silence an alarm. No councils have designated alarm notification areas since this legislation came into operation. In 2013-14 Belfast City Council and Limavady Borough Council have used the powers to silence an alarm. Details on the use of these powers by those Councils are set out below; all actions were carried out at domestic premises.

Entering premises without force to silence an alarm

- Belfast – 3
- Limavady - 1

Entering premises with force to silence an alarm

- Belfast - 4

### Analysis since 2003/04

This is the eleventh year of this report and final year of the 26 council set up in Northern Ireland. There has been an overall increase of 41% in the total number of noise complaints in Northern Ireland since 2003/04, but this rise has not been steady. Noise complaints rose continually between 2003/04 and 2006/07 when they reached 11,923 complaints (see figure 5). Since 2008/09 the total number of complaints has remained fairly steady, between 11099 and 12193.

Full details of the annual changes by sector are illustrated in Figure 5. This demonstrates that the proportion of noise complaints attributable to each category vary little year on year. Domestic noise complaints far outweigh all the other sources, and in general, since 2003/04 the commercial and leisure sector is the second largest category. Figures 6 to 10 show the changes in numbers of noise complaints across the various categories over the past 11 years.

Industrial			
	2012/2013	2013/2014	% Change
Number of complaints	245	200	18% decrease

The total number of industrial complaints received this year including the new wind turbine categories is around 7% greater than in 2003/04, when 187 industrial noise complaints were received.

Commercial and Leisure			
	2012/2013	2013/2014	% Change
Number of complaints	1124	885	21% decrease

The 2013/14 level of complaints is just over 23% greater than in 2003/04 when 718 complaints were received. Complaint numbers peaked in 2012/13 when 1124 were received.

Domestic			
	2012/2013	2013/2014	% Change
Number of complaints	9973	9832	1% decrease

Levels of domestic noise complaints increased notably between 2003/04 and 2006/07 and have remained fairly constant since then. In 2003/04 6879 complaints were received. This rose to 10393 in 2011/12 when complaints relating to domestic noise reached their peak.

Transport			
	2012/2013	2013/2014	% Change
Number of complaints	125	178	42% increase

Transport noise complaints make up only 1.5% of complaints this year and figures 4 and 9 provide a breakdown of the number of complaints by type of transport and since 2003/04. Road vehicles are the predominant source of noise complaints in this category. The number of complaints in relation to road noise has varied notably since 2003/04 and this is seen again in this year's rise in number of complaints compared to last year.

Noise in the Street			
	2012/2013	2013/2014	% Change
Number of complaints	470	573	22% increase

Historically the predominant source of noise in the street is “other”, accounting for 90% of complaints in this category. District councils confirm that this generally relates to boisterous and antisocial behaviour in the street. Therefore this year extra categories have been included to capture these figures for future analysis.

Construction			
	2012/2013	2013/2014	% Change
Number of complaints	205	197	4% decrease

Construction noise complaints rose almost 86% between 2003/04 and 2007/08 and have generally fallen since then, possibly due to the decline in construction and property development following the economic downturn. Complaints are now 26% lower than in 2003/04 (Figure 10).

## Analysis by District Council

The changes in numbers of complaints received by each district council this year is illustrated in Figure 12. 8 district councils experienced a drop in the number of complaints this year. 17 recorded an increase and 1 (Ballymena Borough Council) experienced no change. The most significant increase in noise complaints were experienced by Fermanagh District Council (34.7%), Larne Borough Council (54%) and North Down Borough Council (34%).

When the statistics were considered in more detail, it was shown that Fermanagh District Council experienced 194 complaints this year compared to 144 last year. All of the reported increase relates to domestic issues. This was made up of a 47% increase for complaints relating to music/tv/parties, 33% animal noise and 118% other neighbour noise. Larne and North Down Borough Councils have also seen a considerable increase in animal noise complaints; a rise of 56% and 39% respectively over last year.

The most significant reductions in noise complaints occurred in Moyle District Council (29%), Carrickfergus Borough Council (11%) and Belfast City Council (10%). Closer inspection of the statistics shows that Moyle District Council received no complaints relating to industrial noise compared to 4 the previous year and a 31% reduction in animal noise complaints.

Belfast City Council historically accounts for approximately 45% of the overall noise complaints in Northern Ireland and therefore has a huge influence on the Northern Ireland statistics as a whole. Belfast has seen a reduction of 10% in noise complaints compared to last year's total. This is why; despite 17 of the 26 Councils showing an increase in complaints, this year's overall complaint total is nearly 3% down on the previous year. Noise complaints in Belfast arising from entertainment premises have seen a 47% reduction from last year. Other areas showing a significant reduction include sports and leisure 32%, hot food restaurants 58% and 13% from construction works.



Figure 13 shows the number of complaints received by each council over the 11 years the data has been recorded. Trendlines, which represent an overall trend in a series of data, have been added to each council's numbers of complaints. They average out a degree of the year-on-year variation and provide a general impression of the number of complaints for each council over the 11 years. The lines indicate whether the number of complaints received is increasing, decreasing or remaining fairly level.<sup>6</sup> The gradient (steepness) of the line indicates the rate of change in the number of complaints.

Cookstown District Council's number of complaints is increasing at the highest rate of all the 26 councils (gradient is 14). This is followed by Armagh City Council (10) and Omagh District Council (8). The councils showing the greatest overall reducing trend are Carrickfergus Borough Council (3), Ards Borough Council (3) and Ballymena Borough (3).

Four councils gave update notes on their annual returns forms to the Department. Ballymoney noted the overall 21% increase in complaints in their area. They identified that 90% of the increase came from domestic noise categories. The Council has indicated that they will target the issue in the coming year to reduce their impact. In 2012-13 Belfast City Council experienced a 148% rise in the number of complaints relating to noise from entertainment premises. In 2013-14 complaints in this category have reduced by 50%. This has come about through liaison with event organisers and putting into place appropriate noise management measures to reduce the impacts. Belfast further highlighted that the reduction in notices served was partly due to the fact that they have been able to identify and contact responsible key holders to silence alarms without the need for formal action. Castlereagh Borough Council noted

that they have identified the increase in animal noise complaints and focused resources to this area during Noise Action Week in May 2014. Derry City Council also noted their increase in barking dog complaints and indicated that they will address the issue through their responsible dog ownership strategy.

In 2012-13 Strabane District Council highlighted that the growing statistics of noise complaints about wind farms and single wind turbines were not visible in the report. The 2013-14 system of categorising noise complaints was changed to include number of complaints from wind farms and individual turbines and this year's report shows these types of complaints specifically.

## Council initiatives to increase awareness and aid enforcement

Several councils, including Antrim, Armagh, Ballymena, Craigavon, Newtownabbey, Belfast, Cookstown, Strabane and Newry and Mourne councils adopt a partnership approach, working with other bodies including the PSNI, Youth Justice Agency or NIHE to undertake joint patrols, share information (including provision of witness statements) or attend multi-agency Antisocial Behaviour Forums. Two staff members from Antrim and two from Newry and Mourne have completed/attended acoustic courses, adding to their council's resources in dealing with noise.

Many councils undertake initiatives throughout the year and particularly during Noise Action Week to increase noise awareness. Armagh City and District Council give presentations at local secondary schools on environmental health which includes

<sup>6</sup> To eliminate the impact of each council having different geographical areas, population densities and overall numbers of complaints, the number of complaints received by each council in 2003/04 was used as a baseline. The subsequent increases and decreases in numbers of complaints received each year have been adjusted accordingly based on the actual percentage increase and decrease in number of complaints received.

noise awareness and council powers to deal with noise. Derry City Council has distributed their responsible dog ownership leaflet to all householders in the Council area. Carrickfergus Borough Council issue leaflets on noise complaint procedures to complainants and alleged sources. Newry and Mourne District Council gave Noise Awareness presentations to five schools within the district. Officers have also attended behavioural training on dogs, to understand the reasons why dogs bark and help them give better advice to dog owners. Craigavon Borough Council issues an "avoiding constant dog barking" leaflet when a dog licence is issued or renewed. When a complaint is made an officer will visit and provide advice on noise from barking dogs, Cookstown Borough Council also make this type of visit, whereas Magherafelt District Council and Newtownabbey Borough Council send an information leaflet to the complaint address.

Antrim Borough Council worked collaboratively with Planning Service at a Planning Appeal Commission hearing into an unauthorised scrambler track causing noise disturbance. This resulted in a ruling to close the track. Belfast City Council has purchased additional noise monitoring equipment. It has already been used to manage outdoor music events and will be utilized in complaint investigation.

Belfast City Council experienced an increase in the number of complaints about licensed premises advertising in the street during Fresher's Week. To deal with this, Environmental Health and Building Control Officers from the Council have met with licensees to increase their awareness of the legislation and highlighted the potential for enforcement action and the resultant adverse implications for the licensee. Officers also monitored promotional activities in the university area over the fresher's period prompting licensees to choose quiet methods of promotion. No enforcement action was necessary.

Some councils offer anti-barking collars for loan to the public including Dungannon and South Tyrone Borough Council and Newry and Mourne District Council.

## Conclusion

The total number of noise complaints has remained fairly constant since 2008/09, varying between 11099 and 12193.

2013/14 is the second year when the Noise Act 1996 applied to all district councils. In addition to Belfast City Council which has used this legislation for a number of years, Coleraine Borough Council is still the only other council that has made use of the additional powers available under the legislation.

It is also noteworthy that no district councils have designated alarm notification areas under the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011. However, it is encouraging that Belfast City Council is making use of these powers to enter premises by force to silence alarms where necessary. It is to be hoped that as councils become more familiar with the legislation and the powers now available to them, enforcement action may increase, with a subsequent long-term decline in the number of noise complaints.

The Report shows that neighbourhood noise problems can arise from many quarters. The consideration for the rights of others is a contributory factor in a lot of these problems. The Department of the Environment considers that better education is one way of tackling the problem and is keen for the councils to continue their efforts to raise noise issues on local agendas.



NOISE COMPLAINT  
FIGURES & TABLES





table 1

### Total Noise Complaints Received by District Council 2013-14

COUNCIL	Category of Source												Domestic		
	Industrial				Commercial & Leisure								DIY	Music Televisions Parties	Animal Noise
	Industry Manufacturing Workshops	Agricultural	Wind Turbine (Individual)	Wind Farm	Entertainment Premises	Sports & Leisure	Petrol Stations Car Wash	Hot Food Bars Restaurants	Other Shops & Offices	Security Alarms	Other				
Antrim	5	1	0	0	1	3	0	3	0	0	0	4	41	116	
Ards	10	9	0	0	2	2	1	1	0	3	2	2	43	212	
Armagh	5	2	0	0	1	7	0	2	0	1	0	2	35	103	
Ballymena	2	4	1	0	5	0	0	2	5	1	2	1	43	126	
Ballymoney	2	3	0	0	0	1	0	0	0	3	2	0	14	69	
Banbridge	3	7	1	0	8	3	0	0	0	8	4	2	18	149	
Belfast	1	1	0	0	333	17	0	5	67	134	25	61	3,129	686	
Carrickfergus	2	0	0	1	0	0	0	0	0	1	1	2	15	66	
Castlereagh	0	0	0	0	0	6	0	0	0	3	4	6	31	117	
Coleraine	5	3	0	0	6	4	0	1	0	7	15	1	102	196	
Cookstown	7	1	1	0	5	1	0	0	0	0	1	1	15	72	
Craigavon	3	6	0	0	1	2	1	0	1	3	1	1	123	278	
Derry	9	3	0	2	11	0	0	0	0	3	1	2	80	171	
Down	5	5	1	0	7	0	6	0	2	0	3	5	44	168	
Dungannon	17	4	0	0	2	4	0	0	1	1	0	0	21	111	
Fermanagh	0	0	0	0	2	0	2	1	1	3	1	0	44	114	
Larne	0	0	1	0	7	1	0	1	0	0	0	0	14	70	
Limavady	2	2	0	0	0	1	0	0	0	1	0	3	30	91	
Lisburn	8	0	0	2	3	10	0	2	0	4	5	2	64	289	
Magherafelt	1	1	0	0	2	0	0	0	0	2	4	1	14	58	
Moyle	0	0	0	0	2	5	0	0	0	0	0	0	7	27	
Newry&Mourne	4	3	2	0	2	0	0	0	0	2	6	0	38	161	
Newtownabbey	6	2	1	1	5	4	1	0	0	2	12	6	59	173	
North Down	0	0	0	0	3	3	1	0	1	0	0	2	61	154	
Omagh	10	6	0	0	5	1	1	0	0	0	3	2	52	56	
Strabane	11	3	1	1	1	10	0	0	1	0	2	1	21	153	
<b>TOTAL</b>	<b>118</b>	<b>66</b>	<b>9</b>	<b>7</b>	<b>414</b>	<b>85</b>	<b>13</b>	<b>18</b>	<b>79</b>	<b>182</b>	<b>94</b>	<b>107</b>	<b>4158</b>	<b>3986</b>	
				<b>200</b>						<b>885</b>					

c		Construction	Transport							Noise in the Street								TOTAL
House Alarms	Other Neighbour Noise	Construction Sites Demolition Works Road Works	Road Vehicles	Railways	Civil Aircraft	Military Aircraft	Delivery Vehicles	Vehicle Alarms	Vehicle horns/rewing engines/noisy exhausts	Loudspeakers	Road Works	Ice Cream Van Chimes	Street Traders	Street Performance Public Address	Children Playing	Antisocial Behaviour	Other	
4	12	2	0	0	1	0	0	0	3	0	1	0	1	1	0	0	0	199
2	26	22	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	340
0	15	3	1	0	0	0	0	0	0	0	0	0	1	4	0	0	1	183
1	7	6	2	0	0	0	1	0	0	0	0	0	1	1	0	4	1	216
0	8	2	2	0	0	0	1	0	4	0	0	0	0	0	0	1	2	114
2	6	4	1	0	1	0	0	0	0	1	1	1	0	0	1	5	2	228
187	917	79	15	37	2	2	14	3	13	3	27	0	1	3	3	174	249	6188
4	19	3	0	0	0	0	0	0	1	2	0	0	0	0	0	0	2	119
4	19	8	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	200
9	32	4	7	0	0	0	1	2	1	0	0	0	0	0	0	0	4	400
0	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	114
2	62	4	2	0	1	0	3	0	1	1	0	3	0	0	2	3	3	507
1	15	4	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	305
3	16	4	1	0	0	0	0	0	0	0	0	0	1	1	0	0	4	276
0	7	0	6	0	1	0	1	0	2	0	0	0	0	0	0	0	0	178
0	24	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	194
0	11	5	0	0	0	0	0	0	1	0	0	0	0	0	0	0	5	116
2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	136
4	21	2	1	0	1	0	3	0	0	3	2	0	0	2	2	0	2	432
1	9	0	1	0	0	0	0	0	0	0	0	0	0	0	2	2	0	98
1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44
1	20	9	4	0	0	0	2	0	9	0	1	0	0	0	0	0	0	264
2	46	15	4	0	0	0	0	0	1	0	1	0	0	0	1	0	2	344
9	33	11	2	1	0	0	0	0	1	0	0	0	0	0	0	0	19	301
0	1	3	6	0	0	0	0	0	1	0	0	1	0	0	1	0	1	150
1	4	4	0	0	0	0	0	0	1	0	0	0	0	0	2	1	1	219
240	1341	197	58	38	7	3	26	5	41	10	34	6	5	12	14	190	302	
<b>9832</b>		<b>197</b>	<b>178</b>							<b>573</b>								<b>11865</b>

table 2

Total Notices served by District Council 2013-14

Notices Served Under the Clean Neighbourhood and Environment Act (NI) 2011 (CNEA)

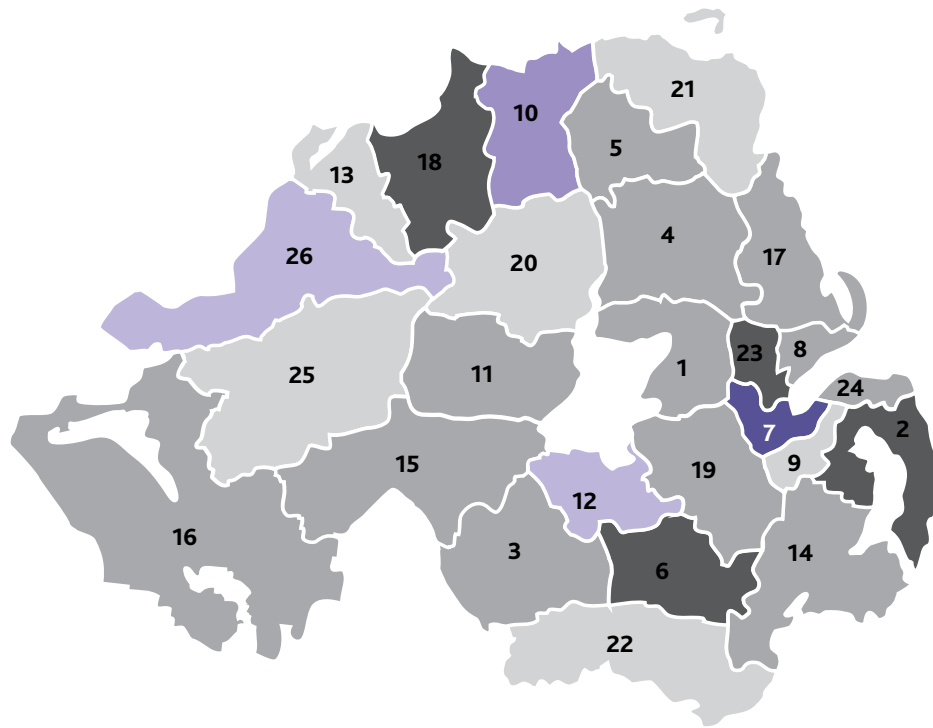
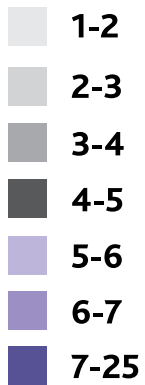
COUNCIL	Industrial				Commercial & Leisure							Domestic					Conservation Works
	Industry Manufacturing Workshops	Agricultural	Wind Turbine (Individual)	Wind Farm	Entertainment Premises	Sports & Leisure	Petrol Stations Car Wash	Hot Food Bars Restaurants	Other Shops & Offices	Security Alarms	Other	DIY	Music Televisions Parties	Animal Noise	House Alarms	Other Neighbour Noise	
Antrim	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ards	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0
Armagh	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Ballymena	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ballymoney	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Banbridge	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Belfast	0	0	0	0	0	0	0	0	0	2	0	0	24	0	3	0	0
Carrickfergus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Castlereagh	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Coleraine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cookstown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Craigavon	0	0	0	0	0	0	0	0	0	0	0	0	5	2	0	0	0
Derry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Down	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Dungannon	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fermanagh	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Larne	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Limavady	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lisburn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Magherafelt	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Moyle	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Newry&Mourne	2	0	0	0	0	0	0	0	0	0	0	0	0	11	0	0	0
Newtownabbey	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0
North Down	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0
Omagh	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Strabane	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>35</b>	<b>22</b>	<b>3</b>	<b>2</b>	<b>0</b>



Construction	Transport							Noise in the street								Total notices under CNEA	CNEA Prosecutions	Noise Act 1996			Total Notices CNEA and Noise Act
	Road Vehicles	Railways	Civil Aircraft	Military Aircraft	Delivery Vehicles	Vehicle Alarms	Vehicle horns/revving engines/noisy exhausts	Loudspeakers	Road Works	Ice cream van chimes	Street Traders	Street Perf/Public Address	Children Playing	Antisocial Behaviour	Other			Notices Served	Prosecutions	Seizures	
Construction Sites	Demolition Works	Road	Motorcycles	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other	Other	Warning	Fixed Penalty	Other	Other			
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	3		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29	2	396	7	432		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	7		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	0	0	13		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	3		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	4		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	69	2	397	7	473		

figure 1

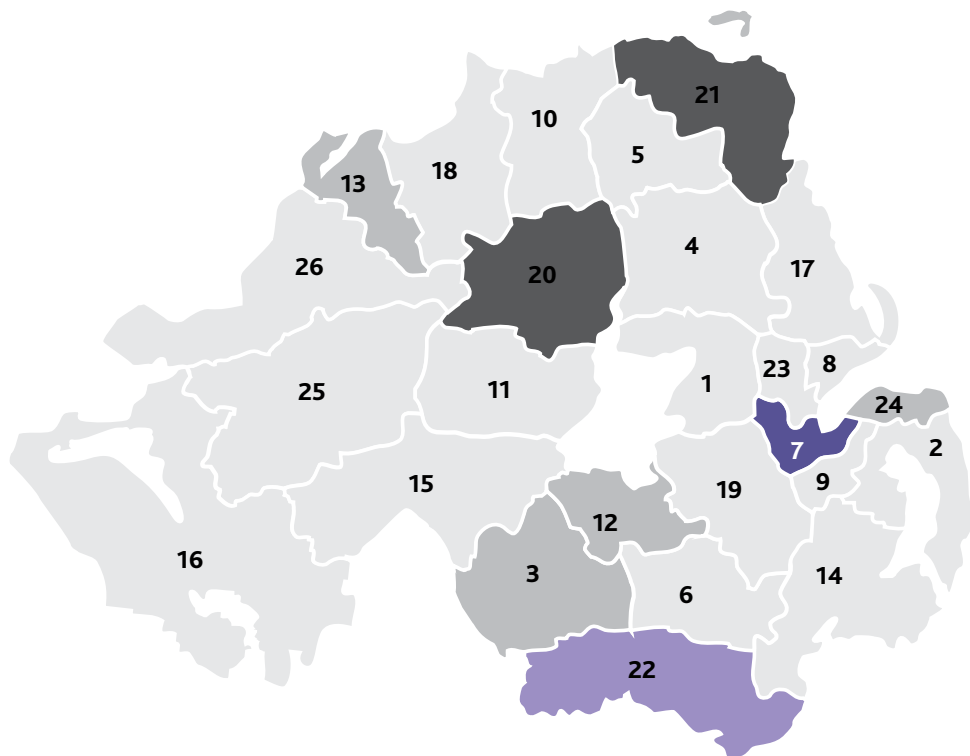
Noise Complaints Per 1000 head of Population 2013-14



- |                 |              |                 |
|-----------------|--------------|-----------------|
| 1 Antrim        | 10 Coleraine | 19 Lisburn      |
| 2 Ards          | 11 Cookstown | 20 Magherafelt  |
| 3 Armagh        | 12 Craigavon | 21 Moyle        |
| 4 Ballymena     | 13 Derry     | 22 Newry&Mourne |
| 5 Ballymoney    | 14 Down      | 23 Newtownabbey |
| 6 Banbridge     | 15 Dungannon | 24 North Down   |
| 7 Belfast       | 16 Fermanagh | 25 Omagh        |
| 8 Carrickfergus | 17 Larne     | 26 Strabane     |
| 9 Castlereagh   | 18 Limavady  |                 |

figure 2

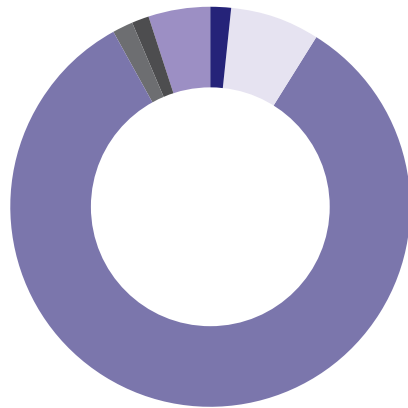
Number of Notices Per 100 Complaints 2013-14



- |                 |              |                 |
|-----------------|--------------|-----------------|
| 1 Antrim        | 10 Coleraine | 19 Lisburn      |
| 2 Ards          | 11 Cookstown | 20 Magherafelt  |
| 3 Armagh        | 12 Craigavon | 21 Moyle        |
| 4 Ballymena     | 13 Derry     | 22 Newry&Mourne |
| 5 Ballymoney    | 14 Down      | 23 Newtownabbey |
| 6 Banbridge     | 15 Dungannon | 24 North Down   |
| 7 Belfast       | 16 Fermanagh | 25 Omagh        |
| 8 Carrickfergus | 17 Larne     | 26 Strabane     |
| 9 Castlereagh   | 18 Limavady  |                 |

figure 3

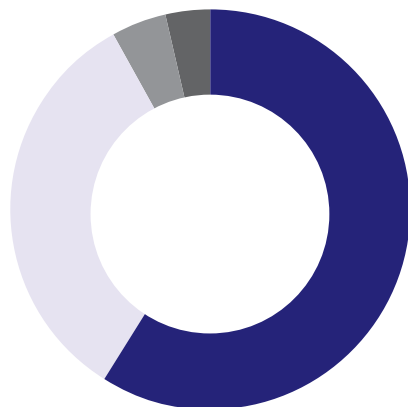
**Total Noise Complaints 2013-14**



Noise in Street	4.83%
Transport	1.50%
Construction	1.66%
Domestic	82.87%
Commercial & Leisure	7.46%
Industrial	1.69%

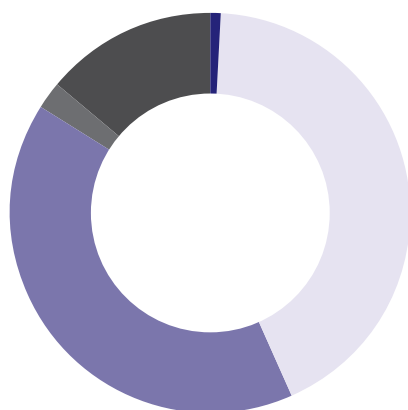
figure 4

**Noise Complaints by Category 2013-14**



INDUSTRIAL COMPLAINTS

Industry Manufacturing Workshops	59%
Agricultural	33%
Wind Turbine (Individual)	4.5%
Wind Farm	3.5%



DOMESTIC COMPLAINTS

DIY	1.09%
Music Televisions Parties	42.29%
Animal Noise	40.54%
House Alarms	2.44%
Other Neighbour Noise	13.64%



### TRANSPORT COMPLAINTS



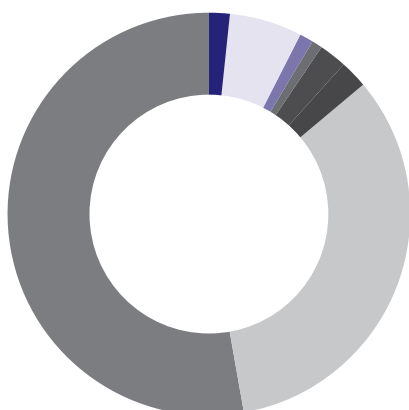
● Road Vehicles	<b>32.58%</b>
● Railways	<b>21.35%</b>
● Civil Aircraft	<b>3.93%</b>
● Military Aircraft	<b>1.69%</b>
● Delivery Vehicles	<b>14.61%</b>
● Vehicle Alarms	<b>2.81%</b>
● Vehicle horns/revving engines/noisy exhaust	<b>23.03%</b>

### COMMERCIAL AND LEISURE COMPLAINTS



● Entertainment Premises	<b>46.78%</b>
● Sports & Leisure	<b>9.60%</b>
● Petrol Stations Car Wash	<b>1.47%</b>
● Hot Food Bars Restaurants	<b>2.03%</b>
● Other Shops & Offices	<b>8.93%</b>
● Security Alarms	<b>20.56%</b>
● Other	<b>10.62%</b>

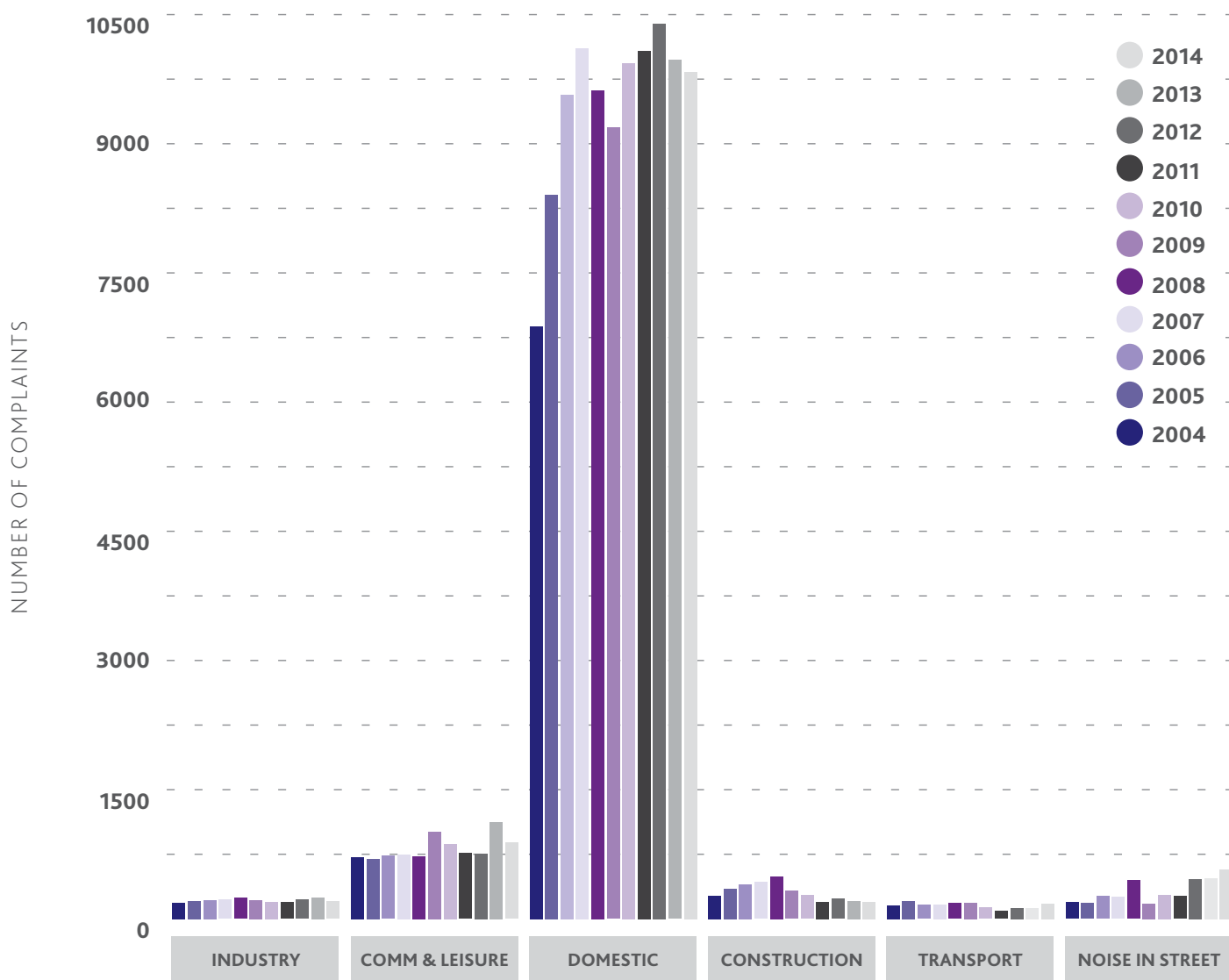
### NOISE IN THE STREET COMPLAINTS



● Loudspeakers	<b>1.75%</b>
● Road Works	<b>5.93%</b>
● Ice Cream Van Chimes	<b>1.05%</b>
● Street Traders	<b>0.87%</b>
● Street Performance Public Address	<b>2.09%</b>
● Children Playing	<b>2.44%</b>
● Antisocial Behaviour	<b>33.16%</b>
● Other	<b>52.71%</b>

figure 5

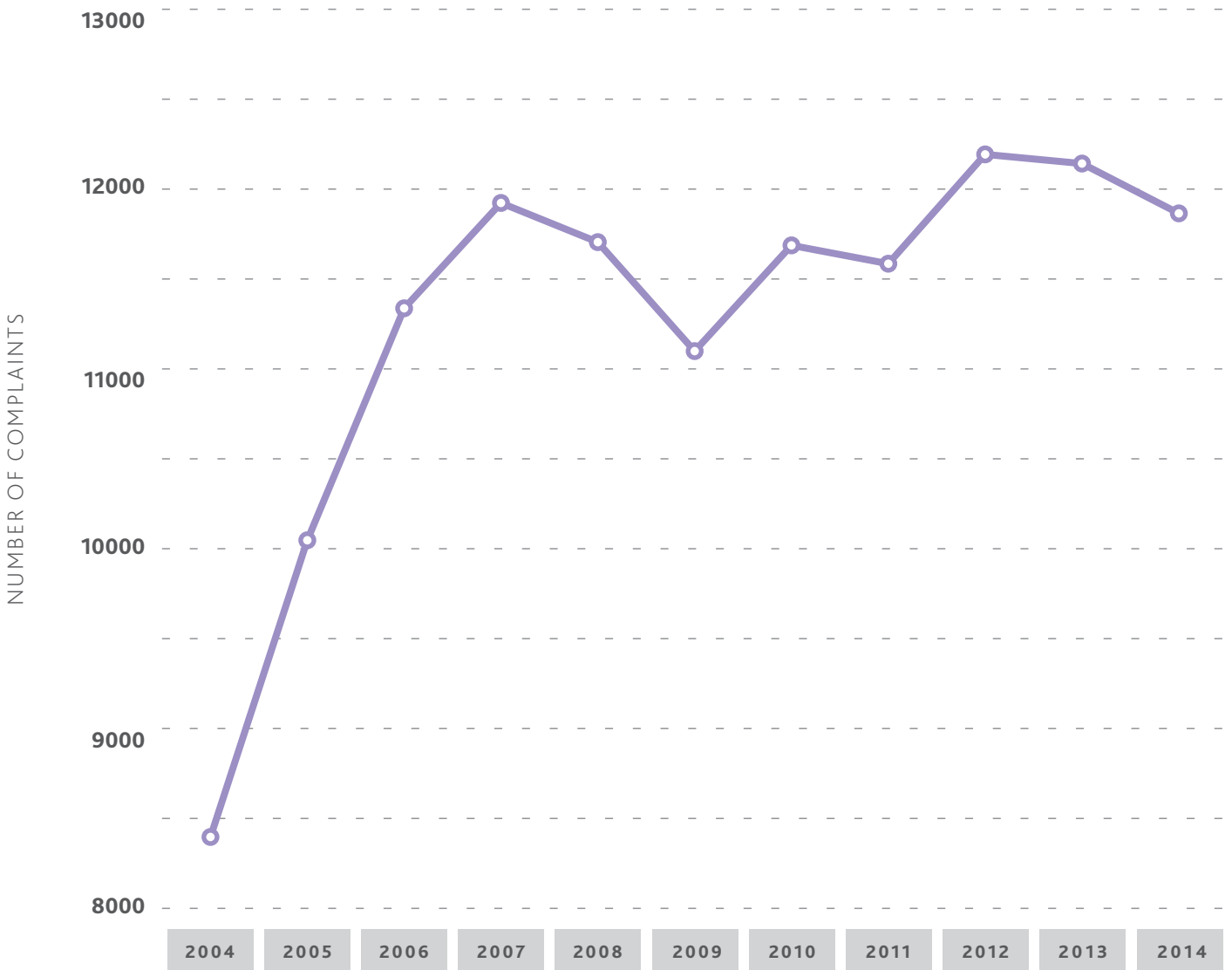
**Noise Complaints Comparison**  
2004-2014



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
INDUSTRY	187	204	215	223	241	217	198	193	221	245	200
COMM & LEISURE	718	696	732	747	728	1012	871	764	757	1124	885
DOMESTIC	6879	8405	9568	10110	9618	9187	9937	10081	10393	9973	9832
CONSTRUCTION	265	352	399	426	492	322	274	196	234	205	197
TRANSPORT	155	209	159	164	181	184	129	90	126	125	178
NOISE IN STREET	193	181	264	253	445	177	278	261	462	470	573

### Total Number of Complaints

2004-2014

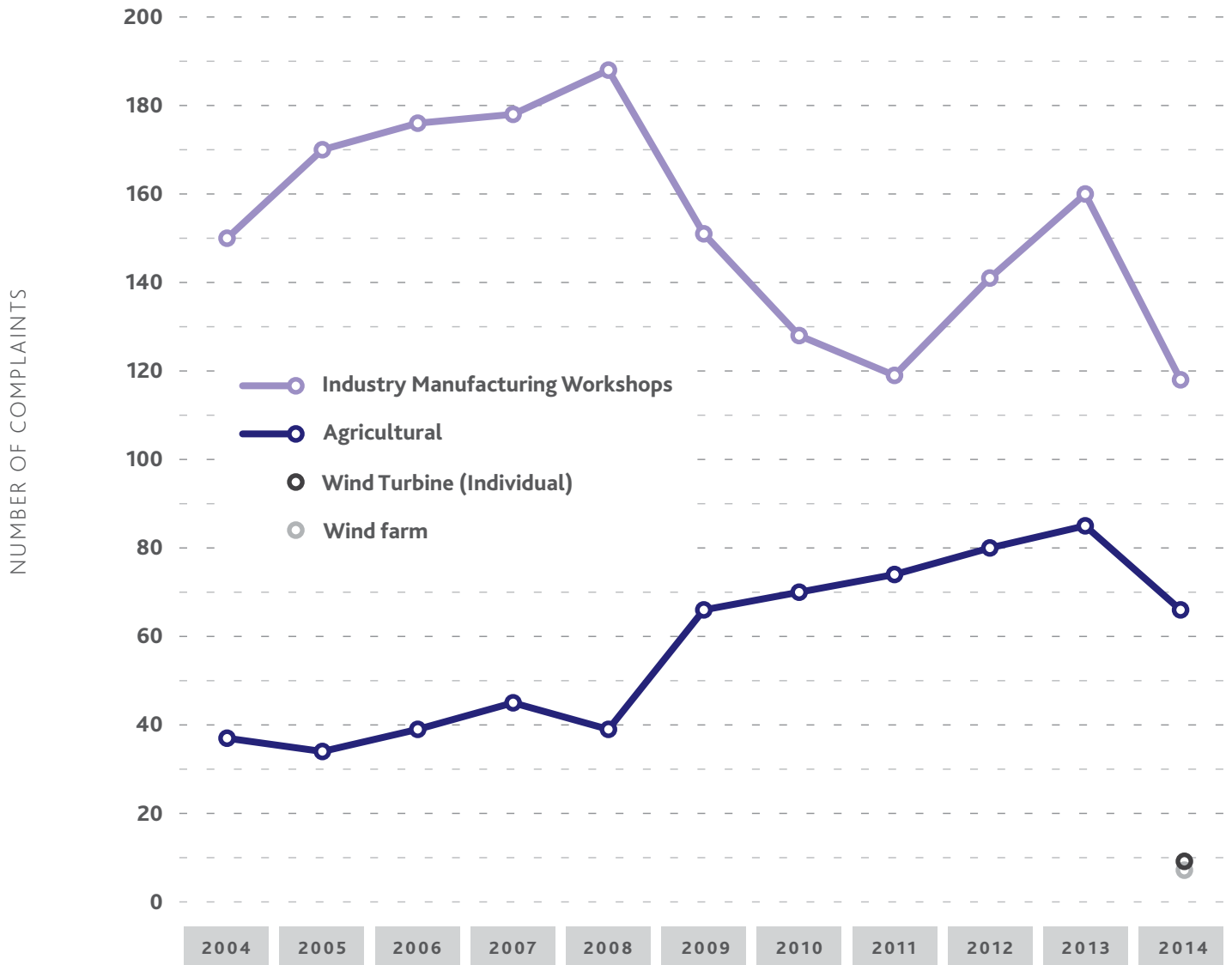


TOTAL NO. COMPLAINTS	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
	8397	10047	11337	11923	11705	11099	11687	11585	12193	12142	11865

figure 6

**Industrial Noise Complaints Comparison**

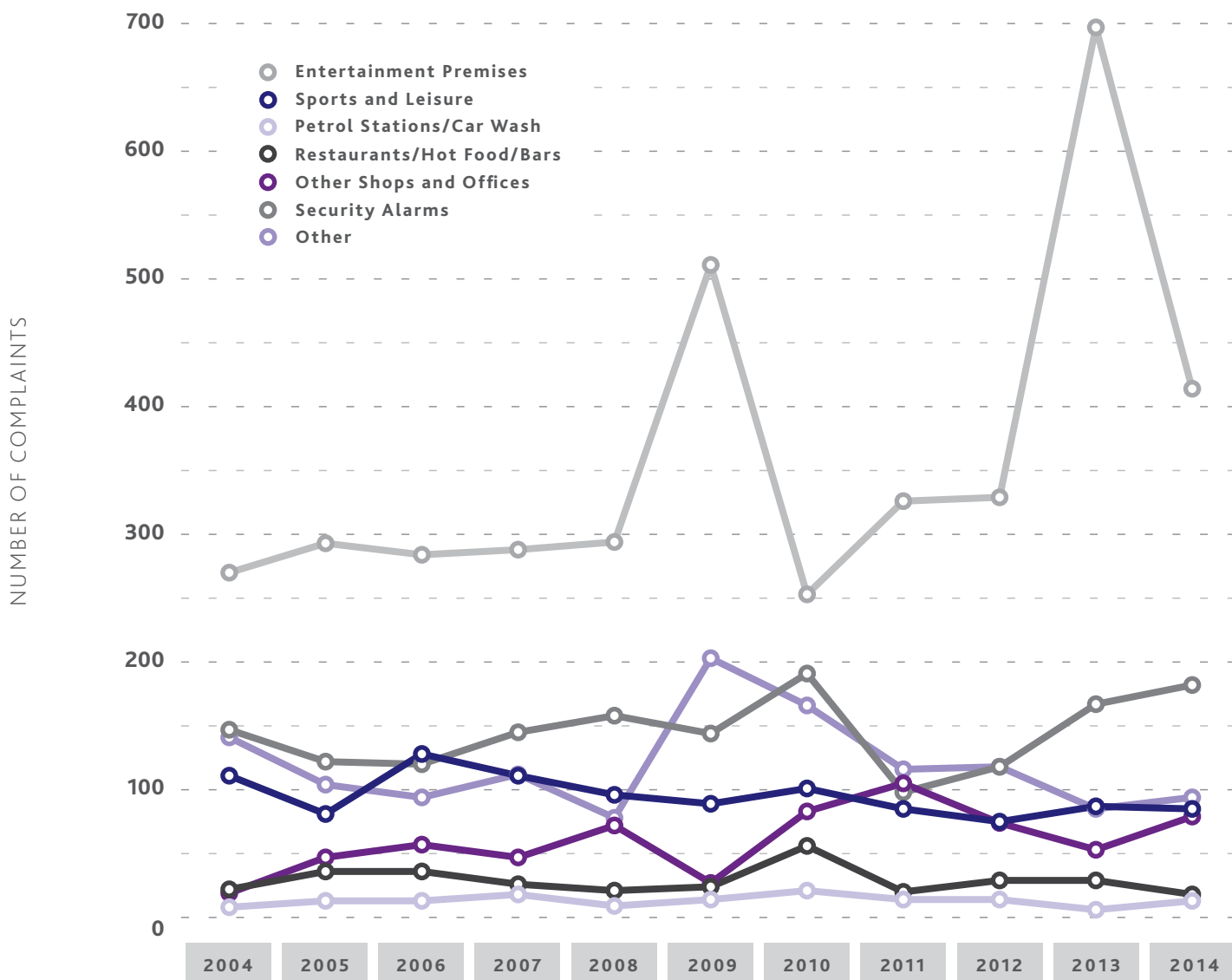
2004-2014



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
INDUSTRY MANUF WORKSHOPS	150	170	176	178	188	151	128	119	141	160	118
AGRICULTURAL	37	34	39	45	39	66	70	74	80	85	66
WIND TURBINE (INDIVIDUAL)	-	-	-	-	-	-	-	-	-	-	9
WIND FARM	-	-	-	-	-	-	-	-	-	-	7

figure 7

**Commercial and Leisure Noise Complaints Comparison**  
2004-2014



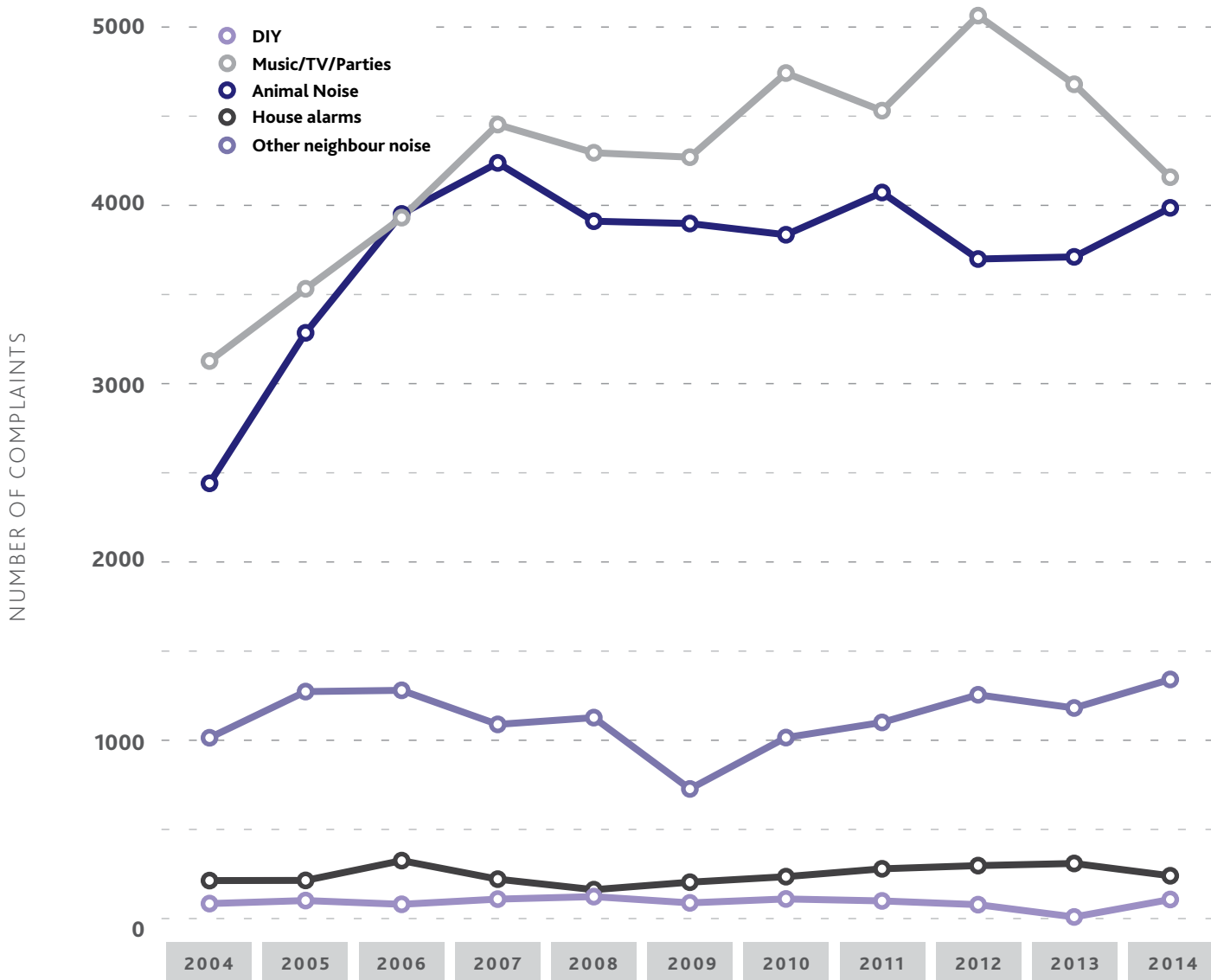
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
<b>ENTERTAINMENT PREMISES</b>	270	293	284	288	294	511	253	326	329	697	414
<b>SPORTS &amp; LEISURE</b>	111	81	128	111	96	89	101	85	75	87	85
<b>PETROL STATIONS CAR WASH</b>	8	13	13	18	9	14	21	14	14	6	13
<b>RESTAURANTS HOT FOOD BARS</b>	22	36	36	26	21	24	56	20	29	29	18
<b>OTHER SHOPS &amp; OFFICES</b>	19	47	57	47	72	27	83	105	74	53	79
<b>SECURITY ALARMS</b>	147	122	120	145	158	144	191	98	118	167	182
<b>OTHER</b>	141	104	94	112	78	203	166	116	118	85	94



figure 8

**Domestic Noise Complaints Comparison**

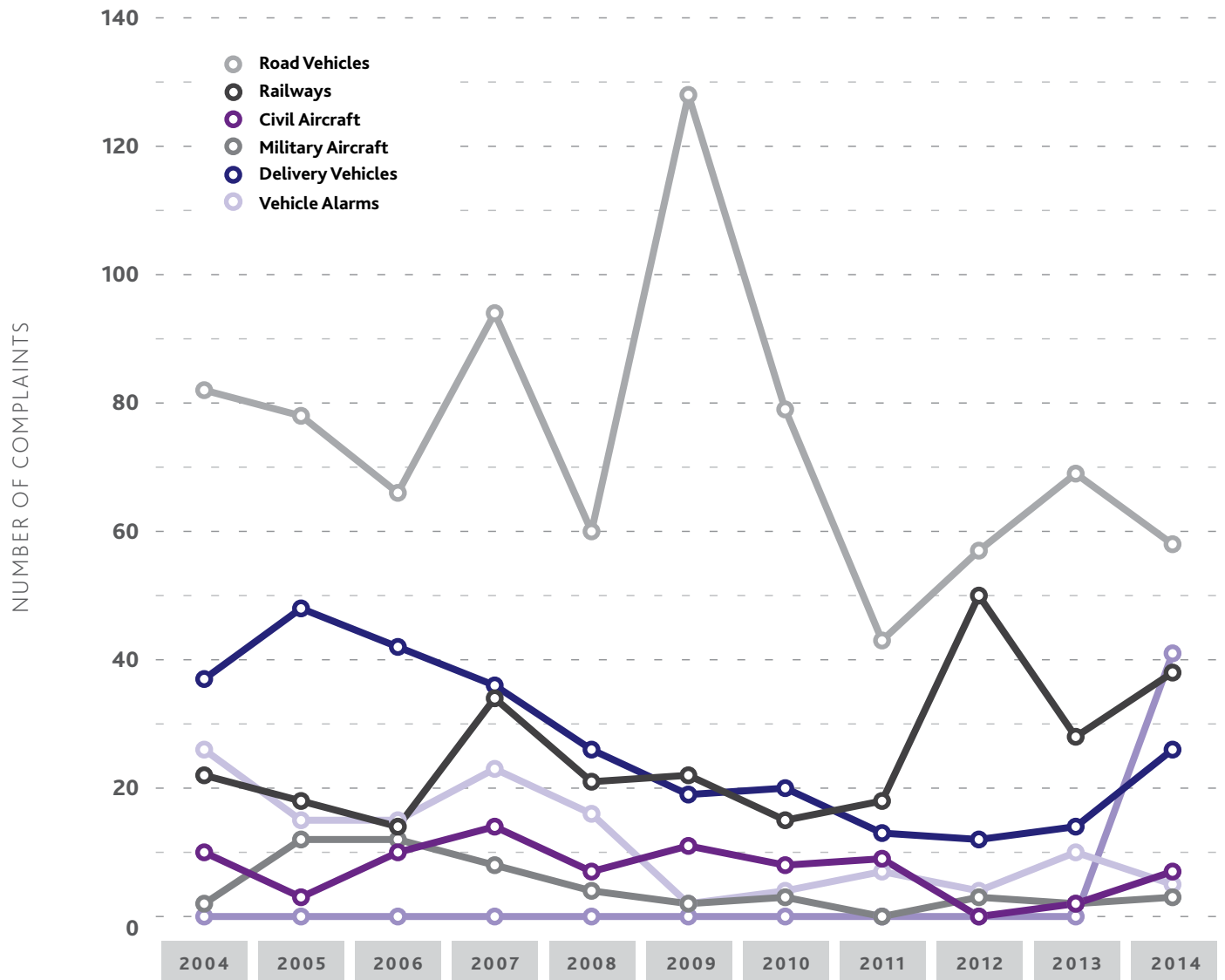
2004-2014



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
<b>DIY</b>	84	101	80	109	123	88	110	99	78	93	107
<b>MUSIC TV PARTIES</b>	3127	3532	3931	4453	4295	4270	4742	4531	5064	4679	4158
<b>ANIMAL NOISE</b>	2441	3285	3952	4238	3911	3898	3835	4072	3699	3711	3986
<b>HOUSE ALARMS</b>	213	214	325	221	162	204	235	279	297	309	240
<b>OTHER NEIGHBOUR NOISE</b>	1014	1273	1280	1089	1127	727	1015	1100	1255	1181	1341

figure 9

**Transport Noise Complaints Comparison**  
2004-2014



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
<b>ROAD VEHICLES</b>	82	78	66	94	60	128	79	43	57	69	58
<b>RAILWAYS</b>	22	18	14	34	21	22	15	18	50	28	38
<b>CIVIL AIRCRAFT</b>	10	3	10	14	7	11	8	9	0	2	7
<b>MILITARY AIRCRAFT</b>	2	12	12	8	4	2	3	0	3	2	3
<b>DELIVERY VEHICLES</b>	37	48	42	36	26	19	20	13	12	14	26
<b>VEHICLE ALARMS</b>	26	15	15	23	16	2	4	7	4	10	5
<b>VEHICLE HORNS/ ENGINES/REVVING</b>	0	0	0	0	0	0	0	0	0	0	41

figure 10

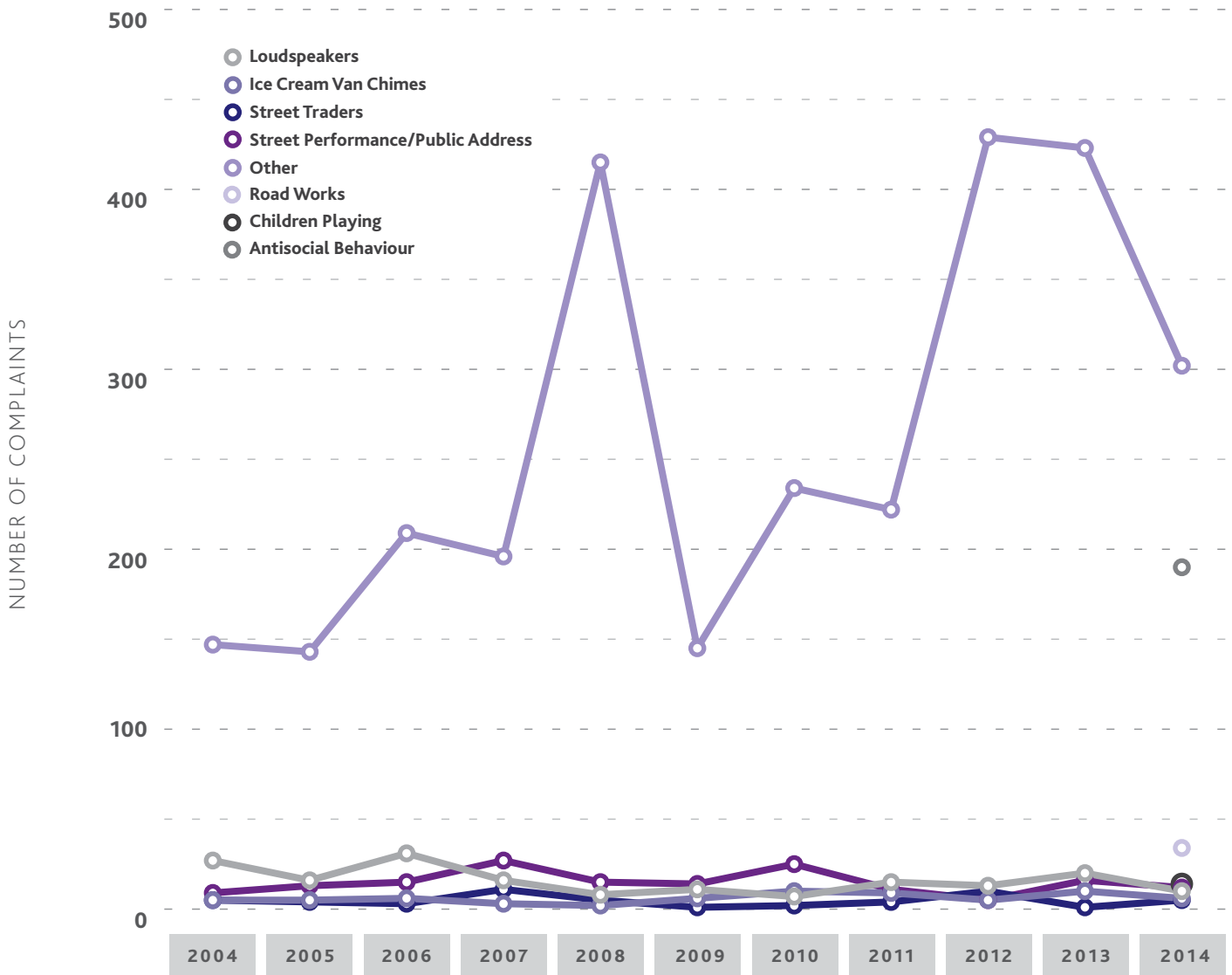
**Construction Noise Complaints Comparison**  
2004-2014



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
CONSTRUCTION	265	352	399	426	492	322	274	196	234	205	197

figure 11

**Noise in the Street Complaints Comparison**  
2004-2014



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
<b>LOUDSPEAKERS</b>	27	16	31	16	8	11	7	15	13	20	10
<b>ICE CREAM VAN CHIMES</b>	5	5	6	3	2	6	10	9	5	10	6
<b>STREET TRADERS</b>	5	4	3	11	5	1	2	4	10	1	5
<b>STREET PERF/ PUBLIC ADDRESS</b>	9	13	15	27	15	14	25	11	5	16	12
<b>OTHER</b>	147	143	209	196	415	145	234	222	429	423	302
<b>ROAD WORKS</b>	-	-	-	-	-	-	-	-	-	-	34
<b>CHILDREN PLAYING</b>	-	-	-	-	-	-	-	-	-	-	14
<b>ANTISOCIAL BEHAVIOUR</b>	-	-	-	-	-	-	-	-	-	-	190

figure 12

**Percentage Change in Complaint Numbers**  
2012/13-2013/14

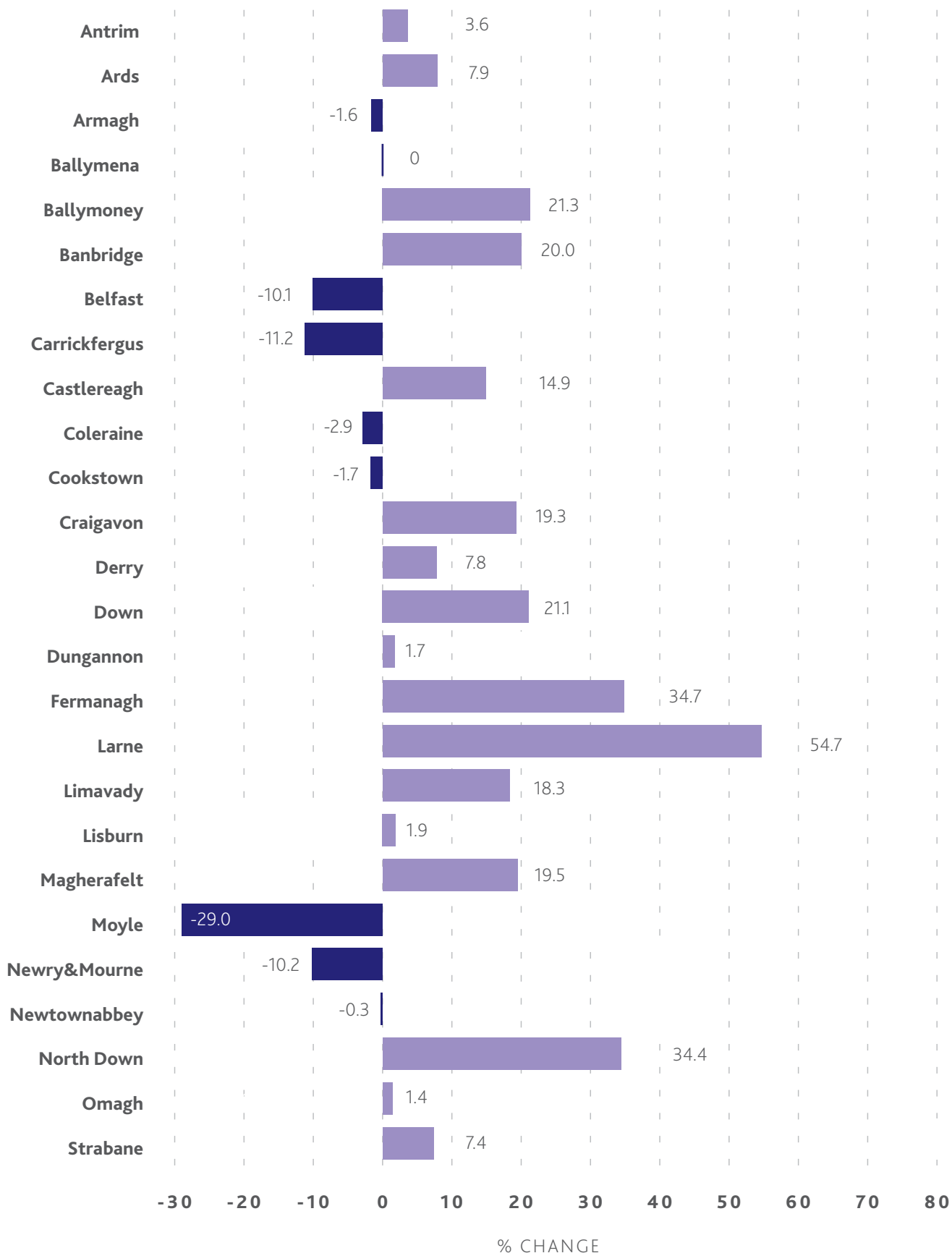
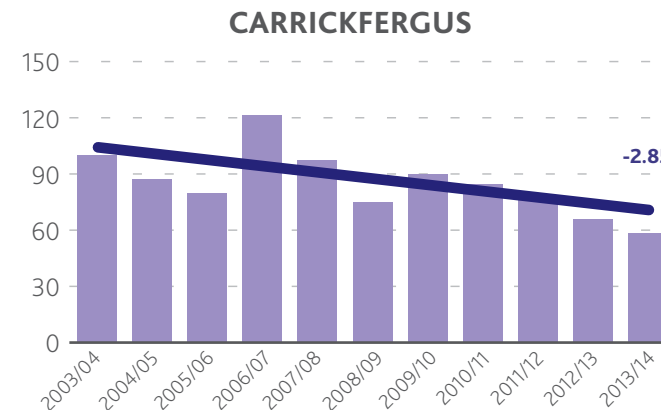
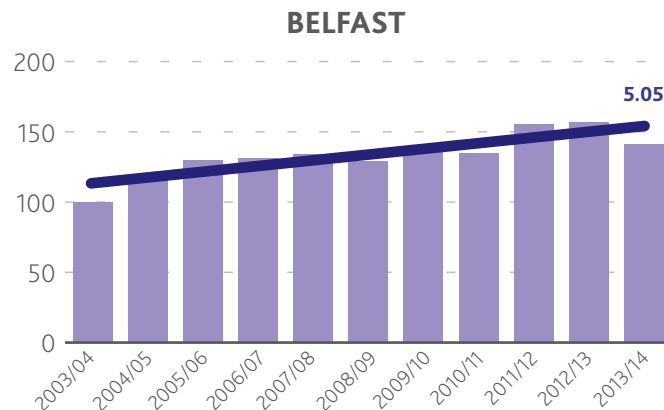
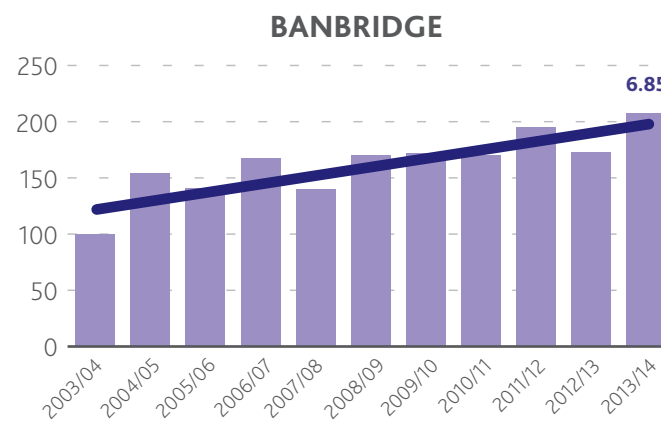
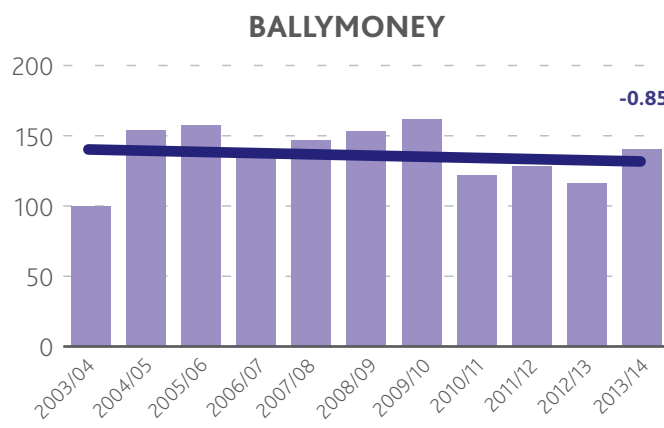
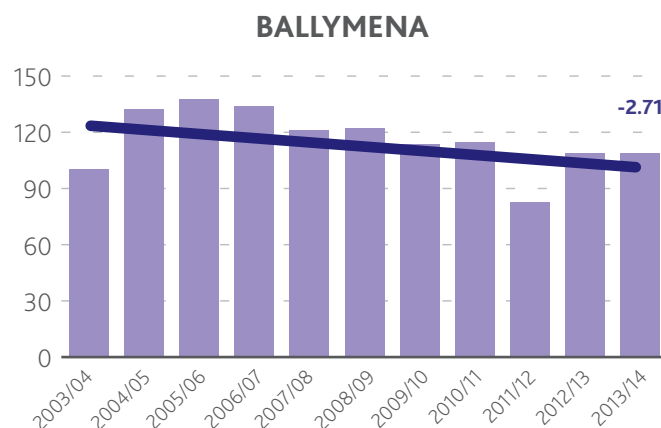
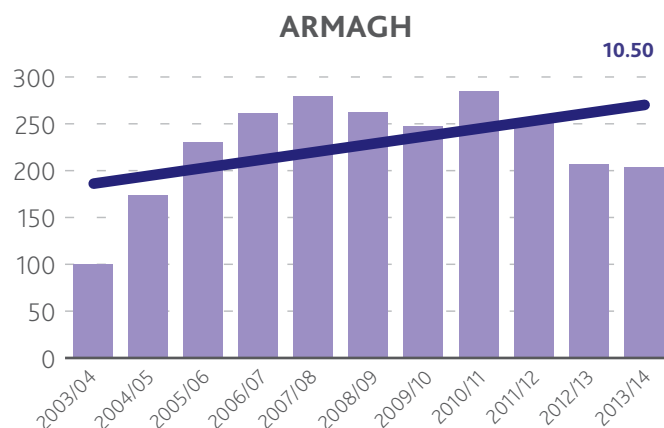
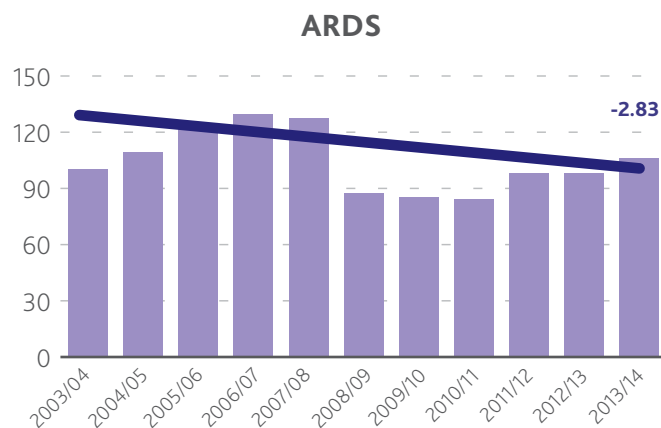
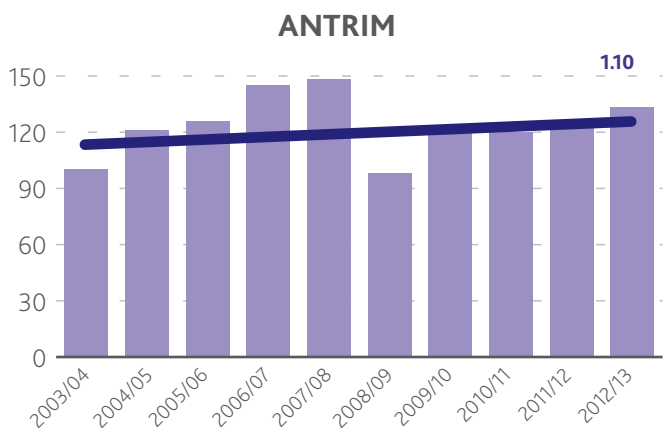


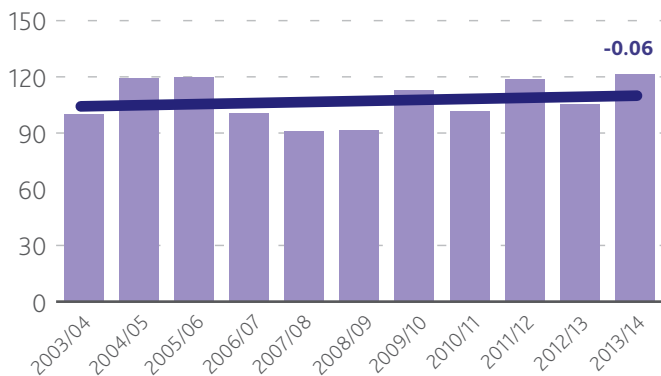


figure 13

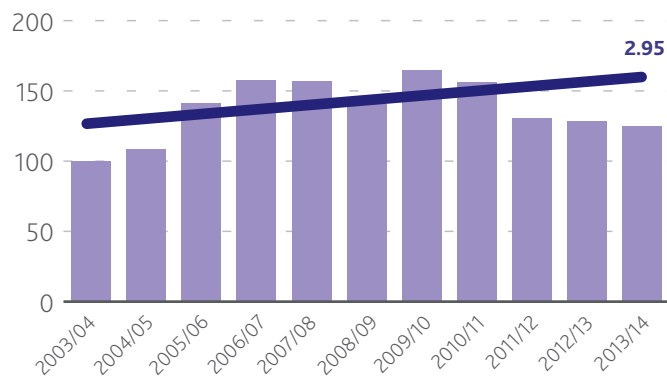
Trends in Numbers of Complaints Received by District Councils  
2004 - 2014



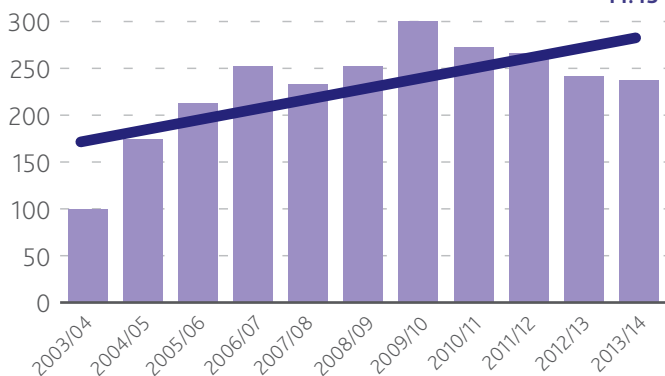
### CASTLEREAGH



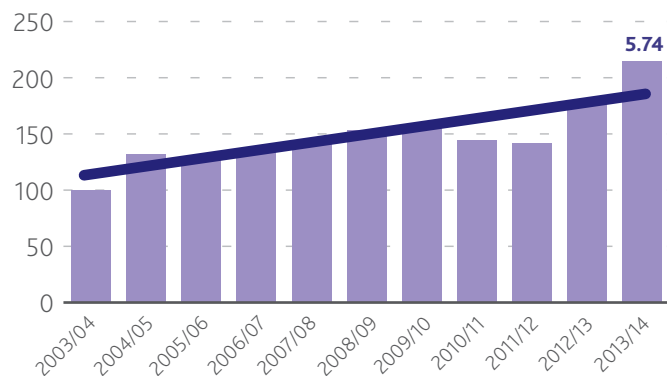
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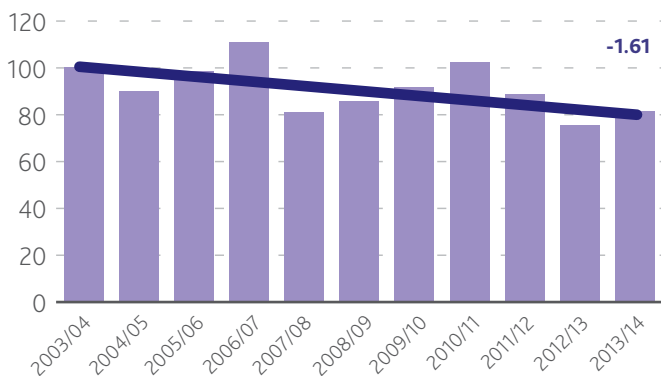
### COOKSTOWN



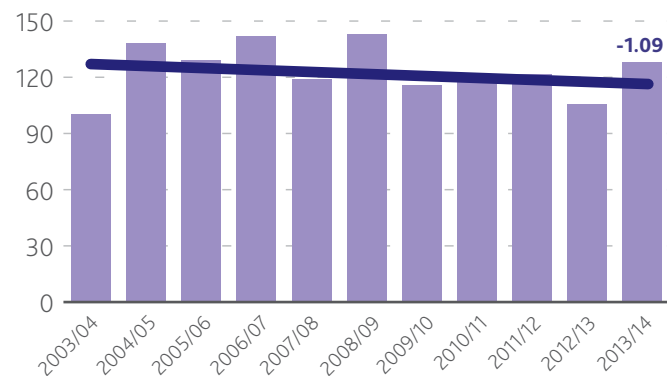
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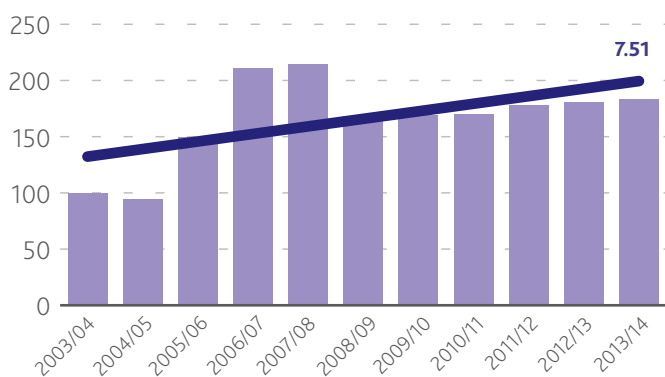
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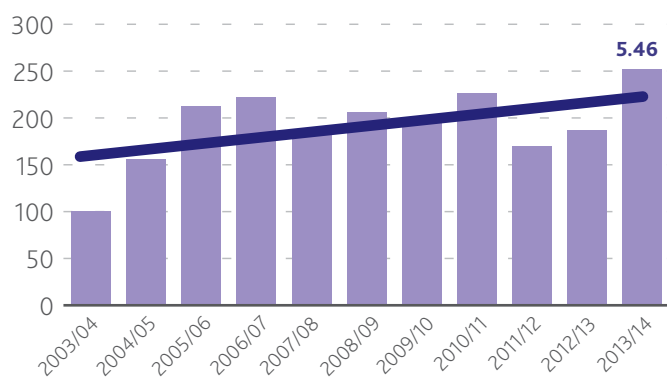
### DOWN



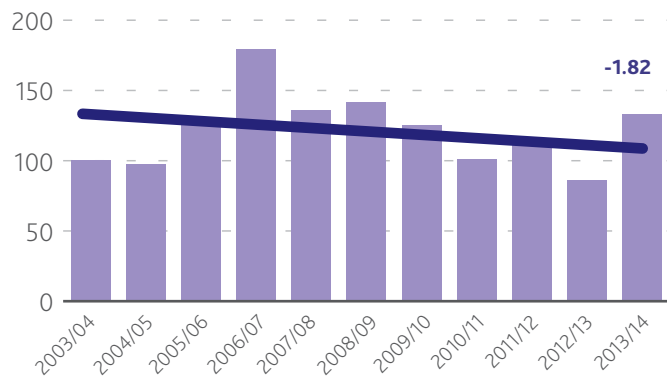
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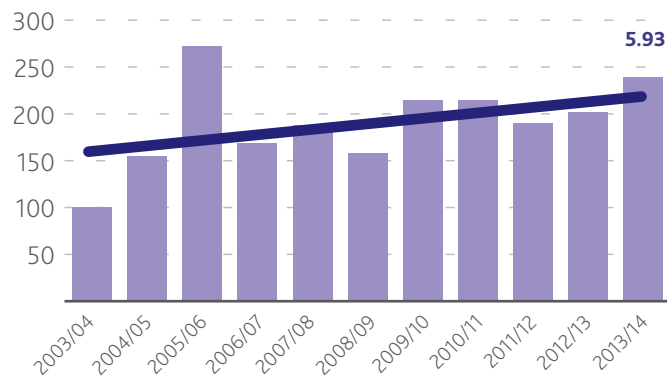
### FERMANAGH



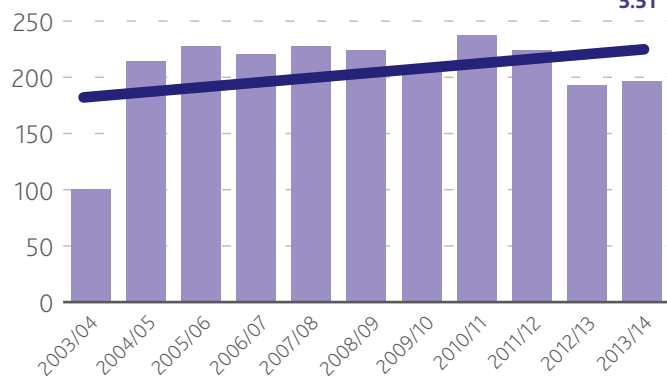
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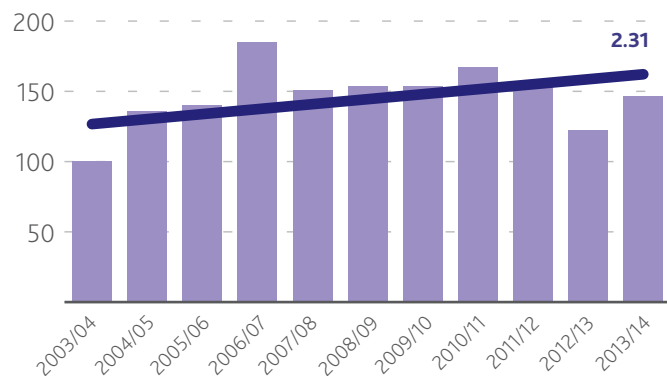
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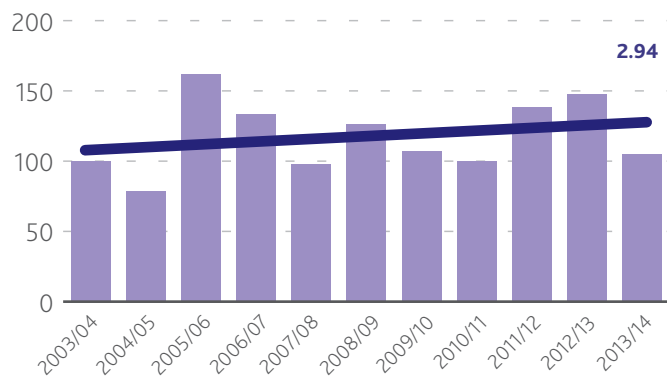
### LISBURN



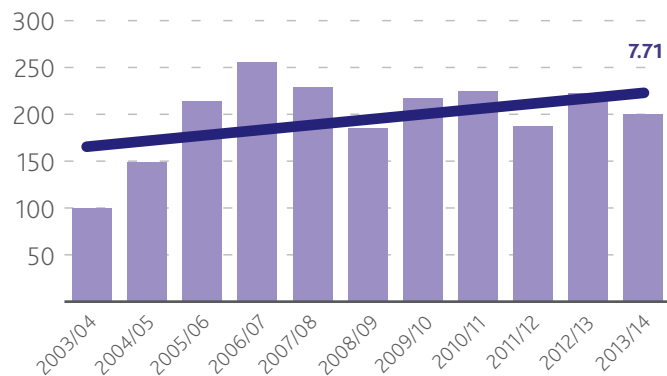
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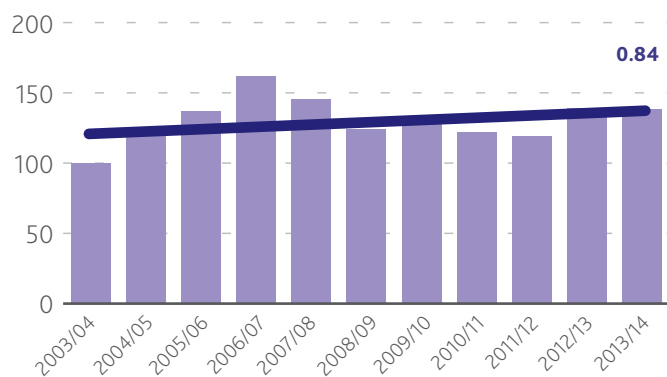
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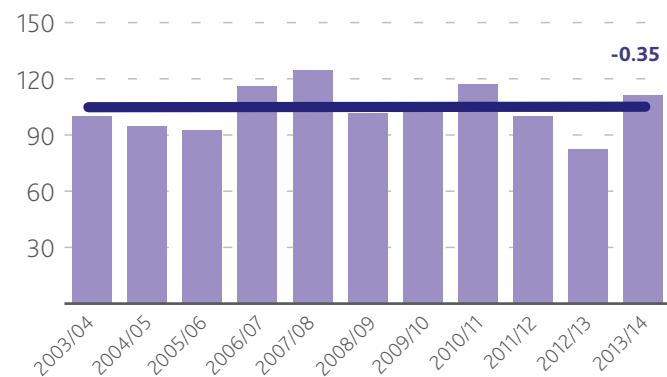
### NEWRY&MOURNE



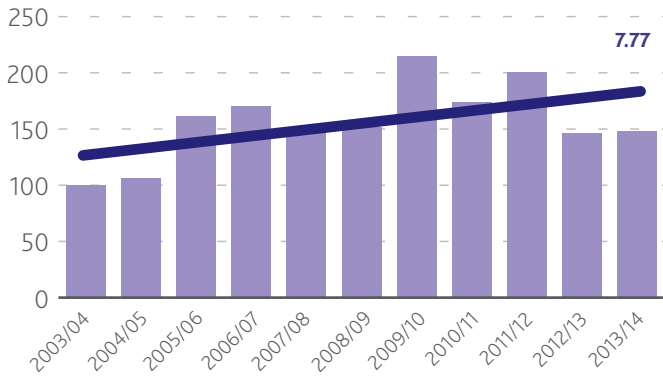
### NEWTOWNABBEY



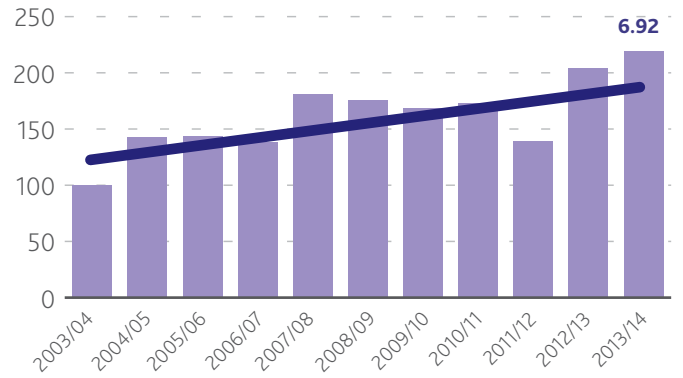
### NORTH DOWN



### OMAGH



### STRABANE







“To protect and improve the environment, promote well being and deliver a strong and effective local government to support a thriving economy.”

Further information on noise matters in general, or the content of this report can be obtained from the Department of the Environment, Regulatory and Natural Resources Policy Division at the following address:

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