

**IF YOU WISH TO IMMEDIATELY REPORT NOISE NUISANCE REGARDING
WHITECLEAVE QUARRY,**

EMAIL: envc@teignbridge.gov.uk **AND** planning@devon.gov.uk **AND COPY IN:**
noise@buckfastleigh.gov.uk quarrycomplaints@gmail.com

**YOU DO NOT NEED TO COMPLETE THE NOISE DIARY TO REPORT A COMPLAINT IN
ORDER TO HAVE IT INVESTIGATED AND DEALT WITH**

GUIDANCE: NOISE DIARY / LOG

The subjective nature of noise means that there is not a simple relationship between noise levels and the impact on those affected. This will depend on how various factors combine in any particular situation. These factors include:

- The source and absolute level of the noise together with the time of day it occurs. Some types and level of noise will cause a greater adverse effect at night than if they occurred during the day – this is because people tend to be more sensitive to noise at night as they are trying to sleep or simply because there is less background noise at night. However it is recognised also that some people work nights and sleep during the day;
- For non-continuous sources of noise, the number of noise events, and the frequency and pattern of occurrence of the noise;
- The spectral content of the noise (i.e. whether or not the noise contains particular high or low frequency content) and the general character of the noise (i.e. whether or not the noise contains particular tonal characteristics or other particular features). The local topology and topography should also be taken into account along with the existing and, where appropriate, the planned character of the area.

More specific factors that Local Authorities consider when relevant:

- Where applicable, the cumulative impacts of more than one source should be taken into account along with the extent to which the source of noise is intermittent and of limited duration;
- Whether adverse internal effects can be completely removed by closing windows and, in the case of new residential development, if the proposed mitigation relies on windows being kept closed most of the time.

Record sheets allow Local Authorities to establish the nature and extent of concerns. They play an important role in investigations and can be used as evidence should enforcement action be required. The sheet should be filled in when you feel that disturbing noise is occurring.

- Please complete all sections of the form
- Record the date and the times from when the disturbing noise started to the time that it finished
- Describe the type of noise disturbance
- Describe how the disturbance affected you. **IMPORTANT: SEE NEXT PAGE**
- Rate the level of disturbance using this scale: 1/ very faint, 2/ faint, 3/ distinct, 4/ loud, 5/ very loud, 6/ extremely loud.

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Perception	Examples of Outcomes	Increasing Effect Level	
Not noticeable	No Effect	No Observed Effect	No specific measures required
Noticeable and not intrusive	Noise can be heard, but does not cause any change in behaviour or attitude. Can slightly affect the acoustic character of the area but not such that there is a perceived change in the quality of life.	No Observed Adverse Effect	No specific measures required
		Lowest Observed Adverse Effect Level	
Noticeable and intrusive	Noise can be heard and causes small changes in behaviour and/or attitude, e.g. turning up volume of television; speaking more loudly; where there is no alternative ventilation, having to close windows for some of the time because of the noise. Potential for some reported sleep disturbance. Affects the acoustic character of the area such that there is a perceived change in the quality of life.	Observed Adverse Effect	Mitigate and reduce to a minimum
		Significant Observed Adverse Effect Level	
Noticeable and disruptive	The noise causes a material change in behaviour and/or attitude, e.g. avoiding certain activities during periods of intrusion; where there is no alternative ventilation, having to keep windows closed most of the time because of the noise. Potential for sleep disturbance resulting in difficulty in getting to sleep, premature awakening and difficulty in getting back to sleep. Quality of life diminished due to change in acoustic character of the area.	Significant Observed Adverse Effect	Avoid
Noticeable and very disruptive	Extensive and regular changes in behaviour and/or an inability to mitigate effect of noise leading to psychological stress or physiological effects, e.g. regular sleep deprivation/awakening; loss of appetite, significant, medically definable harm, e.g. auditory and non-auditory	Unacceptable Adverse Effect	Prevent

Revision date: 06 03 2014

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1. Very faint sound
2. Faint sound
3. Distinct sound
4. Loud sound
5. Very loud sound
6. Extremely loud sound

All of the information that you enter on the sheet must be true and as accurate as possible. Make descriptive notes if you feel this would be helpful.

Please do not supply any personal information about the source of the noise (other than the name and address) causing the disturbance.

The diary record sheet should be kept for 21 days, however if you fill up the sheet sooner than this you can send it back earlier.

This diary sheet relates only to operational mineral and waste sites and will be used to help establish whether or not a site is operating in compliance with planning conditions and whether improvements can be made to operational procedures that might address your concerns. **Your personal details will be kept confidential**, but information supplied by you may be shared with the site operator, the District Council and Environment Agency so that your concerns may be addressed. **If you do NOT wish your information to be shared with the site operator you must state this clearly.**

Please note that this process is not intended to establish the existence of a statutory nuisance. Complaints about statutory nuisance are covered by the Environmental Protection Act 1990 and the District Council Environmental Health Department will be able to advise you further on this.

EMAIL YOUR NOISE DIARY WITH ENTRIES TO EACH OF THESE:

envc@teignbridge.gov.uk planning@devon.gov.uk
clerk@buckfastleigh.gov.uk quarrycomplaints@gmail.com

**IF YOU DO NOT HAVE EMAIL, TAKE A COPY OF YOUR NOISE DIARY AND POST
OR HAND DELIVER THE COPY TO (KEEP YOUR ORIGINAL):**

The Clerk, Buckfastleigh Town Council, Town Hall
34 Bossell Road, Buckfastleigh TQ11 0DD