

Your name is:

Your address is:

Your community housing officer is:

This questionnaire is a self-assessment tool to help you determine whether the noise you are experiencing is an ASB nuisance or not, this should also help you to determine what you can do about it and what your Community housing officer can do to help you. (This tool is only design to help you think about your experience and not expected to encompass every possible scenario) If you are living in a flat, you are likely to hear some noise coming from neighbours and communal area, even from inside your property and this could be considered as normal daily noise and not nuisance. It will be helpful for you to consider this when you are answering the questions below. It is also worth for you to consider whether you or your neighbour have a medical condition which could impact on your experience of the noise.

Either circle your chosen score or delete the score not applicable

1: Let's think of how long you can hear the noise for. Is it a one off?	YES NO	0 1	YES – If it is a one-off noise an informal chat with your neighbour may be enough to resolve this. NO – Please continue with the questionnaire
2: Let's test the noise level. Is the noise you hear:	Distant Muffled I can hear it clearly, but I can hear my own TV Very Loud unable to hear my own TV	1 2 3 4 5	Please choose where on scale between 1 and 5 your experience of the noise level is.
3: Let's consider what time of the day the noise occurs.	11pm to 7am 7am to 11pm Various Hours	3 1 2	Please only select one.
4: Let's have a think now of how long the noise lasts for	It is a sudden noise It is a short-lived noise Is it for a long period? Is it a constant noise	1 2 4 5	Please only select one.

Please add the numbers you select	Total Score		Please see below for scoring outcomes.
-----------------------------------	-------------	--	--

If you are scoring between 3 and 9, we will encourage you to have a chat with your neighbour. If you feel unable to do so, please speak to your CHO who can help you to start a dialogue with your neighbour.

If you are scoring above 9, please speak to your community housing officer, who will want to understand in more detail what is happening and explore options with you.

Please tell us more and describe in your own words the noise you are experiencing. The type of noise and the impact it's having on you. This will help us understand what you are experiencing.

You can send this to us by post:

Coastal Housing Group
Freepost RSXA-CJHX-XHXE
3rd floor
220 High street
Swansea
SA1 1NW