

#### APPENDIX 4 Estates Pride – Quick Fix

<b>1. Local Housing Office:</b>	Manager: Lorraine Howe
<b>2. Location of works</b>	North East of the city
<b>3. Description of work(s)</b>	<p>Noise Monitoring Unit required to assist in the gathering of evidence in noise nuisance complaints reported by the tenants living in the North East of the City.</p> <p>The noise monitoring unit will be used to gather evidence and bring about a much swifter solution to the problem of noise nuisance suffered by the complainant.</p> <p>The purchasing of this unit will enable Derby Homes to deliver a high quality of service to tenants who suffer noise nuisance by restoring their quality of life and peaceful enjoyment of their home and garden.</p>
<b>4. Why is the work needed?</b>	<p>Noise nuisance complaints are by far the highest reported complaint of anti-social behaviour to Derby Homes. It is often very difficult to actually catch the perpetrator of the noise as sometimes the noise may be late in the evening or at night when Derby Homes offices are shut.</p> <p>A noise monitoring unit would be placed in the complainants property, with their permission and any loud noise would be picked up by the noise monitoring unit.</p>

	<p>Derby Homes staff will then be able to listen to the recordings on the noise monitoring unit and know what noise was perpetrated, whether it was a statutory nuisance, when it occurred and how long it lasted. This evidence could then be used to take further action.</p> <p>The use of this unit would also take the burden of having to complete diary sheets off the complainant.</p> <p>Perpetrators of noise nuisance cause unhappiness and misery for many of our tenants. The noise monitoring unit will enable Derby Homes to take action against these tenants much more quickly</p>
<b>5. Proof of consultation</b>	37% of our ASB cases are Noise Nuisance - The machine will be used across Tenure – Consultation through the HFG
<b>6. Actual take up and number of properties benefiting. (Include numbers of tenants and leaseholders/owner occupiers)</b>	3,687 approximately
<b>7. Costs (quotes, SORs etc)</b>	The cost of the noise monitoring unit is approximately £5,000 per unit - £2,500 HFG fund and £2,500 Quick Fix
<b>8. Map and photo of area and any other information e.g. planning</b>	N/A