

Antisocial behaviour: Noise recording equipment

What is Noise Recording Equipment (NRE)?

NRE are devices that we install in customer homes to support with gathering evidence of alleged noise nuisance and / or antisocial behaviour (ASB). A referral will be completed by your case officer for use of the NRE and this will be discussed with you at point of referral.

Other ways to gather evidence of antisocial behaviour

There are other things that can be done to evidence ASB, these include but are not limited to:

- Completing diary record sheets
- Utilise the Noise App, if appropriate (this is an app downloaded onto your smartphone which will help evidence alleged noise nuisance)
- Reporting noise nuisance to your local authority's environmental health department, they may be able to offer an out of hours professional witnessing service.
- In serious cases of ASB you can contact the police on 101 or 999 in case of emergency.

What will happen when the NRE is ready to install?

Once the NRE is ready to be installed in your home, your case officer will contact you to arrange a date and time to install the device. If you miss the call, please make sure you call your case officer promptly as the device will only be held for a short period of time.

If you fail to respond you will be removed from the waiting list and may have to be rereferred to join the waiting list.

Installing the NRE

On the date of your installation, your case officer will visit you at your home with the device.

Prior to the visit you will need to:

- Identify a suitable location for the NRE to be placed (this is usually the room in which you hear most noise or the noise is most disruptive)
- You need to make sure that there is a free electrical socket that is easily accessible for your case officer to install the NRE, as the device runs on a mains power supply.

Your case officer will ask you to read the conditions and instructions of use document that you will need to agree to the terms and sign. The officer will then install the NRE and perform a test to confirm the NRE is working. Once they are satisfied with the installation, you will be given a demonstration on how to use the NRE.

Looking after the NRE

Whilst the NRE is in your home you will be liable for any damage caused. Each device is thoroughly checked before and after installation with photos taken to document the NRE condition.

Please also be aware that the device is not to be unplugged or moved at any point throughout the duration of the installation. Tampering with the NRE may result in any recordings being invalidated.

Removing the NRE

Your case worker will have agreed a date and time for removal. On the date of the removal, your case worker will check that no damage has been caused to the device and will confirm this with you present.

They will unplug and remove the device from your home and arrange to download any recordings made. Please be aware that if there are a lot of recordings, it may take a while for the officer to review the data gathered.

A summary of each recording will be recorded and added on to your case file. The evidence gathered will be reviewed to identify whether the evidence is deemed a serious breach of the alleged offender's tenancy agreement. Once your recording(s) have been reviewed your case officer will be in contact to discuss the next steps regarding your case.

Frequently Asked Questions

Do you inform the other party that NRE is being installed?

No, we do not let the other party know of exact dates of installation, but we can advise that we may utilise recording equipment to gather evidence.

Do I need to keep diary sheets?

Yes, this will help your case officer know what they are listening out for when reviewing your evidence.

What do I do if I've had a power cut whilst the NRE is installed?

Although there is a battery backup, this will not last indefinitely. It is important that you contact your case officer at your earliest convenience to report the power cut, the officer may need to visit your home to confirm the NRE is still working.

Useful contact numbers

Vico Homes 0345 8 507 507

Police 101

Crimestoppers 0800 555 111



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