Noise & antisocial behaviour complaints

When a complaint is received about noise or antisocial behaviour in a community, the approach below is used and aims to assist with the complaint.

Complaint

Initial report/complaint about noise and antisocial behaviour made to Environmental Health via 0151 233 3055 weekdays 8am-6pm, or outside these hours via www.liverpool.gov.uk/environmen tal-problems/noise-complaint

Considered by
Environmental Health and if
appropriate shared with
Private Sector Housing,
Safer Stronger Communities,
Merseyside Police/University
Police Officer

Liverpool City Council and Safer Stronger Communities Team will contact and/or visit the occupants where a complaint has been made. Merseyside Police/University Police Officer may also contact/visit

If the occupants are students, their university and Liverpool Student Homes (LSH) are informed



The university will write to the students regarding the complaints received

LSH will check if the property is registered. If so, they will contact the landlord/agent of the property to inform them of the complaints made The landlord/agent will contact the student occupants and remind them of their contractual obligations as tenants







