How to report noise nuisance

As a continuation of the joint working between Runnymede Borough Council Environmental Health, Surrey Police and Royal Holloway, University of London we would like to take this opportunity to remind residents of what each organisation can tackle and of how we will continue to work together throughout the year.

- When a crime is suspected to have taken place the complaint should be made to the Police.
- If noise nuisance is coming from domestic or commercial premises the enforcement responsibilities lie with Runnymede Borough Council Environmental Health.

Once again a number of joint patrols will be carried out to help address issues of anti-social behaviour and noise nuisance.

To help us address noise complaint issues the following procedures should be followed:

**Noise from domestic (or commercial) premises:**

During normal office hours (9.00am – 5.00pm), contact Environmental Health:
- 01932 425131
- environmentalhealth@runnymede.gov.uk

Outside normal office hours, contact Safer Runnymede:
- 01932 838383.

The call will be logged and appropriate action taken depending on the severity and nature of the call.

**Crime including Public Order:**

Contact Surrey Police by calling:
- 999 in an emergency, for example a crime is in progress or someone’s life is in danger.
- 101 for all other police matters.

**Anti-social behaviour:**

Contact Safer Runnymede online via the report it page on www.runnymede.gov.uk

If anti-social behaviour is occurring in sight of a CCTV camera Safer Runnymede can be alerted by texting the location and description of the problem to 07766 332288.

During office hours call 01932 425065 to discuss anti-social behaviour issues.

**Royal Holloway University of London contact:**

If you believe any issues involve students from Royal Holloway, please also report it to the Community Wellbeing team:
- 01784 276612
- community@royalholloway.ac.uk

Original 2009; last revised September 2016