



San Miguel Centre
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INFORMATION SHEET No 2

DEALING WITH EXCESSIVE NOISE

There are several steps you can take if you are being disturbed by excessive noise.

NOISY NEIGHBOURS

Excessive noise is one of the main causes of disputes with neighbours. Typical problems relate to barking dogs, loud music, the TV, shouting, banging of doors, DIY and building activities. However, as Spanish houses and flats are rarely soundproofed, a degree of noise from neighbours or builders must be allowed for in certain locations. It is easy to become over sensitive to unwelcome sounds, finding them annoying, even if they're not unduly loud. This tends to be even more the case if a rift or hostility exists between the parties involved.

NOISE FROM BARS AND RESTAURANTS

Noise from Bars and Restaurants can be especially distressing, particularly in the summer evenings when this type of establishment is often very busy. Windows may be pushed wide-open or entertainers perform out of doors on the patio of the bar or restaurant, allowing the noise of music and laughter to travel and disturb the peace and even the sleep of the local residents.

WHAT CAN BE DONE?

In the case of neighbours and assuming you're on speaking terms, the first step is to explain to them that you are being disturbed by their noise. They may be unaware that they are causing a nuisance and reduce their noise accordingly. It's equally possible that they will appreciate the fact that you've brought it to their attention. However, if your neighbours are uncooperative or hostile and in the case of problems with high noise levels from a bar or restaurant, go to your local police station and make a complaint. The police have apparatus to measure sound levels. They are also responsible for enforcing the municipal bylaws.

If this fails to produce the desired result, complain to the Environmental Department of your local Town Hall.

Under the Spanish law of Health (Ley **General de Salud no 14/86 25.4.86 chapter 3 article 41.3b**). **Town halls are responsible for preventing excessive noise and like the police, they have apparatus for measuring sound levels. Each town hall has its own set of municipal bylaws relating to noise levels. For example, Torrevieja town hall uses a set of bylaws dated 5 October 1998. Request a copy of these and check whether they are being followed.**

LAST RESORT

If you've tried the steps given above and there has been no noticeable improvement, write to the

Regional Board of the Environment in Valencia:

Conselleria de Medi Ambient

Direccion Territorial de Valencia.

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