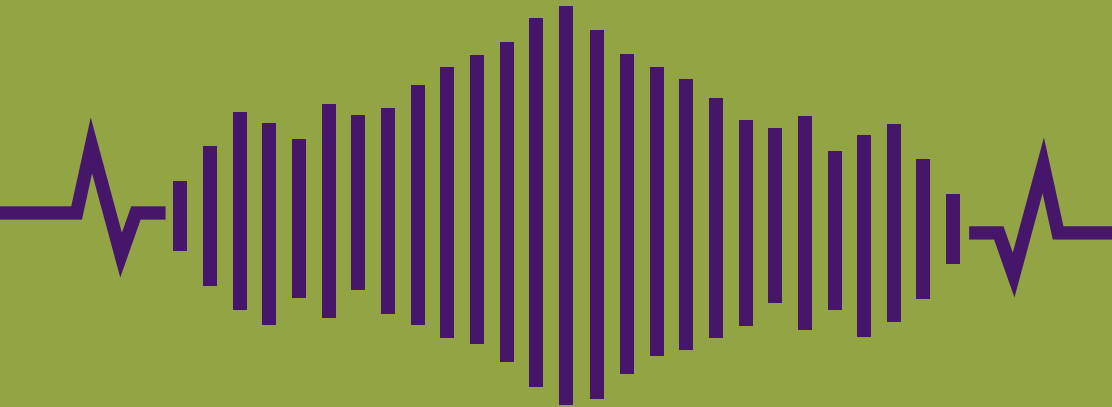


A guide to monitoring Noise Equipment



we can



Sound Monitoring Equipment:

How does it work?

The sound equipment is designed to monitor noise at all times of the day and night. This does not mean that the equipment will be recording everything that happens, but it will monitor all noise decibel levels for the duration it is in your home and provide a report for us to review.

In order for a recording to be made, you will need to press the trigger button, this will save a recording of the incident which we can then listen to.

What if I am in another room when I hear the noise?

We will ask you where you experience the greatest level of noise in your home. We take this into consideration when installing the equipment. Don't worry if you can't get to the trigger in time to catch the noise as it happens, the equipment is set to back track and record the 30 seconds before you pressed the trigger.

Will I need to press the trigger several times if the noise is continuous?

No. You only need to record a sample of the noise for the duration it's happening. If it's continuous loud music, taking a recording every 10-15 minutes and making diary notes to record the time it started and finished is sufficient.

You do not need to repeatedly press the trigger when an

incident occurs. If the noise gets louder or if the nature of the noise changes then you should make a recording and make a diary note stating that the noise has worsened or changed.

What other information will I need to write down?

When you press the trigger you must make a note of:

1. Date incident occurred;
2. Time it started;
3. Time it finished;
4. Type of noise (e.g. loud music, washing machine, shouting etc).
5. How the noise effected you (e.g. I was woken up).

You can make a note of other details you think are important (e.g. the argument was between a neighbour and a non-resident.)

What if my neighbour is quiet when the sound equipment is in my property, will I be able to have the equipment again?

If the equipment doesn't pick up any noise while in your property we might agree to install it again after you have completed at least 4 weeks of diary sheets.

Will my neighbor know I have the equipment installed?

No. We won't tell your neighbor because we want to capture noise levels representative of their everyday normal lifestyle.

Can I disconnect it and plug it in another location if noise is greater there?

No. You must not disconnect the leads or power cable at any time as the data could be lost.

If you experience a loss of power at any time or if the equipment gets unplugged by accident, you should plug it back in immediately and let us know as soon as possible.

How long will it stay in my property?

We aim to leave the equipment in your home for a minimum of 7 days which will include a weekend. The maximum period will not exceed 14 days. The duration for the installation will depend on the frequency and type of noise you are experiencing.

What do you listen for when analysing the recordings?

In order to decide if the noise you are experiencing is considered a nuisance, the first thing we look at is the time it occurs, as most noise made during the day is not usually considered a nuisance.

Other things taken into consideration are the frequency, duration, level and type of noise.

What if I think the equipment is not working properly?

We will carry out test recordings on the day we install the equipment in your home to ensure that the machine is working correctly. If at any time you feel the equipment is not working properly, please contact us as soon as possible.

How long will it take for you to provide me with a response?

We aim to listen to the recordings and provide you with a report within two weeks from the date we collect the equipment from your home. We will notify you if there are any delays in our response.

What if the equipment gets damaged by accident?

Whilst it is in your home, you are responsible for it and for all of the accessories left with you. You must ensure that anyone who comes to your home is aware of this so that accidents can be prevented.

Should the equipment be damaged during the time it is in your possession, we may take action steps to recover the cost of replacement or repair to the equipment or any damaged accessories.

You will be asked to sign for everything that has been left at your home and to sign out once the equipment has been collected.

Can I or my neighbor listen to the recordings?

You can listen to the recordings made at your office but the recordings are the property of Family Mosaic. We will tell you before we allow your neighbor to listen to the recordings of the noise they have made. This can help them understand what you are experiencing and encourage them to change their behavior.

Who else can listen to the recordings?

We might share the recordings with a Local Authority Noise Team as they can serve an abatement notice based on the evidence we collect. We might also use the recordings as evidence in court to prove a breach of tenancy.

Access to our services

There are a range of ways you can contact us:



Dedicated Customer Care Line
0300 123 3456 and press option 2
to speak to a Neighbourhood Manager.



Via email
customercareline@familymosaic.co.uk



Via letter
Family Mosaic, Albion House,
20 Queen Elizabeth Street,
London, SE1 2RJ or
Family Mosaic, Pembroke House,
Northlands Pavement, Pitsea, Essex SS13 3DU.



Through our website
www.familymosaic.co.uk

Feel good about **coming home**

This document gives you information about **monitoring Noise Equipment**. If you need any part of this document in **large print or Braille** please contact us on 0300 123 3456.

Version 1: First published: Jan 2015

Last revised: Sept 2015



Printed on FSC paper from mixed sources including recycled