

Noise App step by step guide

Getting Started

- On your smart phone search “The Noise App” (by RH Environmental) through the app store and install- you will need to have access to the internet to do this.
- When asked for the investigator, search for ‘Colne Housing’ to ensure the clips are sent directly to us.
- Set up an account with your email address and agree to the terms of usage.

Recording noise

- To record a noise clip, click on the orange circles and click ‘new address’, then hold down the orange circles for up to 30 seconds.
- If you are happy with the clip you have recorded, click on the tick.
- Answer the questions about how the noise has been affecting you- these are important for us to work out the impact the noise nuisance is having on you, when asked write any relevant information that could help explain the impact.
- When asked for the noise source, fill in the address where the noise is coming from (most likely your neighbours).
- Once you are happy with the information you have provided click ‘send report’- you will need to have access to the internet to do this.

What happens next?

- Your noise report will be sent to us to review. You can continue to add more noise clips if needed.
- We will be in touch with you, either through the app, phone or email to discuss the recordings you have sent in within 5 working days.
- If you have any questions regarding the clips you have sent in or about the anti-social behaviour case you have reported, please contact us on 01206 244700 (Monday to Friday 9am-5pm).