

Fy Nghyf / My Ref: CM46704

Dyddiad / Date: 6th December 2021

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Councillor Jenkins

CASSC - 13 Oct 2021 Noisy Neighbours Briefing

Thank you for your letter and the opportunity to appear before the Committee.

As the presentation from Officers illustrated, the demands on the SRS noise pollution service have risen significantly in recent years and we note that this is reflected in the recently released CIEH Noise survey for 2019-20, which we attach for information. It is pleasing to note that the SRS features heavily in the case studies given as examples of best practice and reflects the importance that the Council gives to investigating noise nuisance due to its effects on the individuals and communities affected. Cardiff is one of only two Authorities in Wales that has a reactive night time noise service in addition to the other options available to investigate complaints outside normal working hours.

We note the request of the Committee to review the service and identify what additional resource would be required to expand the existing arrangements for reacting in real time to noise complaints. We can confirm that this recommendation is accepted and a review will be undertaken in the New Year and a report provided for consideration by April 2022, the report to include a financial breakdown on the options for expanding the service further.

The recommendation in respect of undertaking a customer survey is also accepted. To ensure this is reflective of the seasonal peaks and demands on the noise service this will be scheduled for the next financial year.

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



I trust this is of assistance.

Yn gywir
Yours sincerely

Michael Michael

Councillor / Y Cyngorydd Michael Michael
Cabinet Member for Clean Streets, Recycling & Environment
Aelod Cabinet dros Strydoedd Glân, Ailgylchu a'r Amgylchedd

Lynda Thorne

Councillor / Y Cyngorydd Lynda Thorne
Cabinet Member for Housing & Communities
Aelod Cabinet dros Dai a Chymunedau