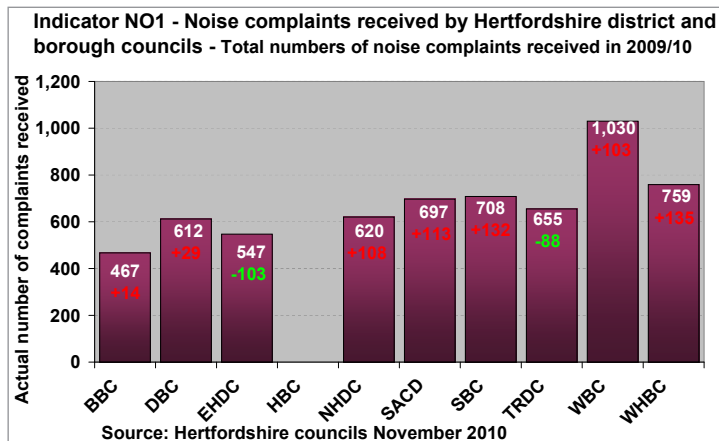
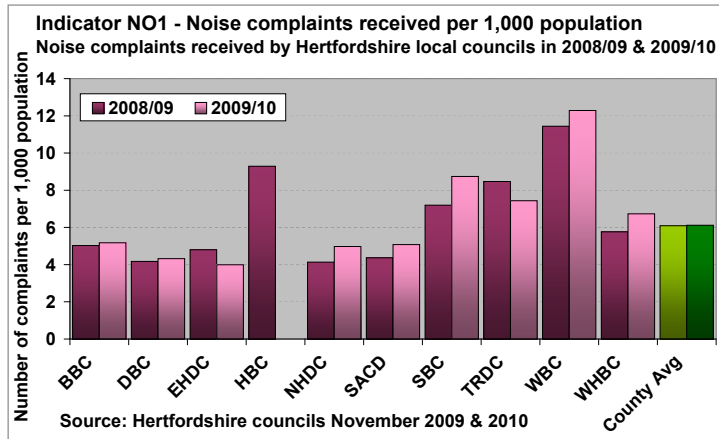


## Noise complaints fall in Hertfordshire

Noise pollution can seriously affect residents' quality of life. From noisy neighbours to construction works, there are many different types of noise complaint. For 2009/10 the overall number of noise complaints received by councils in Hertfordshire fell compared to the previous year, as did the number of complaints about aircraft noise.

### Indicator NO1 – Noise Complaints Received per 1,000 population

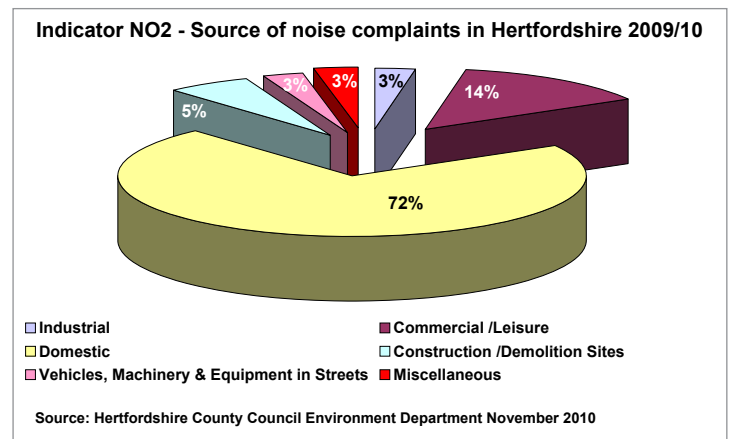
Information on noise complaints in Hertfordshire is collected through the ten district councils. The first graph shows the number of noise complaints received by the environmental health department of each district council, per 1,000 population (based on 2009 mid-year estimates). The second graph shows the overall number of noise complaints for each district. Both graphs show the change from 2008/09. The number of noise complaints in the county per thousand is 6.1. This is based on a population of 996,500 with a total of 6,095 complaints.



At the time of going to print, noise complaint figures for Hertsmere Borough Council were not available and are therefore excluded from the county average. They will be incorporated into these results and published on the QoL website when available.

## Indicator NO2 – Source of Complaints

Each noise complaint is recorded by its source and split into six general categories. The figures are based on those in Indicator NO1 but are potentially subjective as the source of complaint will not always be consistently recorded. Domestic noise complaints account for the highest number of complaints, at 72%. Commercial/leisure complaints were the next highest at 14%. The other sectors receive a relatively low proportion of complaints.



## Indicator NO3 – Complaints from Aircraft Noise

Hertfordshire's close proximity to the major airports of Stansted and Luton make it vulnerable to noise from aircrafts. Civil aircraft noise is monitored by the airport authorities, with the latest complaint figures for Luton and Stansted shown below. Of the total noise complaints received by Stansted airport, 26% were from Hertfordshire residents. For Luton airport, 47% of their total noise complaints were from citizens of Hertfordshire, a reduction of 21% on last years figure.

**Total Aircraft Noise Complaints**

	2006	2007	2008	2009
Luton	1,637	1,213	1,174	648
Stansted	n/a	n/a	2,305	2,125

Source: London Luton Airport website and Stansted Airport Consultative Committee papers 2010

Due to a recent change in data collection methods, aircraft noise complaint figures for Stansted are not available on a comparable basis prior to 2008. All aircraft noise complaint figures presented here are not comparable with previous Quality of Life reports.