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Report a noise nuisance

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Noise nuisance can come in many forms and can often lead to disputes between neighbours.

Our officers can help assess noise nuisance and resolve noise problems.

How we can help

If you have concerns about a child's welfare please telephone our children's services team on 01253 477477 or in an emergency dial 999.

Noise we can help with

- Barking dogs
- **Regular** loud music or noise from neighbours
- Alarms
- Noise from TV and radio/sound systems
- DIY at unreasonable hours
- Noise from entertainment or industrial premises
- Construction and demolition work
- Loud stereos in parked cars

Noise we can't help with

- Anonymous complaints
- One-off events such as a party at a neighbours house
- Ball games or children playing
- Babies/children crying
- Road, rail or flight noise
- Emergency vehicles
- Normal domestic noise such as washing machines, vacuuming, mowing during the day
- Noise caused by people outside of the property

In some cases we may refer your case for mediation.

Parties

We all like a party, and enjoy listening to music. Where this only happens very occasionally and the music is controlled, most people will be tolerant.

Sometimes the noise from a party can be annoying but it may **not be a nuisance** as far as the law is concerned so we aren't able to help.

If you intend to hold a party, please consider the following advice:

- Inform your neighbours and let them know when it is and when you plan to finish
- Arrange the music so that it only entertains your guests - not the whole neighbourhood!
- Come indoors, close all windows and doors, and turn the volume down after 11.00pm
- After 11.00pm check that it is no longer audible outside your home

- Ask your guests to leave quietly

It is quite a different matter if the parties become too frequent and the music is played too loud, or late into the night.

Out of hours noise/antisocial behaviour service

As of the 1 April 2024, the out of hours noise reactive service will no longer be operating.

Please report your noise nuisance complaint to us following the link below.

Please note that noise should be reported to the council **not** Lancashire Police.

Before making a complaint

Before making a formal complaint, try to talk to your neighbour to resolve the problem.

Neighbours are often unaware that they are causing a nuisance and a personal approach can sometime be welcome.

Make a complaint

[Report a noise nuisance](#)

After making a complaint

Depending upon the type of noise complaint, we will send an informal letter to the people responsible requesting that they stop it.

Your details are **never given** to the person you are complaining about.

We will aim to do this on the same day that the complaint is received but it may take up to 7 working days.

If the noise continues after this please contact us on the details provided with your diary sheets.

Diary sheets

We will send diary sheets to you so that you can keep a record of the time and type of noise occurring.

Please fill these out in as much detail as possible so that we can look at the best way to proceed with the case.

Diary sheets should be returned to us within 2-6 weeks. We will not consider your complaint if we don't receive these back.

After you return the diary sheets to us we will contact you to discuss the problem, give you advice and we may visit you and take recordings of the noise.

We will also talk with you about what will happen next.

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