

## **Noise Guidelines for All Occupants**

At Mirador Property, we aim to provide a safe, comfortable, and respectful living environment for everyone. To support this, please follow the guidelines below. These are based on Swansea Council expectations, general HMO and rental management standards, and the Anti-Social Behaviour provisions outlined in your common contract.

### **1. Quiet Hours**

Quiet hours operate every day between 11:00 p.m. and 7:00 a.m. During this time:

- Avoid loud conversations, shouting, singing, or raised voices.
- Keep music, TV, speakers, and instruments at a low volume or use headphones.
- Avoid gatherings or group socialising in communal areas.
- Be mindful of doors, footsteps, and furniture movement, as normal activity may still carry in converted or multi-unit buildings.

### **2. General Daytime Noise (7:00 a.m.–11:00 p.m.)**

Reasonable noise is expected during the day, but please:

- Keep music, TV, and gaming at moderate volume.
- Reduce bass levels where possible, as it travels easily through floors and walls.
- Use headphones when convenient.
- Keep group socialising respectful and not disruptive.
- Ensure your visitors behave considerately.
- Use communal areas respectfully, and close windows if noise could affect neighbours.

### **3. Music & TV Volume Standard**

As a general rule, noise should not be audible outside your property (doors and windows closed). This is the baseline standard to maintain at all times.

### **4. Consideration for Neighbours & Other Flats**

Sound may travel unexpectedly in houses, flats, and HMOs. Please:

- Avoid moving furniture late at night.
- Limit loud phone calls or speakerphone use at night.
- Keep communal area noise respectful.
- Report maintenance issues that may increase noise transfer.

## **5. Social Activity**

Socialising is welcome, but all activity should remain respectful. You are responsible for your guests' behaviour, ensuring it does not cause a disturbance to neighbours or other tenants.

## **6. Reporting Noise Issues**

If you experience disruptive noise, report it to management with:

- Date and time of the incident
- Description of the noise
- If possible, the source
- Optional: supporting evidence (recordings, video, or written notes) to assist in resolving the issue fairly

Providing such information is voluntary, but it assists in ensuring fairness, accuracy, and timely handling of complaints.

## **7. Consequences of Continued Noise Issues**

Persistent noise disturbances may result in:

- Formal written warnings
- Involvement of Swansea Council
- Potential breach of tenancy
- Enforcement under HMO or property management regulations

Our aim is to maintain a respectful and enjoyable living environment for everyone. Your cooperation is appreciated.

Thank you for helping make our properties positive places to live.

**Mirador Property**