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## Resolving neighbour disputes

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### 1. Overview

Follow these steps if you have a dispute with your neighbour.

1. Try to solve the problem informally by talking to them (<https://www.gov.uk/how-to-resolve-neighbour-disputes/talk-to-your-neighbour>).
  2. If your neighbour is a tenant, you could contact their landlord (<https://www.gov.uk/how-to-resolve-neighbour-disputes/contact-your-neighbours-landlord>).
  3. You could use a mediation service (<https://www.gov.uk/how-to-resolve-neighbour-disputes/use-a-mediation-service>) if raising the issue informally doesn't work.
  4. If the dispute involves a statutory nuisance (something like loud music or barking dogs), you can make a complaint to your local council (<https://www.gov.uk/how-to-resolve-neighbour-disputes/complain-about-noise-to-the-council>).
  5. Contact the police (<https://www.gov.uk/how-to-resolve-neighbour-disputes/call-the-police>) if your neighbour is breaking the law by being violent or harassing you.
  6. As a last resort you can take legal action through the courts (<https://www.gov.uk/how-to-resolve-neighbour-disputes/take-action-through-the-courts>).
- Next → : Talk to your neighbour (<https://www.gov.uk/how-to-resolve-neighbour-disputes/talk-to-your-neighbour>)

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## Related content

- [Contact the police](https://www.gov.uk/contact-police) (<https://www.gov.uk/contact-police>)
- [Controlling your dog in public](https://www.gov.uk/control-dog-public) (<https://www.gov.uk/control-dog-public>)
- [Report a crime or antisocial behaviour](https://www.gov.uk/report-crime-anti-social-behaviour) (<https://www.gov.uk/report-crime-anti-social-behaviour>)
- [Report a noise nuisance to your council](https://www.gov.uk/report-noise-pollution-to-council) (<https://www.gov.uk/report-noise-pollution-to-council>)
- [Your property boundaries](https://www.gov.uk/your-property-boundaries) (<https://www.gov.uk/your-property-boundaries>)

## Explore the topic

- [Noise, neighbours, pets and pests](https://www.gov.uk/browse/housing-local-services/noise-neighbours) (<https://www.gov.uk/browse/housing-local-services/noise-neighbours>)
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## 5. Complain about noise to the council

You can ask your local council (<https://www.gov.uk/report-noise-pollution-to-council>) for help if the neighbour dispute involves an activity that is damaging to health or a nuisance. This is known as a 'statutory nuisance' (<https://www.gov.uk/guidance/statutory-nuisances-how-councils-deal-with-complaints>).

This could include:

- noise (including loud music and barking dogs)
- artificial light (except street lamps)
- dust, steam, smell or insects from business premises
- smoke, fumes or gases
- a build-up of rubbish that could harm health

Your council (<https://www.gov.uk/report-noise-pollution-to-council>) has a duty to investigate any statutory nuisance.

You should always try and solve the problem by talking to your neighbour or through mediation before contacting the council.

## Penalties

If the council decides someone is causing a statutory noise nuisance they must issue a 'noise abatement' order. This tells the person what they must do to stop making a noise nuisance or else face further legal action.

If someone breaks an abatement order about noise from their home, they can be fined up to £5,000. If it's noise from a factory or business, the penalty can be up to £20,000.

- ← Previous : Use a mediation service (<https://www.gov.uk/how-to-resolve-neighbour-disputes/use-a-mediation-service>)
- Next → : High hedges, trees and boundaries (<https://www.gov.uk/how-to-resolve-neighbour-disputes/high-hedges-trees-and-boundaries>)

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