

Residents help guide

What is it?

The Noise App gives everyone a simple way to capture the noise that is causing a disturbance and report it safely and securely to your landlord.

The Noise App is a smart tool for professionals investigating complaints about noise and anti-social behaviour and makes it easier for everyone involved to resolve them.

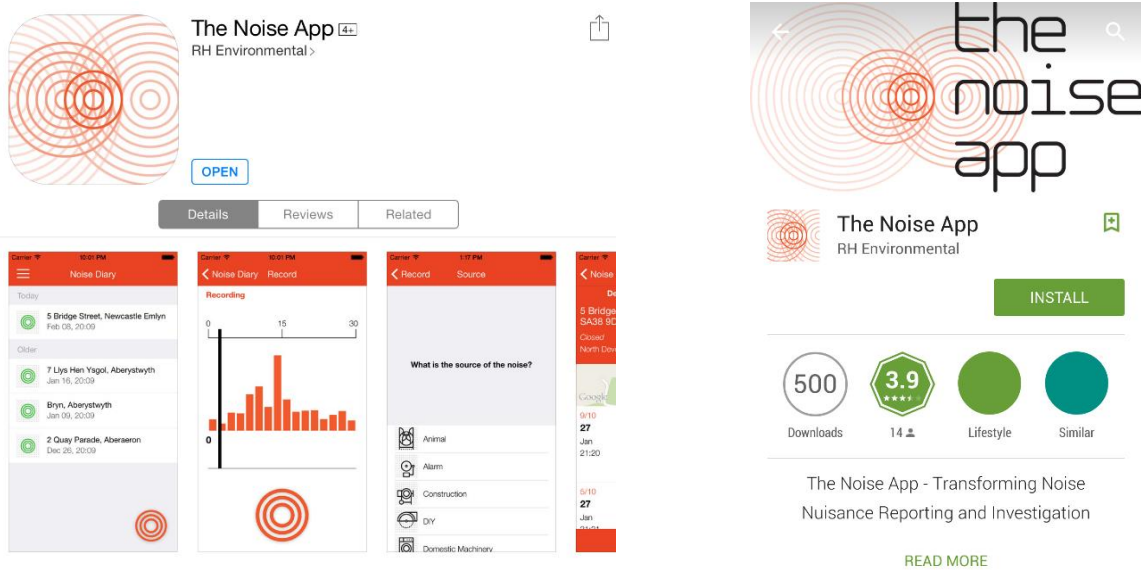
The Noise App is delivered through a secure infrastructure and data is encrypted.

What does it do?

- ✔ Free to download and start noise recording
- ✔ Easy to create and send Noise Reports to Cottsway
- ✔ Secure and safe communication with Cottsway
- ✔ Listen to your recordings with audio playback before you send
- ✔ Report perceived noise intensity and how the noise is affecting you
- ✔ Provides evidence to support your anti-social Behaviour case
- ✔ Instant messaging and notifications from Cottsway

Next steps

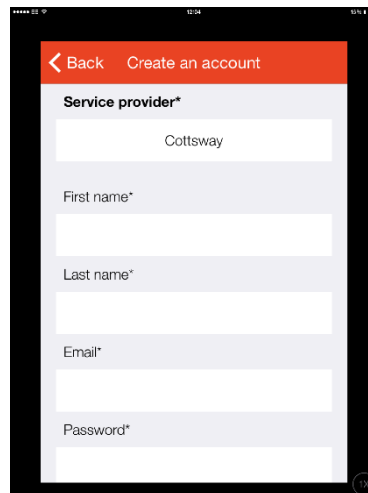
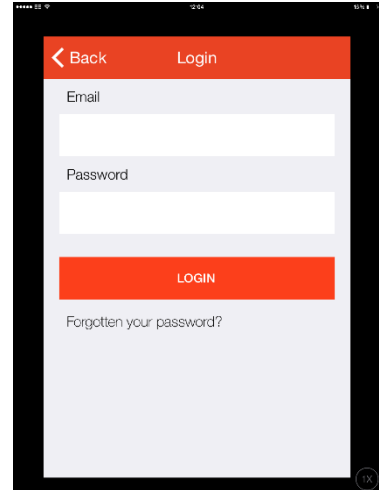
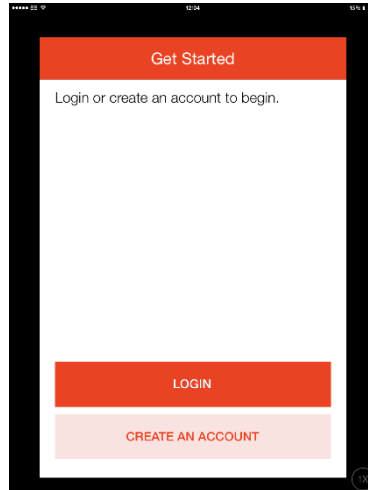
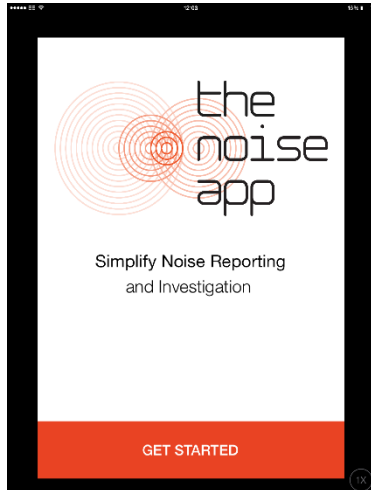
To download the app go to the "App Store" for iPhone users or the "Play Store" for android users. Please be aware that the app is harder to find on the "Play Store". Search for "**The Noise App**" and click "Get" or "Install" to download the app.



Register

Open the app and click on "Create an Account".

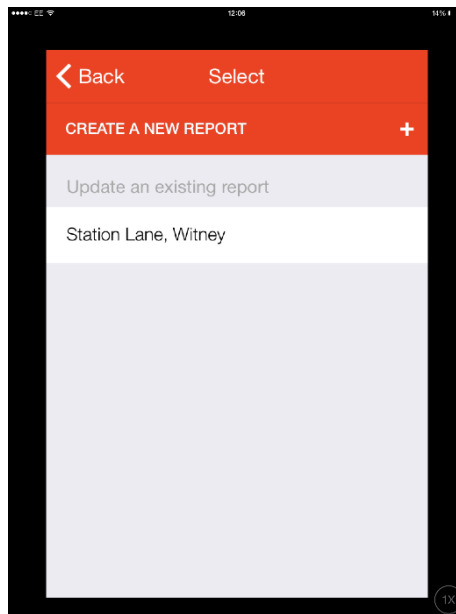
Fill in the details and select your Service Provider. If your Service Provider isn't there then we will keep your details on file until they are registered as a provider. Agree to the terms of service and click Create Account.



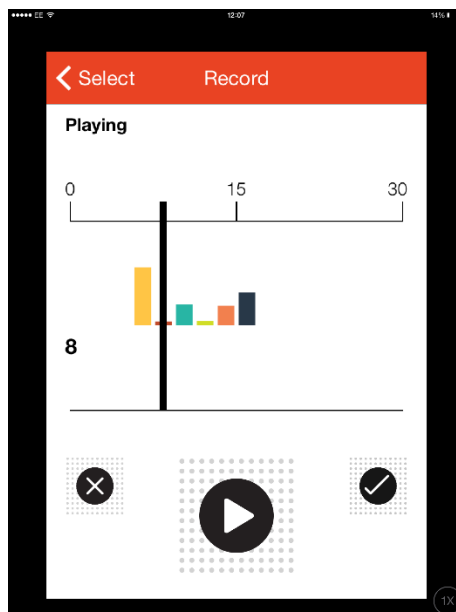
An email will be sent to your email address asking you to confirm your account. Once your account has been confirmed you can then begin submitting reports.

Once your account has been confirmed log in to the app on your phone. This will prompt you to enter your address and complete the registration process.

Submit a complaint



1. Record - After logging in for the first time you will be prompted to make a recording. To start recording *press and hold the microphone* icon button at the bottom of the screen.



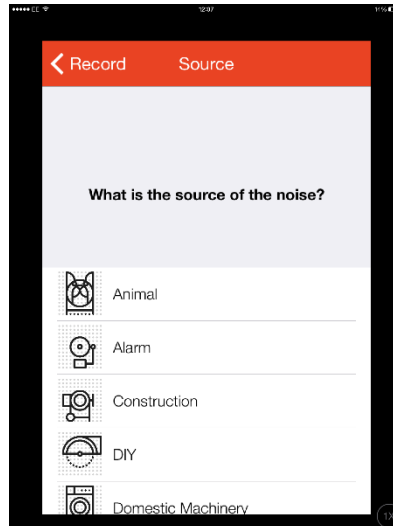
You don't have to record the whole event – just a representative snapshot of the noise as it is happening. You can record up to 30 seconds and if you need to, you can make several recordings each one 30 seconds.

Whilst recording you will see a wave form along with a timer that moves across the screen.

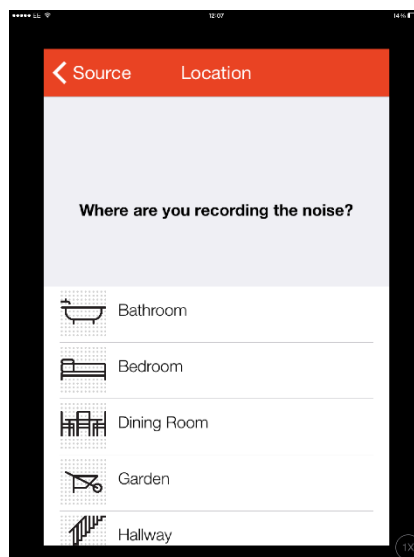
When you remove your finger or thumb the app stops recording. Accept, reject or playback the recording.

Once accepted, you will then be prompted to provide more general information about the noise you are experiencing.

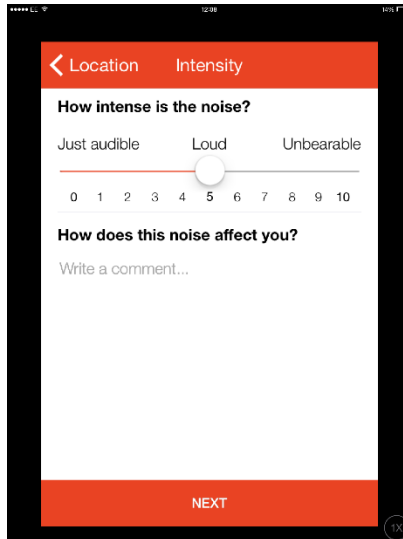
2. Source - First, what type of noise is it? Scroll and choose a source from the list provided



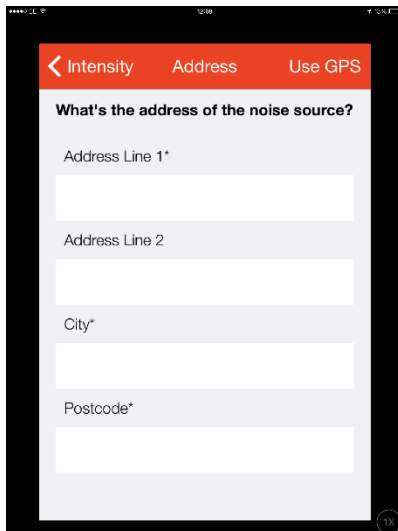
3. Location - Next, where did you record the noise? Choose an area of your property from the list provided and move to the next screen.



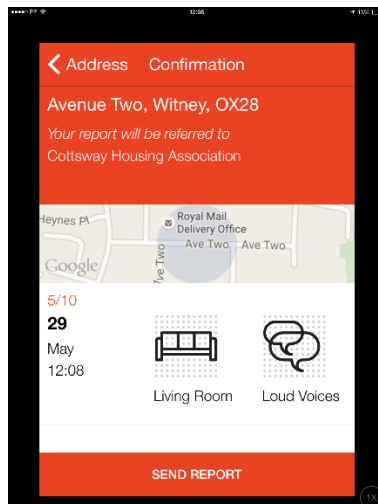
4. Intensity and commentary - You are then asked to rate the noise in terms of how loud you consider it is. Underneath you may add a comment as to how the noise is affecting you, for example, you might state "the noise woke me up and is preventing me from getting back to sleep". This information about how the noise affects you is very important so please try to add as much information as possible.



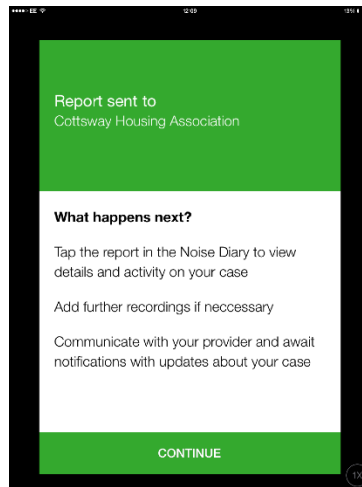
5. Address - Lastly, enter the address of the noise source. Please ensure you check the address is correct if you use the Google maps GPS function.



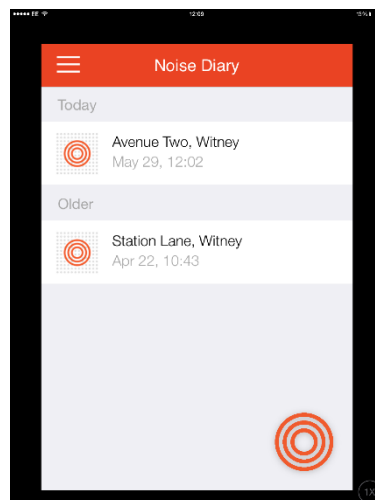
6. Confirmation - If you are happy with the information presented on the confirmation screen press the "send report button". Your recording will then be placed into your diary. This may then be reviewed by your service provider.



7. Report Sent - You'll receive a confirmation message saying that your entry has been sent.



8. Noise Diary - Your first entry will populate your noise diary and will appear at the top of the screen with all your previous recordings listed below.



Notice the symbols on the left – they change colour according to whether your entry has been reviewed by your service provider or not.

Select one of the entries in the diary and you will access two screens– the "detail" and "activity" screens.

Switch between detail and activity screens using the tabs at the top.

The detail screen (on the left) provides a summary of the information relating to the particular diary entry you selected.

In the activity screen you will see a summary of activity related to that entry by you and the investigating officer. You may also both add comments or enter into a dialogue using the comments box at the bottom. This might be useful for you to add additional information after the event, for example, how long the noise continued for.

What next? - When you next log on you will be taken to your noise diary. Continue to make recordings and entries for as long as the problem continues.

