

## Information on dealing with complaints pertaining to noisy neighbors



In the first place, we would like to request you to address your neighbors directly in the event of any disagreement and to try and resolve the issue mutually. By being considerate and showing understanding for each other, disagreements – even if noise is the cause of the nuisance – are often resolved much more quickly in a personal conversation with your fellow tenants.

You may by all means contact us if your efforts to talk to your neighbors prove to be unsuccessful. Certain rules and formalities must, however, be observed, if a lawsuit is filed against the person causing the disturbance/noise.

In this regard, a specific description of violations of domestic peace (such as disturbance of the peace, insults, threats, etc.), including dates and times, is essential. It is important not to report general complaints, but to describe specific incidents in detail.

Fictitious examples:

|           |                                  |  |
|-----------|----------------------------------|--|
| "1-1-2017 | Between 10:00 p.m. and 1:00 a.m. | Music was way above normal volume, party ended at 3:00 a.m." |
| "1-2-2017 | Between 7:00 p.m. and 7:30 p.m.  | John Doe threatened me by saying, 'I'll kill you!'"          |

In the event of threats/insults, it is important to report the wording. Generalized statements or merely a remark are not enough. It is necessary to describe the noise and how you perceive it, i.e. what something sounds like or how you perceive the disturbance. Only then is it possible for us to take action against any disturbance of the peace and other annoying incidents.

In this communication, we would also like to point out that the law – in particular in the context of apartment buildings – classifies noise made by children playing as "normal". This point of view is, as a matter of fact, based on the elementary needs of children and not on what neighbors may possibly perceive as desirable.

In order to enable us to present a specific case in court, if necessary, we request you, in your best interest, to keep a journal-like record of specific violations and to send it to us at regular intervals (at least three times). To initiate legal proceedings, previous warnings – issued on the basis of your records – are absolutely essential.

For purposes of documentation, you can use our **Noise and Complaints Record**.

Only with your active support can we successfully take action against individuals who cause a nuisance and ensure that a peaceful lifestyle among residents is restored.

# **Noise and Complaints Record**

## **Details of the party lodging a complaint**

Surname: \_\_\_\_\_ First name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

## **Person responsible for the disturbance:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Complaint:** (e.g. disturbance of the peace due to loud music)

\_\_\_\_\_

## Noise and Complaints Record

| <b>Date</b> | <b>Disturbance started at (time)</b> | <b>Disturbance ended at (time)/duration</b> | <b>Nature of the disturbance/nuisance</b>    | <b>Witnesses (surname, first name, address, signature)</b> |
|-------------|--------------------------------------|---|--|--|
|             |                                      |   |  |  |
|             |                                      |   |  |  |
|             |                                      |   |  |  |
|             |                                      |   |  |  |
|             |                                      |   |  |  |
|             |                                      |   |  |  |
|             |                                      |   |  |  |
| Place, date |                                      |   | Signature of the party lodging the complaint |  |