

The Noise App

In Partnership with RH Environmental



What is the Noise App?

The Noise app helps you record Noise Nuisance, which can be sent to Midland Heart through a smartphone app to help investigate and determine the severity of noise nuisance at your property .



How can I get the Noise App?

Midland Heart are registered with the Noise App and you can download this for free by your smart phone. Go to your app store and search: 'The Noise App by RH Environmental' or click the android or apple symbol below.

Once downloaded choose the service provider '**513**' then enter your details to start.

What do I do once I'm set up?

Once you are set up on the app, you are ready to go. Start recording the noise nuisance via the Noise App and send it to Midland Heart through the app.

Midland Heart will listen to the recordings and assess the situation.

You will receive a reply by Midland Heart via your app. Ensure notifications are set to 'on' for 'the Noise App'





Do's

- Send lots of recordings to establish the Noise Nuisance and so the team can gather evidence for you.
- Send the recordings within 10 working days of you reporting the Noise Nuisance to us
- Ensure the recordings are clear and noise can be detected clearly
- Ensure your windows and doors are closed during recording to avoid picking up household noise.

Don'ts

- Do not record noise from outside of your property
- Try not to talk during the recording.
- Although we realise it may be tempting, to make the recordings sound worse than they are. Please do not record outside windows or from your garden, only from within your home. If it is suspected that this is being done your case could be closed due to lack of credibility of evidence.

