

REFERENCE:



**LONDON PORT HEALTH AUTHORITY
DIARY OF DISTURBANCE**

Name

Address

Telephone

Day/Date	Start Time	End Time/ Duration	Nature of Noise	Location of noise on River	Direction of Travel if applicable	Vessel Identification/Wharf	Where affected	How affected

Please return to : London Port Health Authority, River Division, Quarantine Station, Denton, Nr Gravesend, Kent, DA12 2QE.
Tel; 01474 363033 Email: porthealth.denton@cityoflondon.gov.uk

Guidance Notes for completion of diary of disturbance – River Vessel Noise

In order for us to investigate your complaint it is essential that you provide as much detail as possible on the form overleaf. These notes are to guide you through the information we require. Please take the time to read these notes as you are completing the form.

Day and Date: These will be used to help us track down which vessels/events were on the river on the day in question or may relate to certain premises which were open/in use at the time. It will also give us an idea of what other noise may have been going on or any features that may have aggravated the noise like tides, other river traffic, weather etc. It also helps to identify any trends which need to be dealt with.

Time Started and Time Ceased: As above this will help us identify the vessels/events/premises involved, any trends in noise disturbance, any aggravating factors like tide and weather, other traffic or any other circumstances which may have some significance.

Duration: Please note as best you can how long the noise affected you for. If it was intermittent please note down how many times it happened in the same time period and for how long each time.

Nature of noise: Noise on the river can take many forms. It can be industrial, residential, leisure or commercial or from stationary objects like pontoons or moorings. The River Thames can be a busy river and the Port of London has many visitors both private and commercial. There are also a considerable number of businesses along or near to the river and a great many boat operators use the river on a daily basis. Please describe the nature of the noise as best you can in simple terms. (i.e Loud engine noises.) If music is the cause of the noise and you are able to describe the type of music then please do so. i.e. (Loud thumping dance music) If it is structural, please describe it (i.e Chains on moorings, banging of pontoons)

Direction of Travel: If the noise is coming from a moving vessel please tell us if the vessel was moving upriver (West) towards Surrey or downriver (East) towards Greenwich/Kent/Essex, at the time the noise was a nuisance.

Approximate river location where noise is originating: The River Thames is different to London's roads and streets and has its own set of landmarks. If you don't know the exact location of the river or what it's called, please tell us the name of any nearby buildings, bridges, moorings, local landmarks, businesses or places of interest near where the noise is coming from. If you are unsure what the names are then please describe the area in detail. Feel free to make a sketch plan too. Was the tide in or out at the time? It's possible that tide positions can make a big difference to sound levels and acoustics.

Direction of travel: Upstream (West) towards Surrey/Berkshire, or downstream (East) towards Kent/Essex?

Vessel identification: This is **very** important as at certain periods of the year there are a great many vessels and events on the river at the same time. To help us investigate this please provide as much of the following as possible -

Name of Vessel/Premises: If known or can be seen. We appreciate you may be some distance away or in poor light.

Colour of Vessel: Some have various colours and are very distinctive.

How Many Decks on Vessel: How many 'floors' does it have?

Position of Wheelhouse: The area where the vessel is steered from can be in various places, front or rear, high or low.

Description of staff/passengers if possible: Again, this might be difficult from a distance or in poor light.

Were there any outside speakers on any decks playing music/making noise?

Where affected: Please tell us which rooms in your premises were affected. Are they rear or front rooms?

How affected: How were you disturbed? Did you have to close windows? Did this have an adverse effect (i.e. in hot weather)? Did people have to move rooms to sleep/avoid noise? How many people were affected?