

BUILDING MORE GRACIOUS AND HARMONIOUS COMMUNITIES: FACILITATING EFFECTIVE RESOLUTION OF NEIGHBOUR DISPUTES

ANNEX C

Actual, Anonymised Cases of Severe Noise-related Neighbour Disputes and How the CRU Could Help

Case A: Chronic noise disturbance

For over a decade, the complainant was living with a neighbour whose persistent banging noises disrupted the peace and affected the victim's sleep. Despite numerous complaints, the lack of clear evidence left authorities unable to take action. Each time public officers visited, the noise would stop, only to resume after they leave. This frustrating cycle left the complainant feeling helpless.

For such cases in future, CRU will require the suspected nuisance-maker to attend interviews, deploy noise sensors to gather objective evidence, and issue abatement orders to require the nuisance-maker to stop the noise.

Case B: Suspected mental health conditions

For years, two residents living in a single unit played loud music, shouted, and dragged furniture in the middle of the night. The neighbours were concerned that the two residents were struggling with mental health issues and decided to endure the noise instead of escalating the situation.

Such cases highlight the delicate balance between compassion and the right to a peaceful living environment.

For such cases, the CRU will facilitate assessment and treatment of the mental health condition by working closely with AIC, IMH, Police to do so early. If necessary, CRU will refer the case to CDRT, and CDRT can issue a mandatory treatment order after a CDRT claim has been made out. This will help to address the root cause of the noise, and assist the nuisance-maker in getting early intervention and the necessary psychiatric treatment.

Case C: Finding the true source of noise

For some time, a resident has been complaining to various agencies about excessive noise generated by his neighbour living in the unit above. He admitted that he had been retaliating by hitting the ceiling to cause noise back to the neighbour living above. However, the complainant's family members staying in the same flat indicated that they had not experienced any nuisance from the neighbour living above and had previously apologised to the neighbour for the inconvenience caused by the allegations. Surrounding neighbours also fed back that the noise stemmed from the complaining neighbour's unit.

For such cases, the CRU's use of noise sensors can provide objective evidence to refute unsubstantiated allegations and verify the true source of noise.