



The Noise App – user guide

The Noise App is a third-party application you can use to support noise complaints. It can either be used as an alternative to an incident log or alongside it, and speeds up the process for dealing with noise complaints as we can hear what you're hearing and assess the severity of the issue almost instantly.

It's entirely up to you whether you use this app. It can be beneficial for you to do so, as it gives a clearer picture of what you're experiencing, but we will still be happy to work with a written incident log if you would prefer not to download a third-party app to your phone or device.

Please note: The Noise App is not owned or managed by Futures Housing Group, so when downloading the app you will need to agree to their terms and conditions. Futures can't assist with any technical issues you encounter while using The Noise App – you'll need to contact them directly.

By setting up the app and sending us any recordings, you agree to give Futures Housing Group permission to access and use them for investigating your complaint. We will only use the recordings you send us for this purpose.

Download

To download the app, visit the App Store (iPhone) or Play Store (Android). Search for The Noise App and tap 'get' or 'install'. On some devices, you may need to search 'The Noise App RHE' to find the correct programme.

Register

Once you've downloaded the app, click 'Get Started' and 'Create an account'. Fill in your details and select Futures Housing Group as your service provider. You will be asked to agree to The Noise App's terms of service and will then receive an email asking you to confirm your account.

Once you have done this, we will need to verify your account, which we will generally do within 2 working days, at which point you can start to submit reports.



Language

If you prefer to use The Noise App in an alternative language, you can go to the menu button (top left) on the 'Noise Diary' screen. This will give you the option to amend your language settings.

Submit a complaint

- 1) After you have logged in for the first time, you can start recording by pressing and holding the circular microphone icon in the bottom right-hand corner of the screen. You don't need to record the entire event, just a snapshot of the noise as it is happening. You can record up to 30 seconds at a time, and make several recordings to add to the same case if you need to.
- 2) The recording will stop when you remove your finger or thumb from the microphone icon. While recording, you will either see a wave on the screen (iPhone) or a counter (Android).
- 3) You can then listen back to the recording and accept or reject it. Once you are happy with it, you will be asked to provide more information:

Source: What type of noise is it?

Location: Where did you record the noise?

Intensity and commentary: You'll be asked to rate how loud you consider it to be, and to leave a comment about how the noise is affecting you. For example, you might want to let us know if the noise is waking you or your family up, when it started, how long it's been going on for and what the impact of it is. This information is very important so please try to add as much information as possible. Please remember that any information you record will be stored by RHE who supply The Noise App, and can be accessed by investigating officers at Futures Housing Group.

Address: Enter the address of where you believe the noise is coming from. Please check the address is correct if you have used the Google Maps autofill function.

- 4) Once you are happy with the information presented on the confirmation screen, hit 'send report'. You'll receive a confirmation message letting you know that your entry has been sent to your service provider (Futures Housing Group).



- 5) You will see your entries on the 'noise diary' screen/home screen of the app. Your most recent report will always appear at the top of the screen. On the left of your newly submitted report you will see a symbol.

Two spinning arrows means the report is still being submitted – if you see this, please leave the app open. Alternatively, you may see a tick in a circle, which means the report has been successfully uploaded and you may close the app.

Checking your entries

If you select one of the entries in your diary you will see two screens – 'detail' and 'activity'. You can switch between the two screens using the tabs at the top of the page.

The detail screen provides a summary of the information you submitted. Please note: you will not be able to access a playback of the recording. Only investigating officers at Futures will be able to listen to these.

At the bottom of this screen, you will find an option to 'add recording'. This is where you can continue to add recordings to an ongoing case to build evidence. When you use the record button on the home screen you will also be asked if you want to add recordings to existing reports.

On the 'activity' screen you will see a summary of activity related to that entry by you and the investigating officer from Futures. You may add comments which we can respond to directly in the app. This can be useful for adding information like how long episodes of noise lasted for.

What happens next?

You can continue to add recordings and entries for as long as the problem continues. After reviewing your reports, we will keep you updated about the progress of our investigations.