

## **EASTENDHOMES HARD FIXED FLOORING POLICY**

### **Background**

- 1.1 Footfall (i.e. walking on the floor) can produce significant airborne noise and impact and this can often be a nuisance to neighbours below and in surrounding property.
- 1.2 The Department of Communities and Local Government's English Housing Survey 2015/16 found that, of those respondents reporting problems with noise, noise from neighbours both immediate and generally was identified as the second and third highest sources of noise.<sup>1</sup>In the same survey noisy neighbours were identified by respondents as one of the listed 'problems' in a local community area.

### **Policy Statement**

- 2.1 This policy is intended to limit nuisance and annoyance to neighbours. The absence of a floor covering on a hard flooring surface can lead to increased noise and disturbance to neighbouring property and in particular those neighbours below property where hard fixed flooring has been installed. EastendHomes (EeH) tenants and leaseholders are required to keep all floors above the ground floor covered with a suitable floor covering that has noise reducing qualities, for example: a carpet, in all rooms other than their kitchen and bathroom.
- 2.2 EastendHomes tenants and leaseholders must seek permission for the installation of laminate or other types of wooden, ceramic or artificial hard floor covering (vinyl and cushion type flooring are included). EeH tenancy agreements requires written permission to be sought from EeH prior to the installation of laminate, wooden, ceramic or hard fixed flooring in a property. EeH leaseholders must also seek permission if they wish to install hard fixed flooring both wooden and ceramic to their property. If flooring is installed without permission and this causes a nuisance, EeH may ask for its removal.
- 2.3 EeH tenants and leaseholders who have installed hard fixed flooring without the permission of EeH will be offered the opportunity to seek permission retrospectively. EeH will also consider withdrawing permission for hard fixed flooring installed by a resident where this is causing a nuisance and require reinstatement with carpet or more suitable flooring. Withdrawal of permission for hard fixed flooring granted *before* transfer to EastendHomes will also be considered where it is causing a nuisance.

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[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/627731/FA5351\\_Respondents\\_reporting\\_problems\\_with\\_noise\\_by\\_type.xlsx](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/627731/FA5351_Respondents_reporting_problems_with_noise_by_type.xlsx)

- 2.4 Permission will not be granted unless EeH is satisfied that appropriate noise reducing measures will be used in the installation of the flooring.
- 2.5 Permission will not be refused unreasonably. However, due regard will be given to the effect on neighbours of the use of any floor covering other than carpet in rooms apart from the kitchen, bathroom and WC; the appropriate use of acoustic underlays; method statements provided by the installer; appropriate Building Regulations and any other appropriate building or construction standard.
- 2.6 Further information about noise transference and hard floor finishes and their installation can be found in the following links –
  - The European Producers of Laminate Floor (EPLF)  
[www.eplf.com/en](http://www.eplf.com/en)
  - Improving Sound Insulation in Homes  
[www.bre.co.uk/pdf/soundins\\_homes.pdf](http://www.bre.co.uk/pdf/soundins_homes.pdf)
- 2.7 The policy will be reviewed every three years.