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## MEASURES FOR OWNERS TO ADDRESS ISSUES WITH ANTI-SOCIAL BEHAVIOUR AND NEIGHBOURHOOD DISTURBANCES FROM LARGE HOLIDAY LETS IN KESWICK

This document has been prepared to offer advice to owners of holiday lets when the occupants cause disturbance in the neighbourhood. It has been prepared by Keswick Town Council based on the issues reported to us via the Holiday let Nuisance Reporting scheme' that has been operational for a couple of years.

### Principles:

- The owners of holiday lets are accountable for solving noise, disturbance and nuisance behaviour caused by the occupants of their accommodation business. Booking agencies which offer a management service may also offer this service to the owners.
- It's NOT the neighbour's job to manage the situation and provide updates to the owner or their managing agents on the latest antics in their property.
- Prevention is better than cure. It's awful to be disturbed or woken at night, and by that time, it's too late, and very stressful.
- There is a particular issue in Keswick with larger properties managed remotely. That is why we set up the Keswick reporting system. People are being driven to despair or considering leaving their homes.

**The good news is that noise in holiday lets can be managed – to the relief of the neighbours - and also the property owners. Things that work well:**

### MARKETING:

- Update the property detail listing to be VERY explicit that the house is in a residential area and there are quiet hours strictly enforced between 10pm and 7am. It's not just for the benefit of the local residents, neighbouring B&B guests and other holiday cottage guests complain about problem properties.
- Change the marketing to appeal to families and intergenerational groups. They won't want to wake up their kids/ grandparents.
- Explicitly rule out hen/stag/party groups.
- Avoid hot tubs- these are a source of major conflict with neighbours.

### CLIENT MANAGEMENT:

- Check who is booking: In some very large properties the booking/ management agency now phones and checks all bookings to ensure that the people understand the noise curfew, that people live nearby and that it is not a party house. They also phone the people the day before they arrive to stress this. This has stopped all issues completely in some formerly disruptive properties.
- Quiet time defined in the guest book/ confirmation letter etc..
- Signs are available on Amazon to be placed inside and outside the property:



#### CONSEQUENCES:

- People who persist in keeping the neighbours up all night after being asked to quieten down should be asked to leave the next day. This can be put in the terms and conditions for the booking.

#### CLEAR COMMUNICATION

- Owners need to provide a named contact and a phone number to next door / near neighbours. Talk to each other regularly – helpful for all parties.
- This number needs to be answered by someone immediately with a clear plan of what they will do to stop the noise or disturbance – either visiting the property or phoning the occupant (ie should have their mobile number to hand).
- A notice on the front of the property should indicate who manages the property and how they can be contacted. People simply do not know who to contact so incidents are under-reported.

#### REPORTING WHEN IT DOES HAPPEN

- Neighbours need to inform the owner/ agency in writing of all incidents, being as specific as possible. This is a lot of work for neighbours but should drive a solution to be found eventually when the owners realise the scale of the problem. AirBnB has an excellent reporting system.
- All anti-social behaviour incidents need to be reported to Cumbria police as anti-social behaviour using a non-emergency channel (phone 101 or email [101Emails@cumbria.police.uk](mailto:101Emails@cumbria.police.uk)). This is so that they can follow up with the owners should a persistent problem evolve. They need specific times, dates and details. We have found this to be very effective.
- Also report to Keswick Town Council ([office@keswicktowncouncil.gov.uk](mailto:office@keswicktowncouncil.gov.uk)) who will advocate/ follow up with the authorities on behalf of neighbours should this be necessary. Reports are also publicised with the outcome of any interventions. The data allows the authorities to quantify the issues and find solutions. This drives investment. It also encourages closer proactive management of the

issues created by holiday lets by owners/ agencies as they are being held accountable.

#### OTHER IDEAS:

In mainland Europe, airB&B has become much more stringent about noise disturbance to neighbours (mainly because they were threatened by the regulators).

- Guest book in every property prominently displays a designated quiet time (10-7 usually)
- Noise monitoring devices are now commonplace (they detect noise levels, do not record, and automatically text the owner and the person letting the property to tell them noise levels have been exceeded. This saves the neighbours having to get up and tell you/ them. It also resolves issues quickly and efficiently. There are several vendors: <https://news.airbnb.com/airbnb-and-minut-collaborate-on-noise-prevention-support-for-hosts/>