

Technical problems using the Noise App/submitting complaints via Noise App

Haringey Neighborhood

Liz Edmunds email address redacted

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to noise.complaints,

Dear Sir/Madam,

I wonder if you can assist me please?

Following advice from Haringey Council, I downloaded and installed the Noise App in order to record and report nuisance noise. However, when I attempted to submit a recording through the app, I received an error message stating that I was not authorised to submit the recording and should contact the Council.

I contacted the Noise Team by telephone today and explained the issue, but unfortunately they were unable to resolve it or explain why I am unable to submit recordings through the app.

Could you please advise:

Why I am unable to submit noise recordings via the app;

Whether my account requires activation or authorisation before recordings can be submitted; and

What steps I need to take to ensure recordings can be uploaded successfully in future.

A particular concern is that much of the noise I wish to report occurs on Sundays and is associated with activity at New River Stadium. My understanding is that the Noise Team does not routinely operate on Sundays, which makes it difficult to report incidents in real time.

Could you therefore also advise how residents are expected to report and evidence nuisance noise occurring outside the Noise Team's operating hours, and whether recordings made via the app are reviewed retrospectively when officers are not on duty?

I would be grateful for your assistance, as at present I appear unable to use the reporting system that residents are being directed to use.

Yours faithfully,

Liz Edmunds