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# Types of Nuisance not dealt with by the Service

Types of complaint that the PPP cannot deal with, and who may be able to assist:

| **Complaint** | **Who Could Assist** | **Contact** |
| --- | --- | --- |
| Traffic noise from motorways and major trunk roads | Highways England  | [National Highways - National Highways](https://nationalhighways.co.uk/) |
| Defects in, or construction of, local roads | Council Highways Teams | [Roads | Bracknell Forest Council (bracknell-forest.gov.uk)](https://www.bracknell-forest.gov.uk/roads-parking-and-transport/roads)[Report a Problem - West Berkshire Council](https://www.westberks.gov.uk/reportaproblem) |
| Noise from moving motorbikes and cars | Thames Valley Police | [Vehicle nuisance involving cars, bikes and mopeds | Thames Valley Police](https://www.thamesvalley.police.uk/advice/advice-and-information/asb/asb/antisocial-behaviour/vehicle-nuisance-involving-cars-bikes-and-mopeds/) |
| Aircraft noise | Civil Aviation Authority | [Civil Aviation Authority (caa.co.uk)](https://www.caa.co.uk/home/) |
| Anti-Social Behaviour from a neighbourhood event or activity, or a person’s unreasonable behaviour | Council ASB or Community Safety teams | [Crime and community safety | Bracknell Forest Council (bracknell-forest.gov.uk)](https://www.bracknell-forest.gov.uk/crime-and-emergencies/crime-and-community-safety)[Anti-Social Behaviour (ASB) - West Berkshire Council](https://www.westberks.gov.uk/article/40335/Anti-Social-Behaviour-ASB?articleid=26909) |
| Odours from domestic properties (such as from cooking smells or smoking) | a private matter, see comment below\* |  |
| Unsightly or untidy homes | may be for Planning Enforcement | [Make a planning enforcement complaint | Bracknell Forest Council (bracknell-forest.gov.uk)](https://www.bracknell-forest.gov.uk/planning-and-building-control/planning/planning-enforcement-and-breaches/make-planning-enforcement-complaint)[Planning enforcement - West Berkshire Council](https://www.westberks.gov.uk/planningenforcement) |
| Commercial or trade waste burning | this is only permitted if the operator has a waste exemption certificate from the Environment Agency | [Environment Agency - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/environment-agency#org-contacts) |
| Bonfire smoke drifting across a road | Thames Valley Police | [Report antisocial behaviour | Thames Valley Police](https://www.thamesvalley.police.uk/ro/report/asb/asb-v3/report-antisocial-behaviour/) |
| Dark smoke from a chimney serving a furnace or boiler or industrial plant | Environment Agency | [Environment Agency - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/environment-agency#org-contacts) |
| Smoke from a steam train | Not covered by nuisance laws |  |
| Pollution of a canal | Canal and Rivers Trust | [Canal & River Trust (canalrivertrust.org.uk)](https://canalrivertrust.org.uk/?gclid=EAIaIQobChMIxr_v44Tb3QIVhvdRCh14ugWOEAAYASAAEgJQl_D_BwE) |
| Pollution of a watercourse, a river or lake | Environment Agency  | [Environment Agency - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/environment-agency#org-contacts) |

\*A private matter is an issue that does not fall within the remit of a formal body with enforcement powers, such as a Local Authority. These issues could be dealt with by, for example, the impacted party attempting to resolve an issue directly with a neighbour, approaching the Citizens Advice Bureau or a solicitor.

