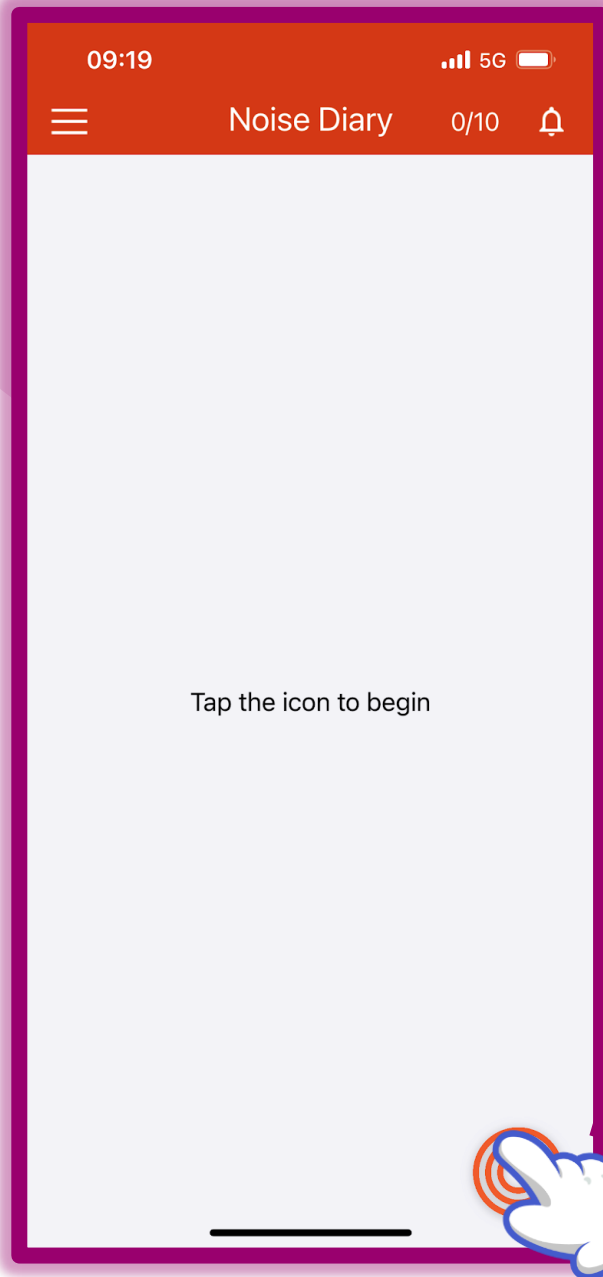


How to make a recording

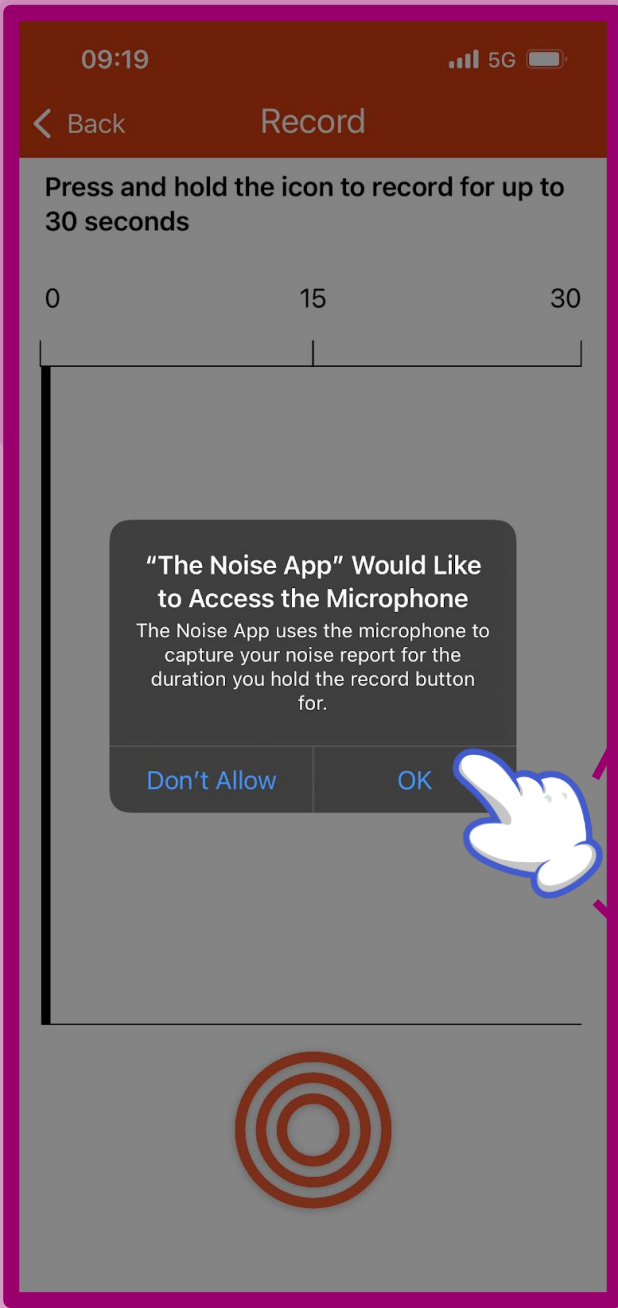




For your first recording:

Click the circles in the corner.

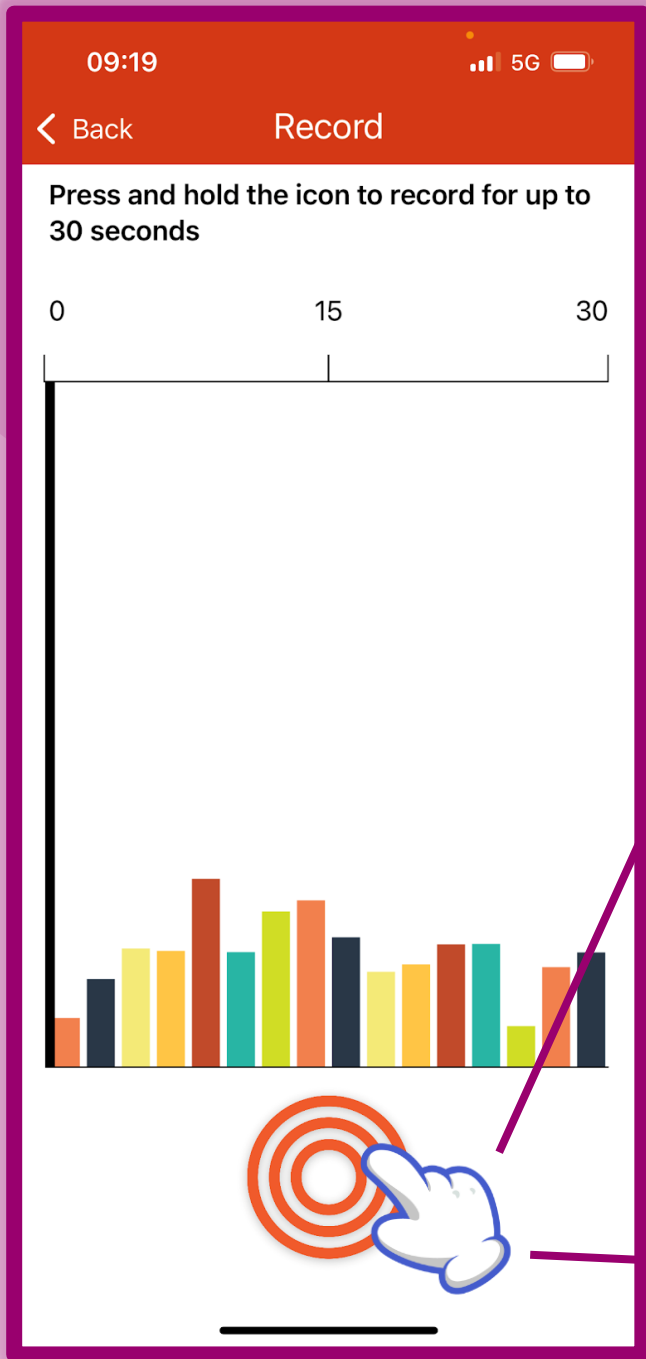
Bear in mind you only get a total of 10 recordings per day.



You might get a pop up asking you to allow access to your microphone.

If you get this you must click 'OK'.

If you don't allow access then the recording won't record anything.



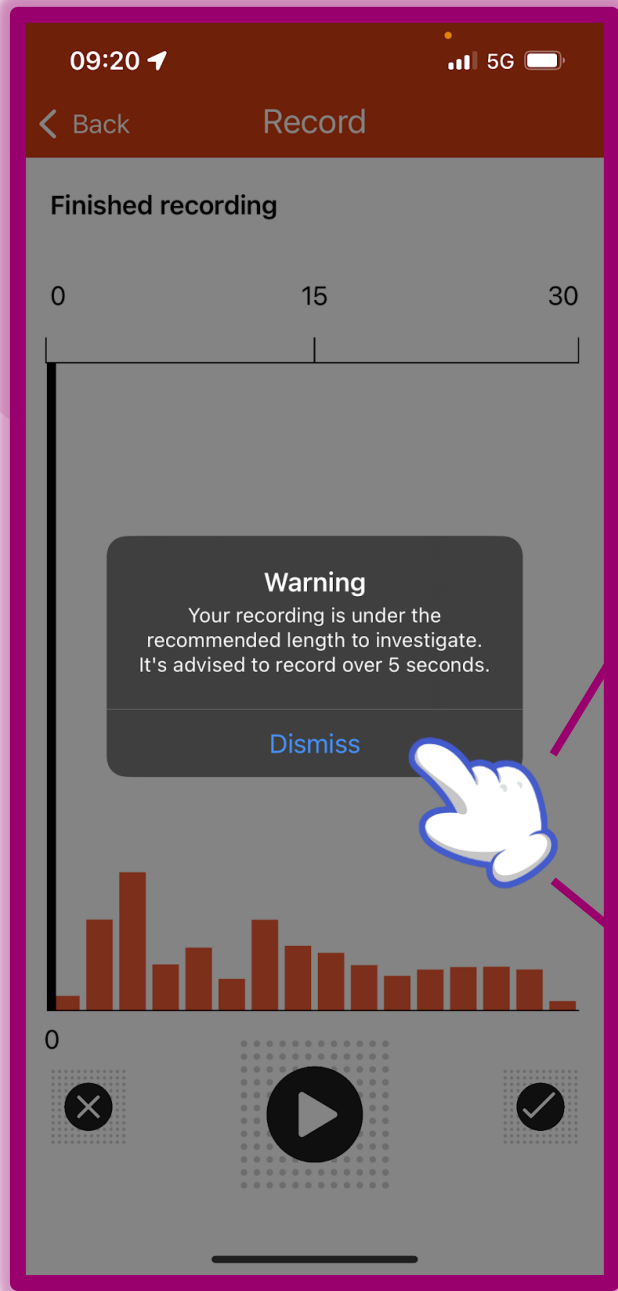
The pop should disappear and you can see this screen.

This screen is where you can record your noise. You'll see the different coloured bars move and jump up and down, this shows that it's picking up noise.

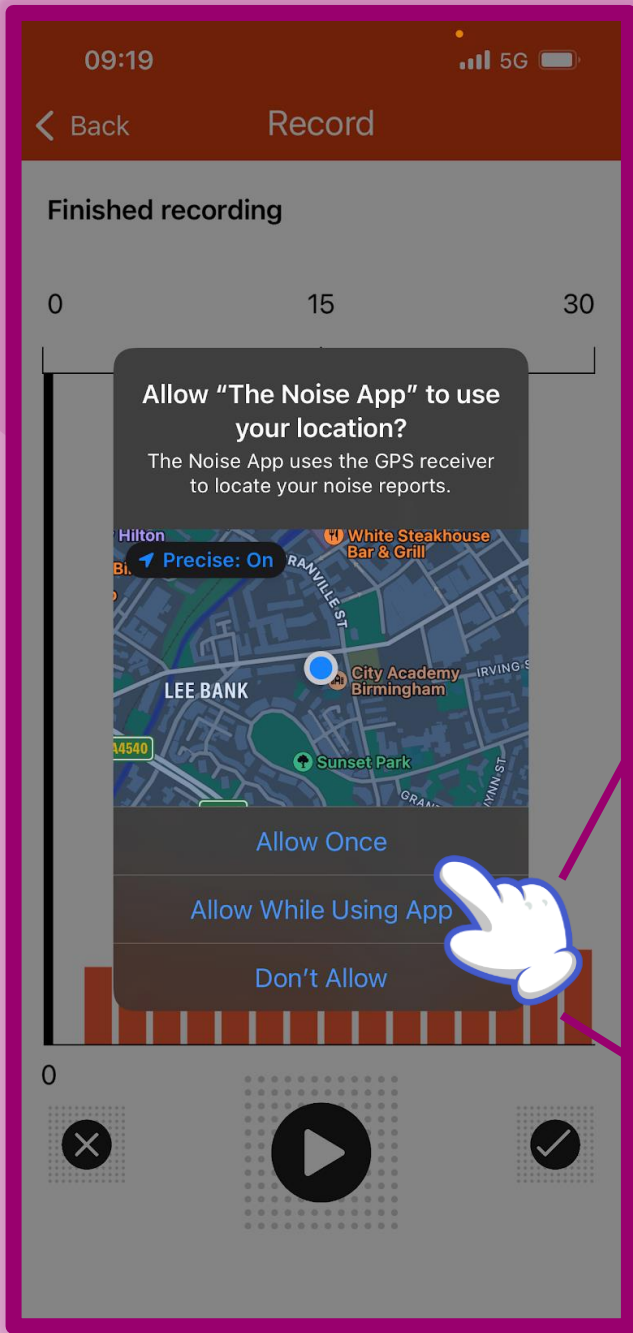
To Record, all you need to do is HOLD DOWN the circles. You need to do this for 30 seconds.

Don't worry if the noise lasts more than 30 seconds the next step will asking you how long you've heard the noise for.

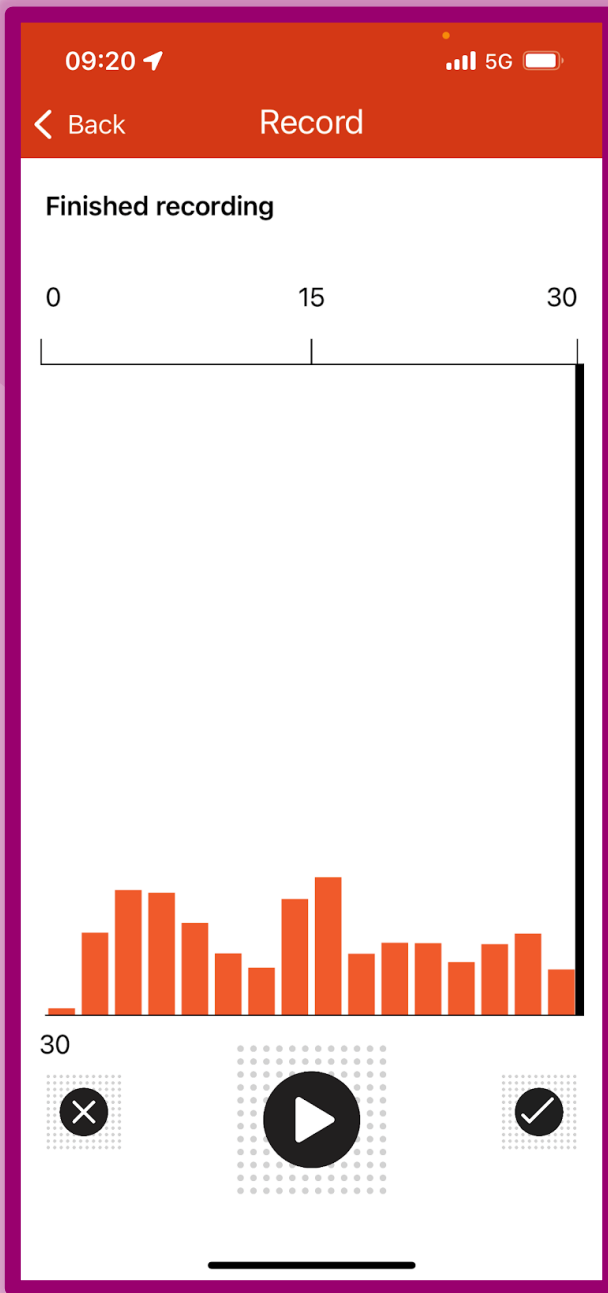
Bear in mind you only get 10 recording per day, so if it's a constant noise you can log this in the next screen.



If you record under 5 seconds then you'll get this pop up. Even if the noise doesn't last the 30 Seconds we would recommend recording for a little after the noise has stopped (if it's stopped).



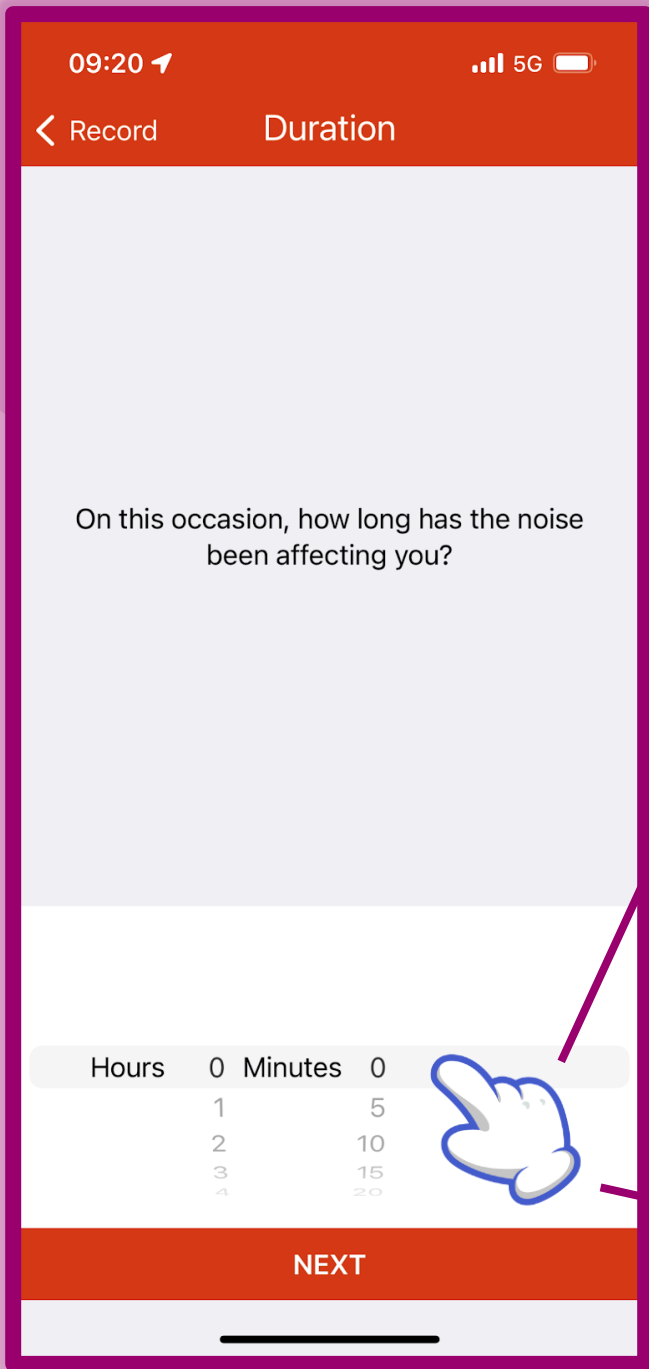
You might get this pop up asking if they can use your location. It's up to you what you prefer, so click on your preference.



This is the screen once you have finished your recording. You can play it back to listen to it with the '▶', making sure you have captured the noise.

You can delete it with the left '✕' in the corner.

If you're happy with the recording you need to click the '✔' to confirm you're happy with it and it's okay to send to us.

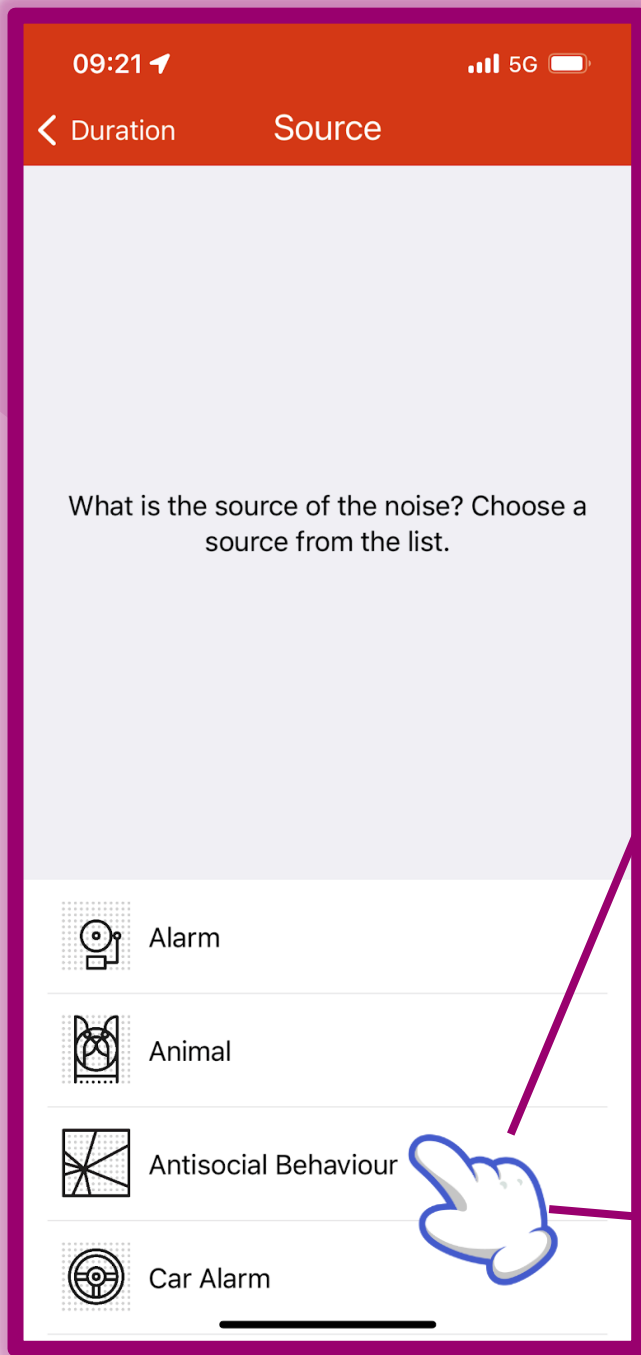


Scroll down and input how long the sound lasted in Hours and Minutes.

We know that some noise nuisance can last over the time available to record. We don't want you trying to record for hours on end.

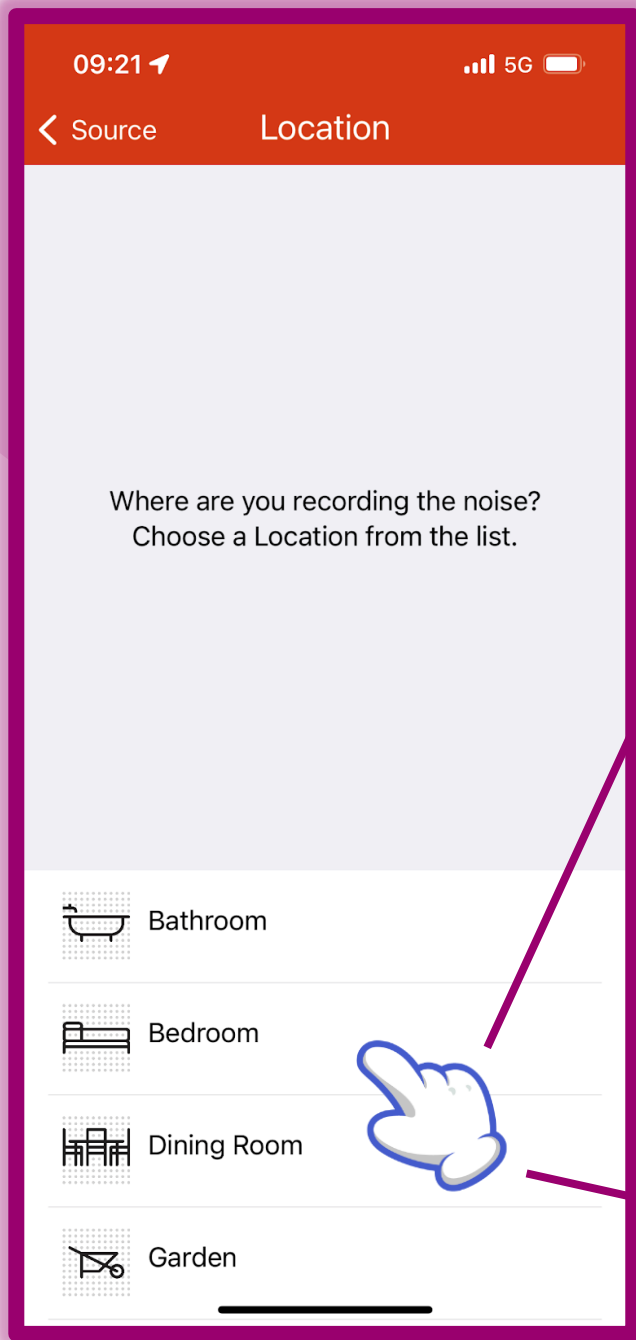
Bear in mind you have 10 recordings per day, so if noise is lasting all day, rather than send us 10 recordings of the same thing, you can just make us aware here in duration.

Once you're done click 'next'.



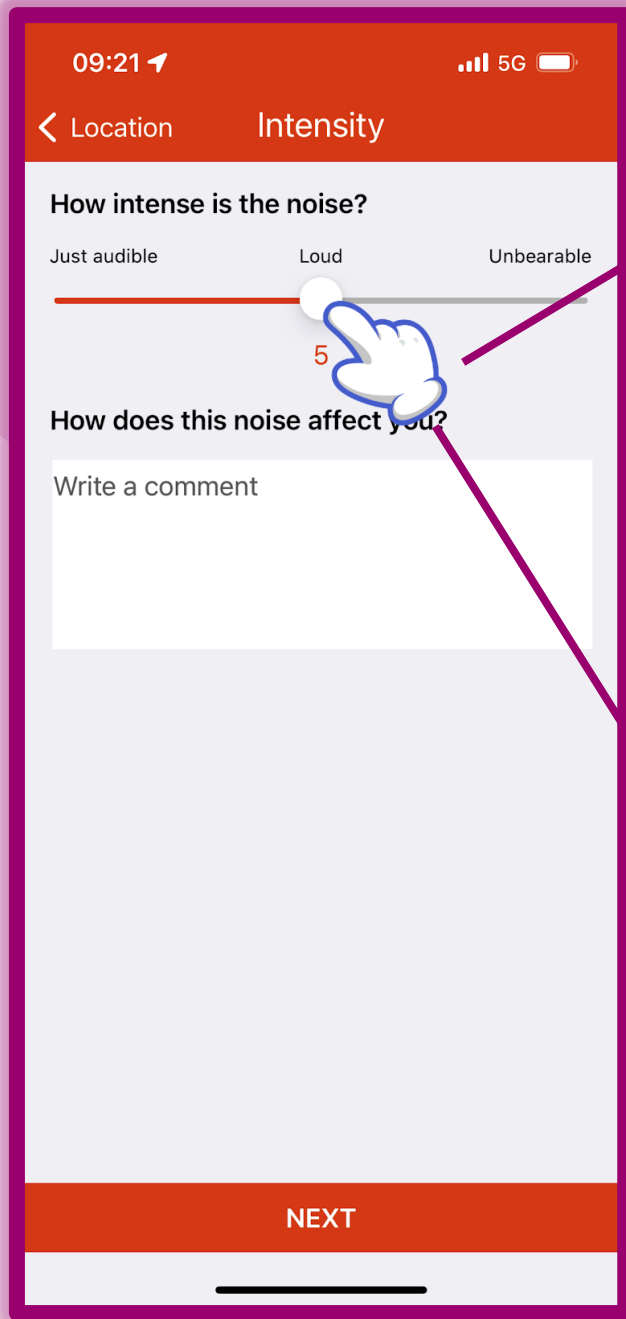
You can scroll through the list and pick the options of what noise can be heard in recording clip.

This is so we know what to listen out for when we review your recording.



We want to know where YOU can hear the noise. Are you in the living room or bathroom etc.

Scroll through the list and choose where you can hear the sound.



This is us asking how it's affecting you and how much you can hear the noise in your home.

You can slide the button across to show us how it's affecting you and you can leave some comments for us too.

Then click 'Next'

09:21 5G

[← Intensity](#) Address

What's the address of the noise source?

Address Line 1

Address Line 2

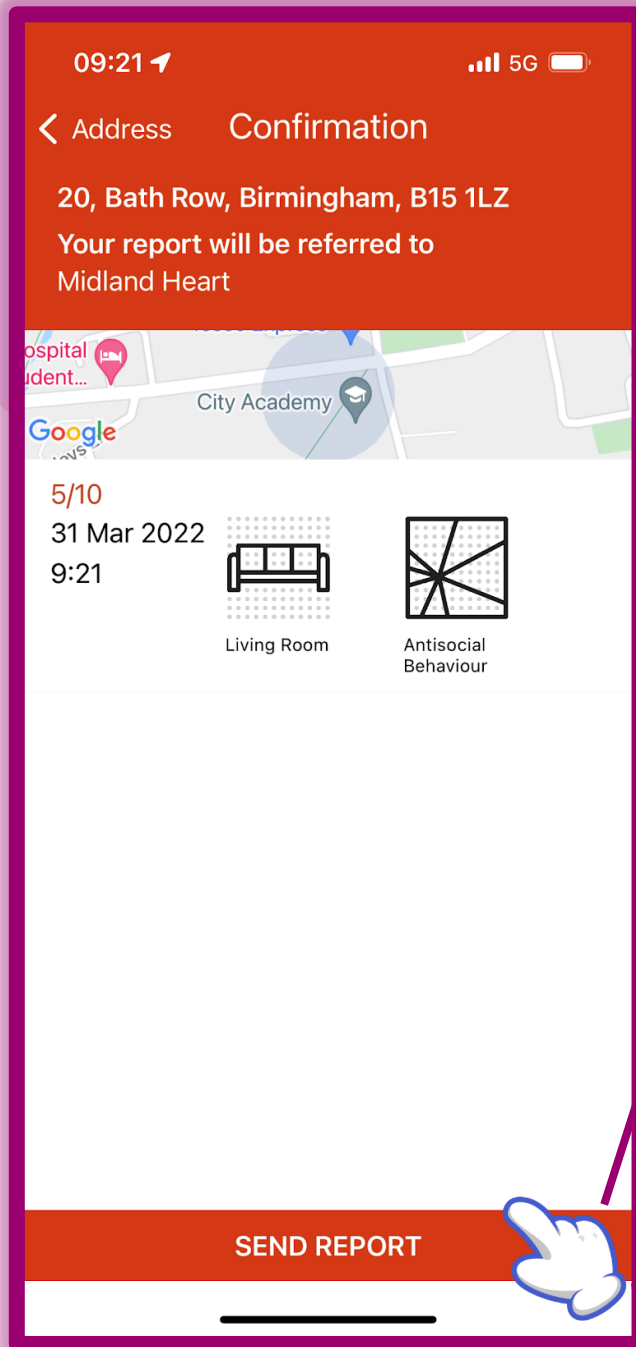
City

Postcode

NEXT

If the noise is coming from a neighbour, let us know which neighbour if you know the address.

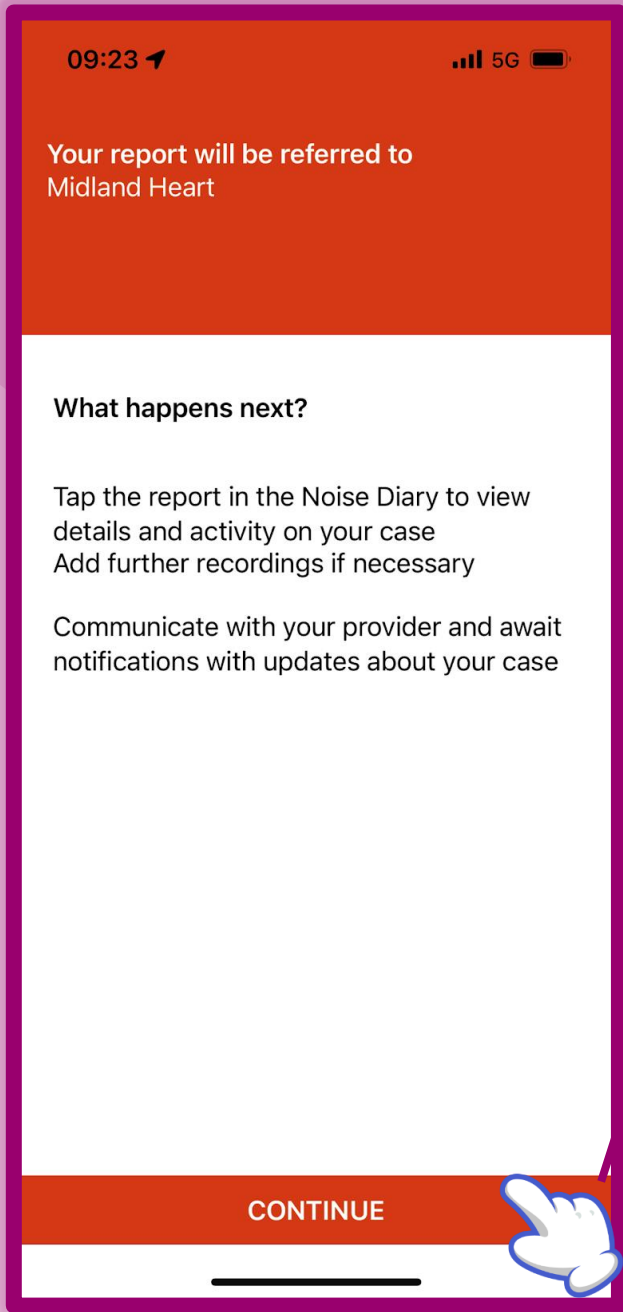
Click 'Next'



This is checking we have all the correct details of the noise in the recording.

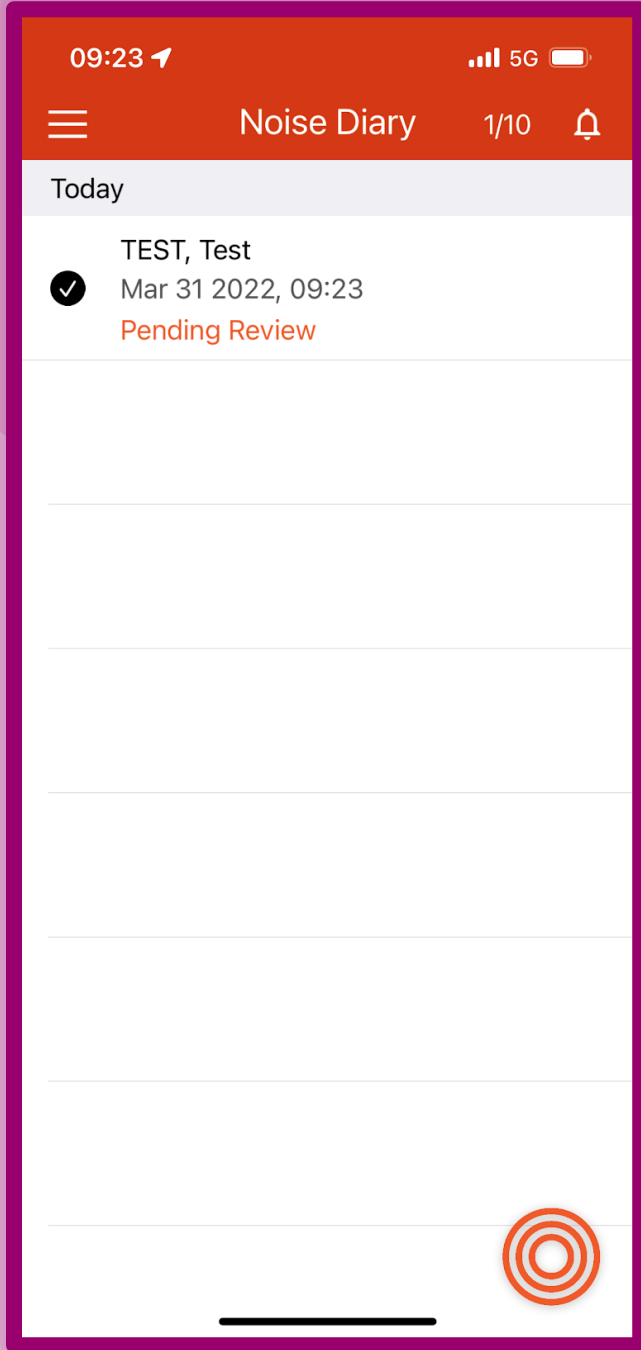
If anything isn't right then you can go back by clicking where it says 'Address' in the top left corner and keep clicking in that same spot to return to where you change something.

Once you're happy, click 'Send Report'



This is explaining the next steps and what will happen with the recording.

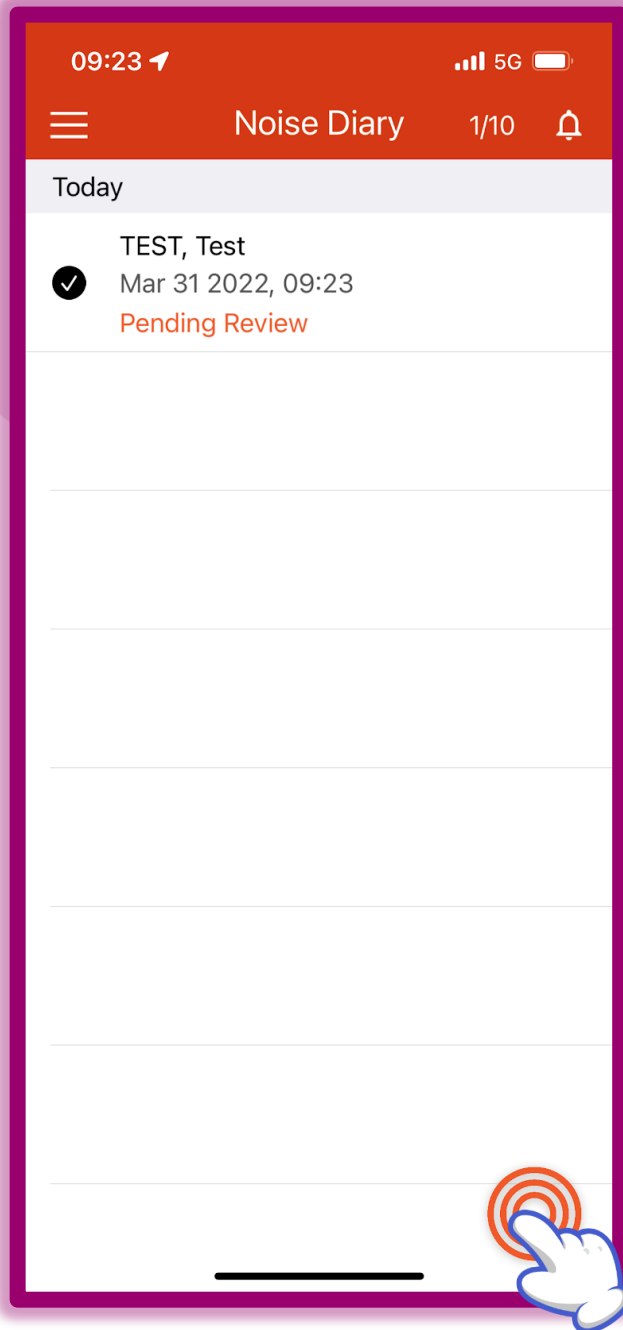
Click 'Continue'.



This will send you back to the start which is called your noise diary. However you'll see the log of the recording you have just made.

Where it says 'Pending Review' you'll see that this will be updated once we are looking into it.

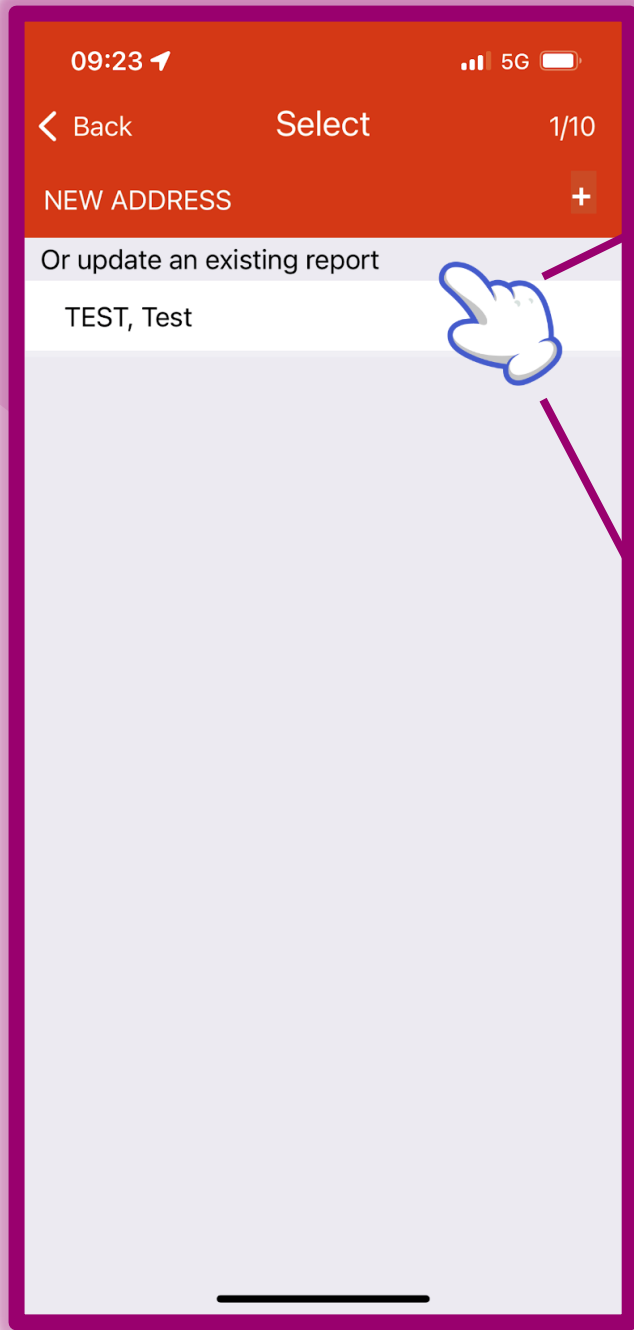
How to log more recordings for the same case



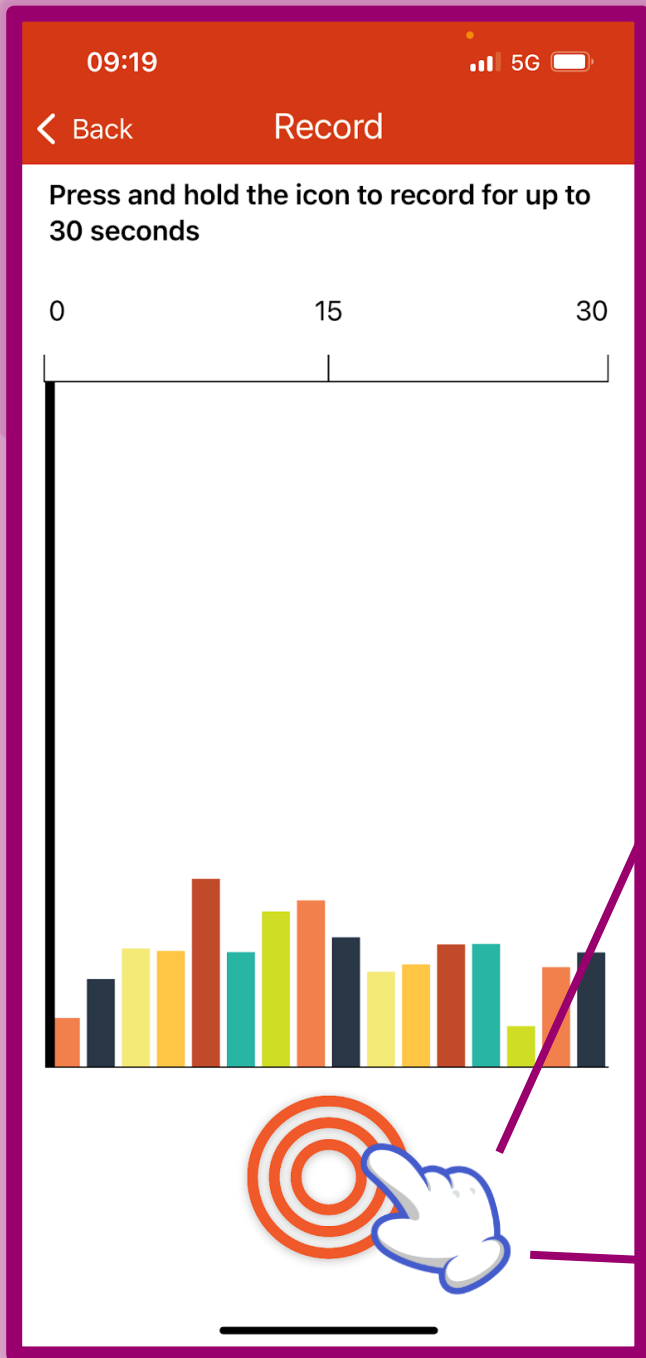
After you've made your first recording, you'll need to make sure you don't open another, different case.

To log all noise nuisance under the same case you'll need to do the follow:

Click on the circles like before.



Click on the Recordings Name.
This is to log all recordings under the same case, so we know it's
the same query.



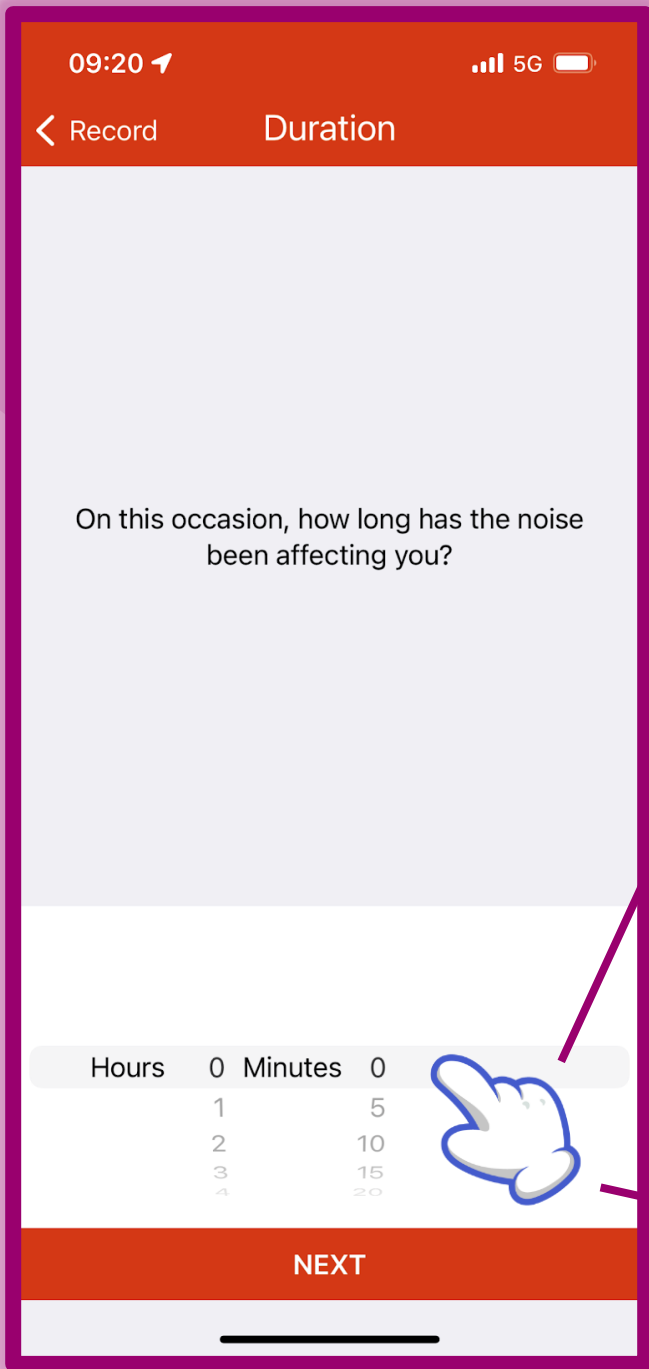
It will send you to the Recording Screen as before.

This screen is where you can record your noise. You'll see the different coloured bars move and jump up and down, this shows that it's picking up noise.

To Record, all you need to do is HOLD DOWN the circles. You need to do this for 30 seconds.

Don't worry if the noise lasts more than 30 seconds the next step will asking you how long you've heard the noise for.

Bear in mind you only get 10 recording per day, so if it's a constant noise you can log this in the next screen, when it's you for the duration.

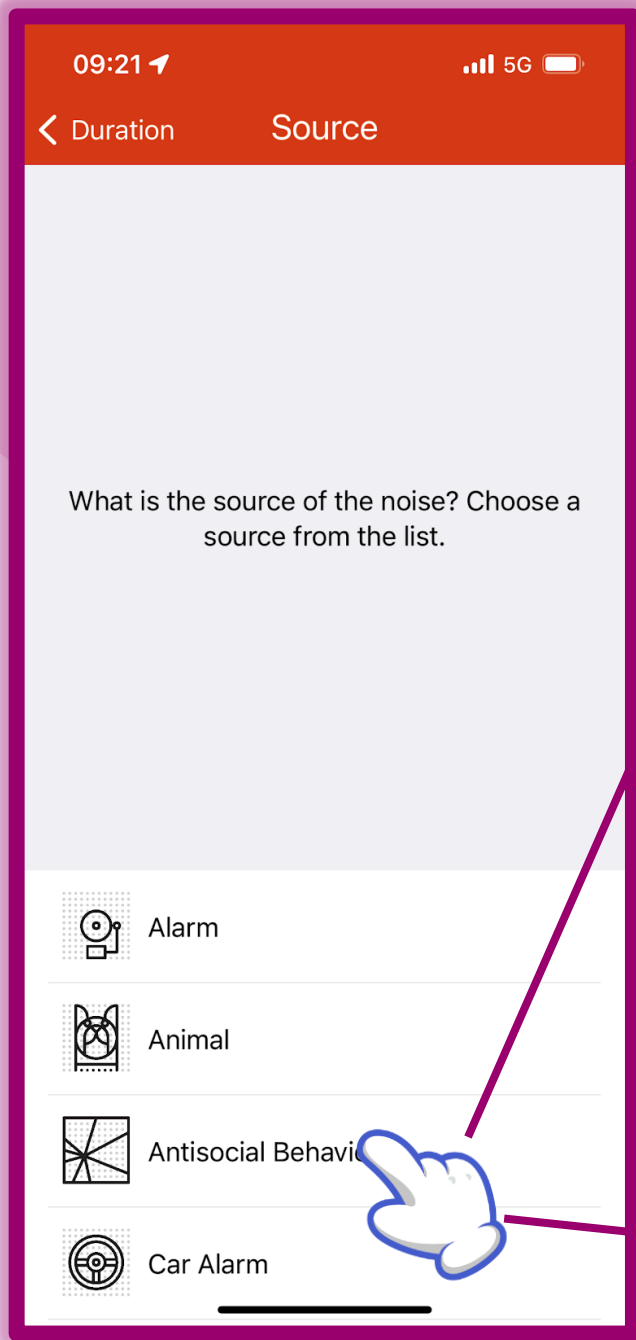


Scroll down and input how long the sound lasted in Hours and Minutes.

We know that some noise nuisance can last over the time available to record. We don't want you trying to record for hours on end.

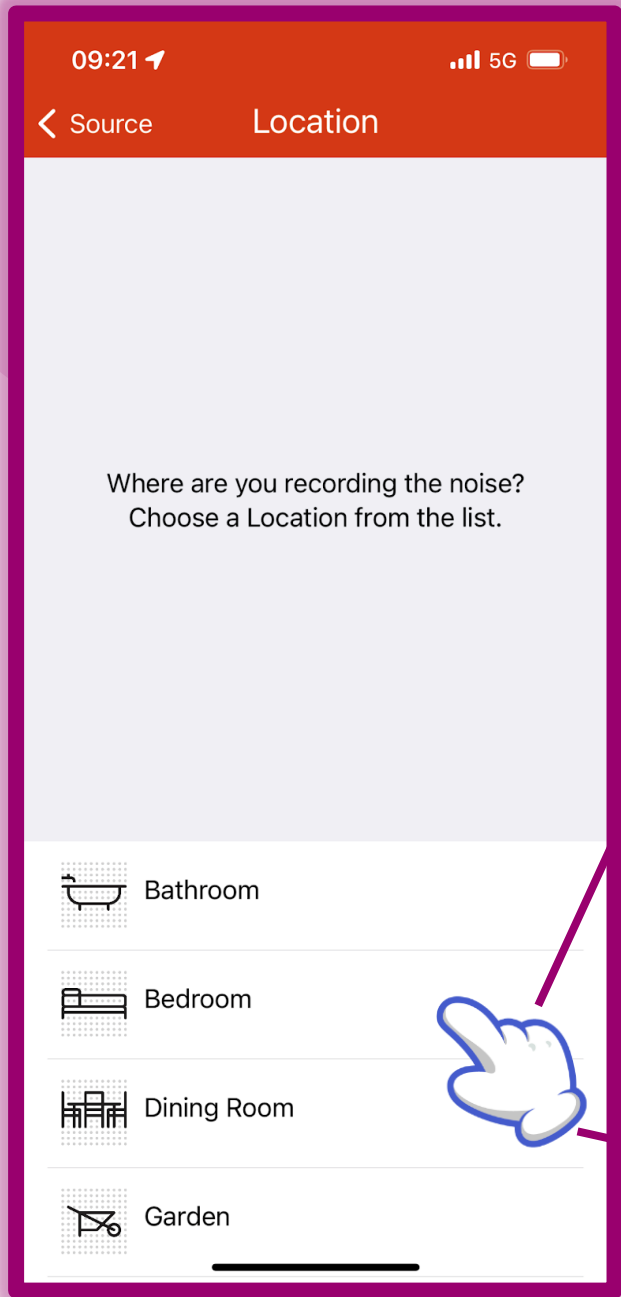
Bear in mind you have 10 recordings per day, so if noise is lasting all day, rather than send us 10 recordings of the same thing, you can just make sure aware here in duration.

Once your done click 'next'.



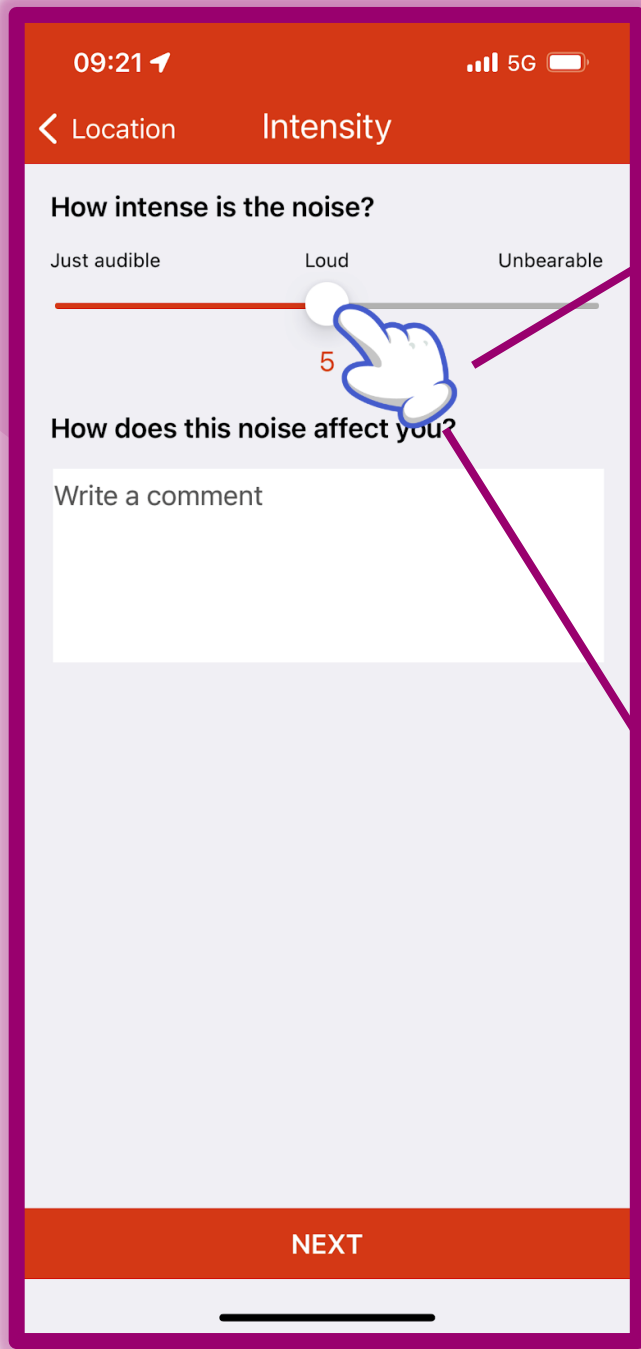
You can scroll through the list and pick the options of what noise can be heard in recording clip.

This is so we know what to listen out for when we review your recording.



We want to know where YOU can hear the noise. Are you in the living room or bathroom etc.

Scroll through the list and choose where you can hear the sound.



This is us asking how it's affecting you and how much you can hear the noise in your home.

You can slide the button across to show us how it's affecting you and you can leave some comments for us too.

Then click 'Next'

09:21 5G

< Intensity Address

What's the address of the noise source?

Address Line 1

20

Address Line 2

Bath Row

City

Birmingham

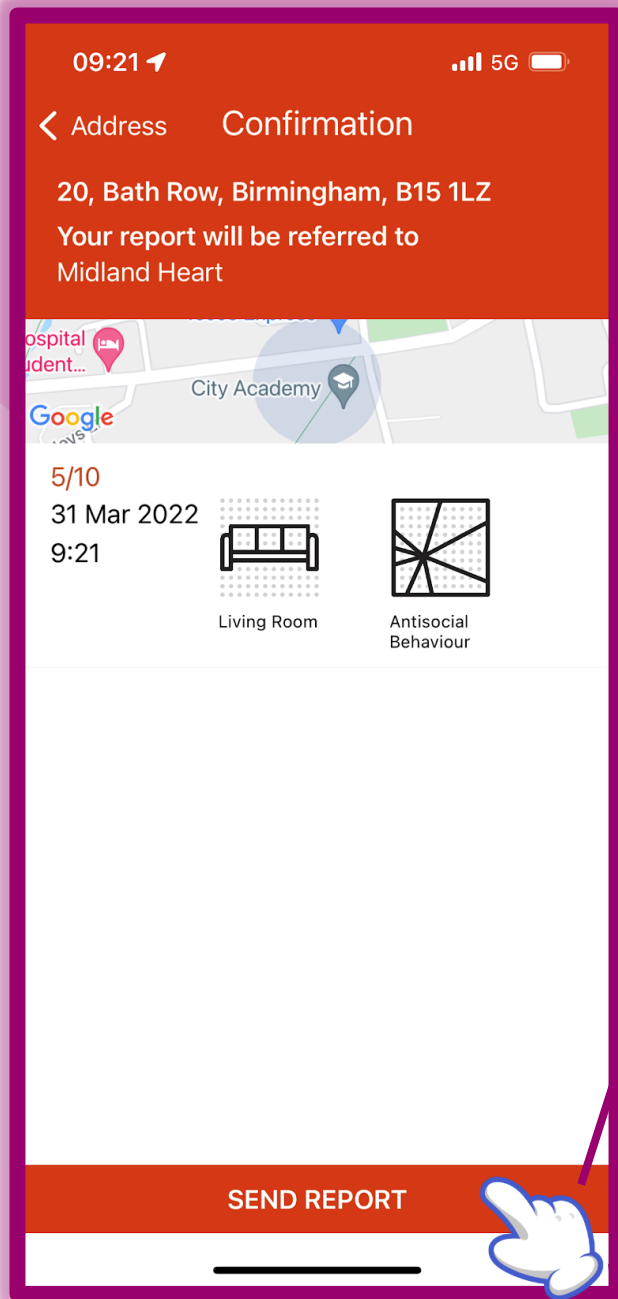
Postcode

B15 1LZ

NEXT

If the noise is coming from a neighbour, let us know which neighbour if you know the address.

Click 'Next'



This is checking we have all the correct details of the noise in the recording.

If anything isn't right then you can go back by clicking where it says 'Address' in the top left corner and keep clicking in that same spot to return to where you change something.

Once you're happy, click 'Send Report'

09:23

5G

Your report will be referred to
Midland Heart

What happens next?

Tap the report in the Noise Diary to view
details and activity on your case
Add further recordings if necessary

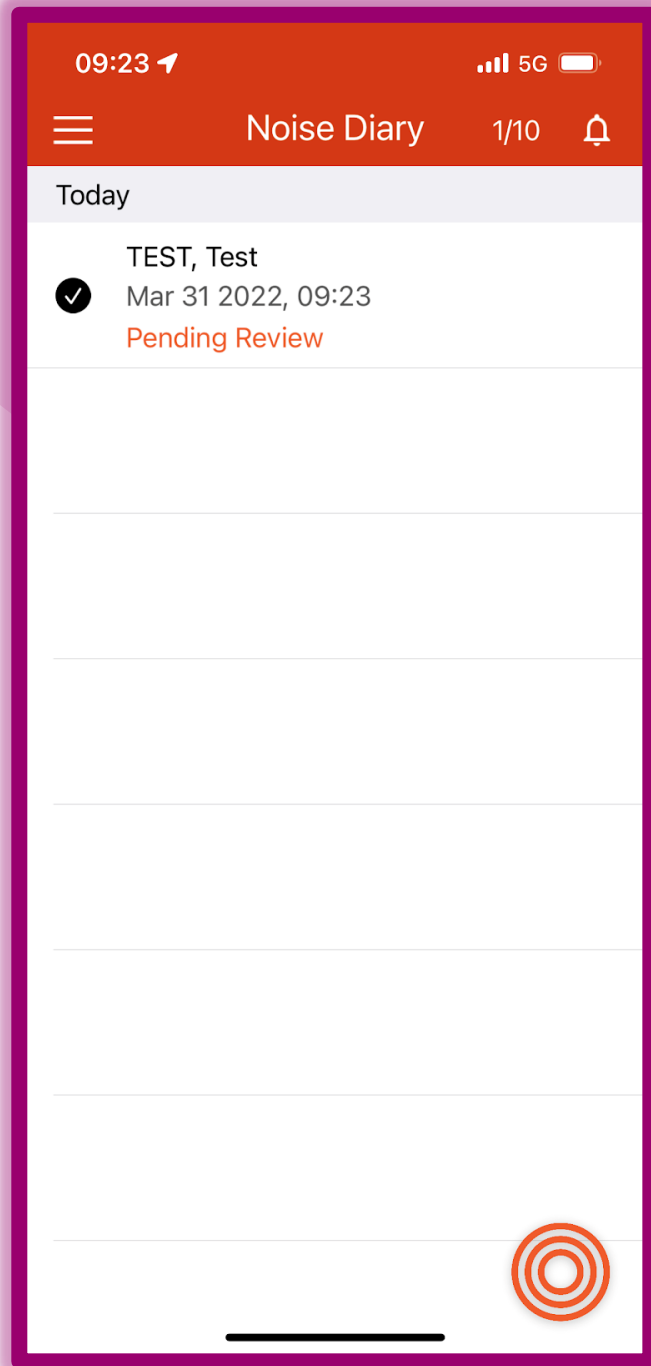
Communicate with your provider and await
notifications with updates about your case

CONTINUE



This is explaining the next steps and what will happen with the recording.

Click 'Continue'.



This will send you back to the start which is called your noise diary. However you'll see the log of the recording you have just made.

Where it says 'Pending Review' you'll see that this will be updated once we are looking into it.