# Residents voice mental health concerns amid prolonged construction noise at Hove Gardens



Residents of Hove Gardens in Ethel Street, near Brighton's railway station, are facing significant disruption due to ongoing construction work for a co-working space. Months of relentless noise, commencing at 8:30 a.m. daily, has made it increasingly difficult for some tenants to work from home, leading to heightened stress and adverse effects on their mental health. Many have expressed their frustration, and some have called for compensation or a rent reduction from UrbanBubble, the property management company overseeing the development.

Initially hopeful about their new living environment, residents now feel trapped in a situation that has turned their lives upside down. One tenant, who chose to remain anonymous, articulated the turmoil this noise has caused: "This was meant to be the place which rescued me... now it’s only made my mental and physical health worse." The construction site, managed by Interaction for Foundry, is set to provide an array of workspaces for up to 300 individuals, featuring not only private offices and desks but also wellness suites and a yoga studio aimed at fostering a healthier community. However, as the construction drags on, the original promises of a peaceful living space seem increasingly distant.

Some residents have reported being completely unaware of the construction plans until the noise began. One individual recalled, “I first found out about the works because I got woken up at 8:30 a.m. one morning.” Their complaints reflect a widespread sentiment among the tenants, where the construction is perceived not only as a disturbance but also as a hindrance to their quality of life. As one resident put it, “Without sounding dramatic, it’s ruining my life.”

Compounding the situation, UrbanBubble has stated that they will not offer financial compensation at this stage, despite acknowledging the disturbances. In a letter to residents, the company committed to improving communication and has promised that updates about the project will be relayed more effectively in the future. An UrbanBubble spokesperson explained, “We understand that some residents have experienced noise disruption during the fit-out works... the onsite team has maintained regular communication... [and] we continue to provide proactive assistance with any questions or concerns.”

Despite these assurances, frustrations have mounted as residents struggle to adapt to life amid construction chaos. Many have reported difficulty conducting everyday tasks such as taking calls or finding quiet moments to concentrate. One resident noted the futility of trying to block out the noise, stating that even with earplugs and loud music, the sound continued to intrude. “I want to see an amicable solution,” they said, highlighting the need for urgent attention to their needs, particularly as many feel a lack of genuine community engagement in the process.

This situation is not unique to Hove Gardens. Similar grievances have emerged from other residential areas facing prolonged construction activities. In another part of Brighton, residents of Milner flats sought compensation over disturbances linked to the Circus Street redevelopment. Their open letter to local authorities detailed the harmful impact of noise and dust on their health, highlighting a growing trend of community discontent regarding construction impacts.

As construction continues at Hove Gardens, the mental and emotional well-being of its residents hangs in the balance. The need for a protective, communicative framework between property management and tenants could not be more pressing, as the toll of construction noise serves as a poignant reminder of the often-overlooked human costs associated with urban development. The tension between progress and community well-being is palpable, raising essential questions about how such projects are managed and the responsibilities of those who undertake them.

### Reference Map

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Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.theargus.co.uk/news/25163267.hove-gardens-construction-works-ruining-neighbours-lives/?ref=rss> - Please view link - unable to able to access data
2. <https://www.theargus.co.uk/news/25163267.hove-gardens-construction-works-ruining-neighbours-lives/?ref=rss> - Residents of Hove Gardens in Ethel Street, near Brighton's railway station, have reported significant disturbances due to ongoing construction of a co-working space. The noise, starting at 8:30 am daily, has disrupted their ability to work from home and negatively impacted their mental health. Some tenants have sought compensation or rent reductions from property management company UrbanBubble. The workspace, designed by Interaction for Foundry, will accommodate up to 300 people with private offices, desks, soundproof booths, a yoga studio, and wellness suites. UrbanBubble acknowledged the disruptions but stated that no financial compensation would be offered at this time.
3. <https://urbanbubble.co.uk/urbanbubble-faqs/> - UrbanBubble, a property management company, outlines its complaints procedure on its website. The process includes three stages: Stage One involves attempting to resolve the issue quickly through direct communication; Stage Two is a formal complaint addressed by the Senior Leadership Team, aiming for resolution within 15 working days; Stage Three involves a separate review by the Customer Experience Executive if the issue remains unresolved. The company also provides contact details for further assistance and information on independent mediation services.
4. <https://urbanbubble.co.uk/policies/> - UrbanBubble's policies page details their complaints procedure, emphasizing a commitment to high service standards and a structured approach to addressing issues. The procedure consists of three stages: Stage One focuses on quick resolution through direct communication; Stage Two involves a formal complaint addressed by the Senior Leadership Team, with a response within 15 working days; Stage Three offers a separate review by the Customer Experience Executive if the issue persists. Contact information for UrbanBubble and the Property Ombudsman is provided for further assistance.
5. <https://urbanbubble.co.uk/> - UrbanBubble is a property management company specializing in build-to-rent and residential leasehold developments across the UK. Their portfolio includes various communities, such as York & Elder in Brighton, New Acres in Wandsworth, and Hove Gardens in Brighton & Hove. The company emphasizes creating communities and elevating living standards, managing over 20,000 homes nationwide. UrbanBubble's services aim to deliver excellence in property management, fostering a sense of community among residents.
6. <https://urbanbubble.co.uk/frequently-asked-questions/> - UrbanBubble's FAQ section provides information on various topics, including contact details for customer support executives and property managers. It also addresses concerns about debt collection, payment difficulties, and the security checks required during communications. The company emphasizes the importance of accurate and up-to-date contact information for effective assistance. For unresolved issues, UrbanBubble outlines the process for escalating complaints and provides contact details for the Property Ombudsman for independent review.
7. <https://www.theargus.co.uk/news/17976765.compensation-demands-noisy-building-work/> - Residents of Milner flats in Brighton have demanded compensation due to prolonged building works and noise from nearby student accommodation. Alicia Mackie, a resident, sent an open letter to Brighton and Hove City Council detailing the issues faced during the Circus Street redevelopment. The letter highlights the impact of construction noise and dust on residents' health and well-being. Councillors Amanda Evans and Mary Mears are collaborating with MP Lloyd Russell-Moyle to seek legal pressure on developers and management companies to address the concerns and provide compensation.