

Guidance for the Management of Noise Complaints

If you are annoyed by noise created by neighbours and speaking with them is not possible or successful, you can report the issue using the [online noise complaint form](#) which is available on the City's website.

1	All Properties (except Construction Sites)	
1a	Upon receipt of a noise complaint, the City will contact the offending party to outline the nature of the complaint and to provide general noise information and advice in accordance with the <i>Environmental Protection (Noise) Regulations 1997</i> .	Within 7 working days
1b	The complainant will receive a response from the City.	In accordance with the Customer Service Charter.
1c	At the City's discretion, should a noise matter be considered to be on going, an Authorised Officer may choose to attend to the complaint in person (afterhours if required) to assess and/or obtain evidence and if required, take action in accordance with the Environmental Protection Act 1986.	When required.
2.	Construction Sites	
2a	Upon receipt of a noise complaint regarding a construction site, the City will contact the site supervisor to outline the nature of the complaint and to provide general noise information and advice in accordance with Regulation 13 of the <i>Environmental Protection (Noise) Regulations 1997</i> .	Within 7 working days
2b	The complainant will receive a response from the City.	In accordance with the Customer Service Charter
2c	Should noise continue after the initial contact the City will communicate with the offender or site supervisor and where necessary, communicate to the property owner/Building Company Director of this matter in writing.	Within 7 working days
2d	The complainant will receive a response from the City.	In accordance with the

		Customer Service Charter
2e	At the City's discretion, should a noise matter be considered to be on going, an Authorised person will attempt to attend to the complaint in person (afterhours if required) to assess and/or obtain evidence and if required, take action in accordance with the Environmental Protection Act 1986.	When required.
2f	Should the City issue a NAN and it is not complied with, prosecution will be considered.	When required.

3. Mechanical Equipment		
3a	Where noise relates to mechanical equipment such as air conditioners, pool pumps etc. the City will notify the owners of the mechanical equipment about the complaint in writing and organise to take measurements (weather conditions permitting).	Within 7 working days.
3b	The complaint will be acknowledged and notified of the pending measurements.	In accordance with the Customer Service Charter.
3c	Noise measurements will be undertaken in accordance with the <i>Environmental Protection (Noise) Regulations 1997</i> .	ASAP (weather conditions permitting)
3d	Noise measurements will be assessed for compliance.	Within 3 working days.
3e	Where measured levels exceed, offender will be notified in writing to engage the services of an acoustic consultant and provide the City with a written report within 30 days on how compliance can be achieved. Complainant to be updated in writing. Should a competent acoustic professional not be engaged, and the resolution is a 'guess' then the City will charge the noise monitoring fee as per the City's fees & charges – 1 st and final measurements will be 'free'.	In accordance with the Customer Service Charter For situations where the noise produced is considered significant in the opinion of an Authorised officer, a NAN and/or infringement will be issued.
3f	City will acknowledge the acoustic report and suggest the recommendations be implemented within 60 days. Complainant to be updated in writing.	In accordance with the Customer Service Charter.
3g	At the City's discretion an extension requested in writing may be granted to facilitate compliance. Complainant to be updated in writing.	In accordance with the Customer Service Charter.
3h	Should compliance not be achieved within a reasonable timeframe, the City may consider issuing an Environmental Protection Notice (EPN). An EPN is generally reserved for cases	When required and not exceeding 12 months

	where modifications, removal or relocation of noisy equipment is required to abate noise and remains inforce until the City formally removes it.	
3i	Once compliance is achieved and the City has been notified in writing, the City will conduct follow-up measurements and write to all parties to confirm that the matter has been resolved.	In accordance with the Customer Service Charter.

NOTE - Where the City has reason to believe that a complaint is vexatious in nature, it may choose not to pursue the complaint. Furthermore, where a complaint relates to noise from an unapproved business activity or an activity not permitted under the City's Planning Scheme, it may pursue the matter in the manner described in this procedure and in conjunction with the powers conferred upon it by the Planning and Development Act 2005.