

NOISE POLLUTION FACTSHEET

Acceptable Noise Levels and Complaints

Noise can disrupt sleep and interfere with daily activities. If loud enough, it can also have a negative impact on public health.

Exemptions

The *Environmental Protection Act 1994* provides exemptions from noise created from traffic signals, railway signals and road noise.

Other local government activity exemptions include:

- Road maintenance
- Maintaining water and sewage services
- Preventing or removing public health risks.

Guide to Decibel Levels

Some noise regulations include a maximum loudness in decibels. Here are usual decibel levels for everyday situations:

- Quiet room in the house - 20 to 30 decibels
- Daytime in a quiet residential street - 35 to 45 decibels
- Large busy office - 50 to 60 decibels
- Lawn mower from 15 meters away - 70 decibels.

Residential Premises

Council can issue an on-the-spot fine or a Direction Notice for nuisance residential noise. A Direction Notice will detail the offence and the timeframe the offender has to fix the problem. If the Direction Notice is not complied with, Council may prosecute the offender in severe cases.

Commercial and industrial Premises

Some commercial and industrial properties have development approvals and conditions which must be complied with. If a company does not comply, Council may issue a Show Cause Notice or an Enforcement Notice.

An Enforcement Notice can require the company to comply with the development conditions, take specific action or stop the activity causing the noise issues. Council can also prosecute under the *Planning Act 2016*.

The *Environmental Protection Act 1994* outlines allowable noise levels for different types of equipment and activities.

Be a Good Neighbour

Before starting a project that is likely to create nuisance such as noise from either the activity or equipment used, let your neighbour/s know and work out any potential issues beforehand. In many cases, an agreement can be reached that satisfies everyone's needs and also eliminates the need for Council to intervene.

If you are having nuisance issues with your neighbour/s, talk to them and explain your issues. If the issues are not able to be resolved between you, contact Council.

How to Lodge a Complaint

Call into Council's Customer Service Centres at Roma, Mitchell, Yuleba, Injune and Surat or call 1300 007 662 and lodge a customer request. A formal complaint must be received before Council can investigate nuisance issues.