



Dealing with noise

Information pack



Hello

Thank you for contacting us about a noise issue in your neighbourhood.

We understand the impact that offensive noise can have on our lifestyles and how important it is to keep noise to a minimum in our neighbourhoods. In our experience, working out problems together brings better and longer lasting solutions.

We have seen that neighbours can find it difficult to recover good relationships after a noise complaint is escalated to Council. Even if people ask to be anonymous, their neighbour usually suspects who has complained and the relationship is impacted.

Some ideas for resolving noise issues

We understand that you may have tried speaking to the person, or maybe you are yet to chat with them for a range of reasons. To help you work things out with your neighbour, we are rolling out a program called **Let's Chat**.

This information pack, Dealing with noise, is part of this program and is designed to give you the tools and information you need to help you find a solution to your noise issue.

You can find out more about **Let's Chat** by visiting www.tweed.nsw.gov.au/letschat or feel free to call us on (02) 6670 2400 to provide feedback on this pack. **How we can**

help

If you cannot resolve your issue with your neighbour and you would like Council to follow up on a noise enquiry; we ask that you complete a 14 day noise record to help us better understand how you are being impacted.

If you have safety concerns with raising the issue with your neighbour, or need further assistance in resolving the issue, please call us again.

Kind regards,

Denise Galle

Acting Manager Building and Environmental Health

Conflict resolution tips

#1

Get to know your neighbours early – say hi! This will help if problems arise later.

#2

Try to step back from the issue and consider if it is truly worth raising – is it a one-time event, or something minor that you could let go?

#3

Most people will be happy to help and might not have known about the problem – give them the chance to fix it first.

#4

Differences of opinion are normal – try having a casual chat to resolve a conflict.

#5

Try to avoid blaming the person– be open and say things like 'I noticed (...). When this happens, I feel (...)'

#6

Keep the conversation on track – be calm, listen and check you understand what is being said.

#7

Work solutions out together – be flexible and try to understand your neighbours needs and restrictions when finding a solution.

#8

It's ok to take time to solve problems – you might not find a solution the first time. Keep trying.

#9

Safety is key – if you think you may be put in danger raising an issue, get in touch with the Community Justice Centre or Council.

#10

If you try resolving issues together and need help, Community Justice Centres, Council or other government agencies can also give specialised advice.

Need help resolving issues?

- **Community Justice Centres:** 1800 990 777

Community Justice Centres (CJC) are run by the NSW Government and provide free, professional advice and mediation. CJC mediation gives everyone a chance to talk about the problem with the help of, impartial mediators. Around 79 per cent of sessions result in an agreement.

- **Law Access:** 1300 888 529

A free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.



Let's Chat mailbox card

Hi neighbour
When you have a spare moment can we catch up for a quick chat about

It would be great if we could work something out together.
 Would you be able to give me/us a call or text when you're free and we can organise a time to chat?

From your neighbour

Name

Phone

Thanks very much

We developed these cards as another tool people can cut out (see page 7 of this pack) and put in their neighbour's mailbox to help initiate a conversation. You could also speak to them when you see them, or call them if you have their number – whatever works for you.

Information on noise restrictions

Residential noise – time restrictions and contacts

Time of day restrictions are in place for residential noise. This enables residents to use and maintain their properties whilst also preventing undue disturbance on neighbours. Council can assist when noisy equipment is used during restricted times or when noise is considered offensive.

Noise type	Time restrictions (when noise should not be heard in a habitable room) in a neighbour's residence
Power tools and equipment	<ul style="list-style-type: none"> 8pm to 7am on weekdays 8pm to 8am weekends and public holidays
Musical instruments and electrically amplified sound equipment	<ul style="list-style-type: none"> Midnight to 8am on Friday, Saturday or any day before a public holiday 10pm to 8am on any other day <p>For antisocial behaviour or disturbances outside of normal business hours:</p> <ul style="list-style-type: none"> Police Assistance Line: 131 444
Air conditioners and heat pump water heaters	<ul style="list-style-type: none"> 10pm to 7am on weekdays 10pm to 8am on weekends and public holidays
Motor vehicles	<p>Vehicle noise is acceptable when leaving and entering residential premises.</p> <p>Other vehicle noise should be restricted between:</p> <ul style="list-style-type: none"> 8pm to 7am on weekdays 8pm to 8am on weekends and public holidays
Refrigeration units fitted to motor vehicles	<ul style="list-style-type: none"> 8pm to 7am on weekdays 8pm to 8am on weekends and public holidays



Pool pumps and spa pumps	<ul style="list-style-type: none"> • 8pm to 7am on weekdays • 8pm to 8am weekends and public holidays
Barking dogs and keeping of animals	Council: 1300 292 872

Non-residential noise – who to contact

Council works together with other agencies to resolve noise concerns.

Noise type	Who to contact
Industrial/commercial noise	
Large industrial complexes	NSW EPA: 131 555
Commercial premises, smaller factories, and backyard workshops	Council: 1300 292 872
Clubs/pubs/licensed premises (including music and patron noise)	Office of Liquor and Gaming NSW: 1300 024 720 or Complaints form: Go to www.liquorandgaming.nsw.gov.au , select 'Make a complaint' and click the form or click www.industrynsw.tfaforms.net
Construction noise	Council: 1300 292 872
Transport noise	
Aircraft noise	Airservices Australia: 1800 802 584 To make a complaint go to www.airservicesaustralia.com and select 'noise complaints' or click www.complaints.bksv.com/asa
Noisy motor vehicles (including trail bikes)	NSW EPA: 131 555 Police Assistance Line: 131 444 Council: 1300 292 872
Road traffic – local roads	Council: 1300 292 872
Road traffic – freeways, tollways, main roads	Roads and Maritime Services: 13 22 13
Recreational boating, jet skis	Roads and Maritime Services: 13 12 36



Amplified music from vessels	Roads and Maritime Services: 13 12 36 Water Police: 1800 658 784 Council: 1300 292 872
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Non-residential noise – who to contact (continued)

Noise type	Who to contact
Other noise	
Fireworks	SafeWork NSW: 13 10 50
Intruder alarms	<p>Police Assistance Line: 131 444 (including antisocial behaviour or disturbances outside of normal business hours).</p> <p>In vehicles manufactured:</p> <ul style="list-style-type: none"> • before 1 September 1997: Sounding for more than 90 seconds • on/after 1 September 1997: Sounding for more than 45 seconds <p>In buildings installed:</p> <ul style="list-style-type: none"> • before 1 December 1997: Sounding for more than 10 minutes • on/after 1 December 1997: Sounding for more than 5 minutes <p>There's great information on the EPA website – go to www.epa.nsw.gov.au, 'Report Pollution', click 'Noise' and scroll down to 'Building intruder or car alarms' or click www.epa.nsw.gov.au</p>
Noise in public places	Council: 1300 292 872 Police Assistance Line: 131 444 (including antisocial behaviour or disturbances outside of normal business hours).
Keeping of animals	Council: 1300 292 872



Cut out and use the 'Let's Chat' mailbox card or hand write a similar message

Hi neighbour

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.....

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