

Fact Sheet

Residential Noise Nuisance Complaint Resolution

Residential noise in the environment

A noise nuisance is any unwanted sound and can include noise from appliances such as air conditioners, barking dogs and lawn mowers.

For a noise to be considered a nuisance it often depends on what type of noise it is, as well as other factors such as the duration and frequency of the noise.

Generally, noise may be considered a nuisance if:

- It causes annoyance
- Sleep is disturbed
- It makes it difficult to talk
- You can't hear other things
- It becomes difficult to work
- It causes a general lack of amenity

It is the responsibility of the person causing the noise to ensure that they are not causing a residential noise nuisance.

Many noise complaints could be avoided if the person making the noise considered their surroundings and carried out the noisy activity at a suitable or agreed upon time.

Planning to make some noise?

If you plan to conduct a noisy activity in a residential area for an extended period of time, it's a good idea to contact your neighbours to let them know what you'll be doing, when you plan to do it and how long the activity will take.

Your neighbours will be less likely to complain and it gives you a chance to discuss any issues with them before you start.

Before you make a complaint

Before you make a complaint about a residential noise nuisance, talk to your neighbour. Let them know your concerns and, in most cases, the problem can be fixed without anyone else being involved. Council may need to be involved if no acceptable agreement or resolution can be achieved between neighbours.

Resolving noise complaints

Council is not responsible for investigating all noise complaints. Other agencies, like the Department of Environment and Science (formerly known as the Department of Environment and Heritage Protection) and the QLD Police Service, resolve complaints that are outside the powers of local government. For example, noise from loud music at a party is dealt with by the QLD Police Service.

Refer to the table attached for information about agencies that are responsible for resolving noise complaints.

Role of the Council

If Council receives a relevant noise complaint, Council will:

- Determine if a noise offence or nuisance has occurred or is occurring
- If necessary, take action to ensure that the residential noise nuisance is resolved.

Penalties for residential noise nuisance

If the residential noise nuisance persists Council may take enforcement action under the *Environmental Protection Act 1994*, and issue a notice, a penalty infringement notice or initiate a suitable method of resolution. In some cases Council may prosecute environmental nuisance offenders, where higher penalties may apply.

Authorities Responsible for Noise Management in Redland City

Source of Noise	Location	Responsible Authority	Contact Details
air conditioners, pool pumps, spa blowers, power tools, lawn mowers, early building supplies delivery, residential building	residential land	RCC – Health & Environment	3829 8999 www.redland.qld.gov.au
aircraft – planes and helicopters	air space	Air Services Australia	1300 302 240 www.airservicesaustralia.com
animals – native	all land	QLD Parks and Wildlife Service (EHP)	1300 130 372 www.ehp.qld.gov.au
animals – domestic	all land	RCC – Animal Management	3829 8999 www.redland.qld.gov.au
alarms	all land	QLD Police Service - Cleveland - Capalaba - Dunwich - Redland Bay	3824 9333 3433 3333 3409 6020 3829 4111 www.police.qld.gov.au
building work – development site	industrial or commercial land	RCC - Development Control and Health & Environment	3829 8999 www.redland.qld.gov.au <i>Contact Council to check relevant approvals first</i>
commercial and industrial noise	industrial or commercial land	RCC - Development Control and Health & Environment	3829 8999 www.redland.qld.gov.au <i>Contact Council to check relevant approvals first</i>
land development - trucks & machinery	development of land	RCC - Land Development	3829 8999 www.redland.qld.gov.au
musical instruments and appliances for electrically producing or amplifying music Motor vehicle – radio, CD players or similar (on & off road) parties and celebrations	all land	QLD Police Service - Cleveland - Capalaba - Dunwich - Redland Bay	3824 9333 3433 3333 3409 6020 3829 4111 www.police.qld.gov.au
motor bikes	parks and reserves	RCC Local Laws	3829 8999 www.redland.qld.gov.au
power boats and jet skis – on water	waterways and Moreton Bay	DES (Department of Environment and Science)	1300 130 372 www.des.qld.gov.au
powerboats and jet skis – on residential land	residential land	RCC - Health & Environment	3829 8999 www.redland.qld.gov.au
pubs and clubs	commercial premises	Dept. of Liquor and Gaming - Liquor Licensing Division	13 74 68 www.olgr.qld.gov.au
road noise – traffic	controlled roads/major arterials	QLD Department of Transport and Main Roads	13 23 80 www.tmr.qld.gov.au