

# Noise nuisance

## Air conditioning equipment

Noise from air-conditioning equipment can cause a nuisance to neighbours by interfering with their normal daily activities and can affect their health.

### The law

Council investigates noise nuisance complaints from air conditioning systems and enforces noise limits under the *Environmental Protection Act 1994*.

If air-conditioning equipment exceeds noise limits, Council may issue a fine to the value of 15 penalty units (individual) or 75 penalty units (corporation), a direction notice or prosecute.

### Allowable noise limits

Fines may be issued if noise exceeds the following level between:

- **7am to 10pm** – where noise is more than five decibels above the background noise level
- **10pm to 7am** – where noise is more than three decibels above the background noise level.

Background noise is that measured in the absence of the problem noise. Mobile phone measurement apps are not considered a suitable assessment of environmental noise nuisance.

### How to reduce noise

#### Limit hours of operation

Find out what times neighbours are most disturbed by air-conditioner noise.

#### Select a quieter model

Replacing an air-conditioner with a quieter model may help solve the problem.

#### Choose location carefully

Units should be placed away from neighbouring bedroom windows, offices, multiple walls and corners.

#### Regular maintenance

Regular maintenance can decrease noise levels and improve effectiveness. Contact the manufacturer or installer for advice.

### Install fences or barriers or an acoustic enclosure

A solid fence, with no gaps can reduce noise levels. Consider enclosing the unit in a ventilated wooden box with an absorbent lining. Contact the manufacturer or installer for advice.

### Complaints

In most cases, the best way to resolve a noise issue is through polite and productive communication between yourself and the person causing the noise nuisance. If you haven't already spoken with the person about the issue, we strongly recommend you try this approach first.

You could also download the Environmental Nuisance letter from our [website](#), and place it in their letterbox. If you have concerns about approaching or entering communication, or these measures have proven ineffective, you can lodge a complaint with Council by:

- ☎ **Phone:** (07) 5329 6500
- ✉ **Email:** [mail@noosa.qld.gov.au](mailto:mail@noosa.qld.gov.au)
- ♿ **Council Office:** 9 Pelican Street, Tewantin

You will need to provide:

- your name, address and phone number (kept confidential)
- details of the noise emission, including source address and the date and time it starts

Council will send you additional information and a diary to complete and formalise the complaint. Correspondence will also be sent to your neighbour to advise them of the issue and requirements.