



Noise nuisance Pumps

Noise from pumps can disturb neighbours, disrupt their sleep and interfere with normal daily activities and affect their health.

The law

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

If noise from pumps exceeds these limits, Council may issue a fine to the value of 15 penalty units (individual) or 75 penalty units (corporation).

Allowable noise limits

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

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

Background noise is that measured in the absence of the problem noise.

How to reduce noise

Limit hours of use

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

If it's a swimming pool pump

Know how long the pool filter needs to run for acceptable water quality. Often running the pump to turn over the total pool volume once or twice a day is sufficient to maintain water quality

Select a quieter pump

Older units can be noisy and an undersized pump may need to run longer to maintain pool water quality. Replacing the pump with a quieter model can help.

Choose location carefully

Units should be away from neighbouring bedroom windows and offices. When installing a pump, ask the installer for advice. Avoid noise-reflective surfaces, such as walls or alcoves.

Maintenance and modifications

Regular maintenance can decrease noise and improve the effectiveness of equipment. Sometimes modifications can be made to the unit to reduce noise. Before conducting any maintenance or modifications on the unit, contact the manufacturer for advice.

Install fences or acoustic enclosures

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
- 👤 **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.