

Noise nuisance

Waste receptacles

Noise from commercial activities, such as waste recovery and transportation may disturb residents, disrupt sleep and interfere with normal daily activities. If loud and frequent enough, it can also affect health.

The law

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

If an investigation finds that noise from such activities constitutes an environmental nuisance, then Council may issue a direction notice. The notice details the offence, and sets a time-frame for the problem to be rectified. Non-compliance may result in a fine to the value of 15 penalty units (individual) or 75 penalty units (corporation).

The criteria

When investigating a complaint, Council will consider:

- the amount of noise
- the duration, rate and type of noise
- the environment and the potential impact
- views of any other neighbours or complainants
- site-specific development conditions pertaining to allowable waste collection times

How to reduce noise

Limit hours of operation

Most people are concerned about noise at night and in the early morning. Schedule collections carefully. If the receptacle is particularly noisy and sited near residences, try to organise for collection after 7am.

Choose location carefully

Waste receptacles should be located as far away as possible from neighbours and bedroom windows. If possible, relocate the waste receptacle behind a solid wall.

Consider modifications

Consider noise-reduction, such as larger rubber wheels mounted on bulk containers. Contact the manufacturer or installer for advice.

Think of alternatives

Alternative activities or equipment may be effective in reducing noise. Consider carrying out the activity at another location; or even engaging an acoustic consultant in designing an acoustic barrier.

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.