

## What happens once I lodge a noise complaint?

The standard procedure is as follows (based on *natural justice and procedural fairness*):

1. Written complaint and log sheet is received by the City in writing
2. Acknowledgement of receipt is confirmed to complainant and is referred to the case Environmental Health Officer (EHO)
3. EHO contacts the noise maker to advise of the allegation .
4. In most cases this will resolve the matter, but if not, the complainant needs to maintain additional a noise log sheet and notify the case EHO.
5. A written warning is issued to the noise maker. If the written warning doesn't resolve the matter, evidence in the form of sound level readings will need to be gathered by the EHO. Generally sound level readings are taken at the noise receiver's location. You must be able to accommodate the EHO attending to take the readings inside your property/ premises where the unreasonable noise is being experienced
6. If non-compliance is established a written direction is issued giving a specified timeframe to comply. If they fail to do so enforcement action may be taken, which could involve:
  - \* Infringement Notice of \$250 for the first offence and \$500 for subsequent offences
  - \* Seizure of noise emitting equipment (involves coordination with Police)
  - \* Issuing of a Noise Abatement Direction or Environmental Protection Notice with a maximum penalty of \$25,000 for an individual and \$62,000 for a body corporate.

## Who do I contact ?

Noise Source	Contact
Airconditioners/mechanical equipment, construction, musical equipment and stereos(during daytime), commercial and industrial premises, security alarms (during office hours)	<i>City of Canning</i> <i>Environmental Health Officer</i>  <b>1300 422 664</b>
Party/Stereo Noise, Alarms (outside of normal office hours), Antisocial behaviour	<i>Police</i>  <b>131 444</b>
Dogs	<i>City of Canning Rangers and Community Safety Services</i>  <b>1300 422 664</b>
Aircraft	<i>Airservices Australia</i>  <b>1800 802 584</b>
Rail and Water	<i>Department of Transport</i>  <b>6551 6000</b>
Vehicles on Main Roads	<i>Main Roads</i>  <b>138 138</b>

A formal noise complaint form can be found on the City's website [here](#).

Alternatively you may contact the City's Environmental Health Services on 1300422 664 or lodge online <https://www.canning.wa.gov.au/request-it>



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## NEIGHBOURHOOD NOISE



### What is Neighbourhood Noise?

Living in residential areas means that we often share noise with our neighbours. Noise is described as unwanted sound, of which there could be many sources within a residential area that can cause a disturbance including equipment such as lawnmowers and power tools, stereos and parties, security alarms, air Conditioners or musical instruments. There are many steps you can take to reduce unwanted noise in your neighbourhood.

## Legislation

The Environmental Protection (Noise) Regulations 1997 (the Regulations) set out specific 'assigned noise' levels for residential, commercial and industrial properties. These levels vary subject to the time of day. Penalties can be applied for non-compliance.

## Construction site noise

Construction work is **permitted to occur on building sites between the hours of 7AM to 7PM, on any day except Sundays and public holidays**, without the need to comply with the Regulation's 'assigned levels'. In rare instances construction noise work may be permitted to occur outside of these times if a Noise Management Plan has been approved by the City.

## Specified Equipment - equipment used on residential premises

Any equipment requiring the constant presence of an operator is classified as 'specified equipment'; this includes equipment such as power tools, lawn mowers and vacuum cleaners.

Specified equipment must still be used in a reasonable manner, and is **not permitted to be used for longer than 2-hours per day**.

Noise from these types of equipment is permitted to be used during the hours of:

- **Monday to Saturday, 7AM to 7PM**
- **Sundays and public holidays, 9AM to 7PM**

**Musical Instruments** — one non-amplified musical instrument **may be used for 1-hour a day**.

## Party and Stereo Noise

If you are planning a party, please follow these guidelines to maintain good relations with your neighbours:

- It is recommended that before hosting a party, you let your neighbours know the date and time the party will commence and end, and provide them with contact details in case the music gets too loud.
- Turn the music down at 10pm and off at midnight.
- Monitor the noise at the boundary during the party and try place amplified music inside rather than having it outside. Ask everyone to move inside the house after midnight.
- Leave the clean up until the morning so the sound doesn't disturb neighbours.
- Ask your guests to leave quietly and say your goodbyes inside.

For other stereo use, it is recommended that the volume be at a level that cannot be heard at the property boundary. Keep the bass component of your stereo to a minimum. Please note that fines can be issued if complaints are received about regular noise emissions.

## Mechanical Equipment — Air Conditioners and Swimming Pool Pumps

Take great care if you are thinking of installing an air-conditioner, swimming pool pump, traffic gate or any other piece of mechanical equipment. It is important to ensure that the equipment selected and location to be installed is suitable so as not to create unreasonable noise. If it is clearly heard from another property it most likely does not comply.

## Security Alarm

Alarms are important security devices but can cause excess noise if accidentally triggered. Please ensure:

- You are familiar with your alarm system and can operate it correctly.
- the alarm has been installed properly
- The alarm is in a location that minimises the possibility of damage or interference.

- The length of the siren is limited to a maximum of 10 minutes.
- The sound level of an external siren is limited to 90 dB(A), three metres from the perimeter of the building.
- The alarm is kept in good working order and serviced at least once a year.
- Windows/doors are properly closed before activating the alarm and pets are outside.
- Trees, shrubs and branches are well away from windows/doors.

WA Police have the power to silence audible alarms if it has been causing unreasonable noise for at least 30 minutes. Find out more about [unreasonable noise from security alarms](#).

## Lodging a Noise Complaint

If you believe an ongoing noise issue is unreasonable, **try speaking with your neighbour first** to see if the matter can be easily resolved. If you find there is no improvement, you may wish to lodge a formal complaint with the City for investigation.

The correct procedure for lodging a noise complaint is as follows:

1. Identify and locate the noise source
2. Keep a noise log to support your claims, with the times and dates of the noise
3. Lodge your complaint with the City

Keep in mind that noise investigations may take time and there is no set time frame for when the matter can be resolved. Authorised Noise Officers must first conduct an investigation and collect sufficient evidence before any action can be taken.