



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

FACT SHEET 2

PROBLEMS WITH NOISE

What are my responsibilities?

It is your responsibility to see that you, your children and your visitors don't make noise that will disturb your neighbours at unreasonable times.

This means that you should not do things like use a noisy washing machine in the middle of the night if you live in a unit.

The Environment Protection Authority can be contacted on 13 15 55 for information about when noisy equipment cannot be used. Time limits for when some things can be used include:

Source of noise	Times you can't use it
Stereo's, TV's and musical instruments played loudly	Midnight to 8am Friday, Saturday & the day before public holiday, 10pm to 8am any other day.
Power tools and swimming pool pumps	8pm to 7am Monday-Friday 8pm to 8am weekends and public holidays
Lawnmowers	8pm to 7am Monday to Saturday 8pm to 8am Sundays and public holidays

What can I do if my neighbour is making too much noise?

Everyone has a different idea of how much noise is too much and we have to accept that sometimes we will be able to hear other people and the noise they make. It is not unreasonable for people to talk to each other while walking in a stairwell at midnight. It is unreasonable however to hold a noisy party on the stairs at that time.

If your neighbour's noisy behaviour is disturbing you the first thing you should do is:

- Talk to them calmly about the problem
- Explain how the noise affects you
- Don't make things personal by calling them a bad neighbour or saying they have naughty children

Let your neighbour give their side of the story try to work out a reasonable solution together

What if talking to my neighbour doesn't work?

If you find it too difficult to talk to your neighbour on your own or you can't reach an agreement you can call the Community Justice Centre. The Community Justice Centre use expert mediators who hear both sides of the story and try to help you reach an agreement that everyone is happy with.

What if my neighbour won't go to the Community Justice Centre?

If your neighbour won't go to the Community Justice Centre or you can't reach an agreement with them you should contact your local council. The council will warn people about making too much noise and can fine them if the warnings are ignored.

You can also contact the police for things like noisy parties after midnight. If possible you should get the police event number.

What if none of this works?

If none of these steps work you can ask your Area Manager for help.

Your Area Manager will need to know what you have already done and will want any evidence such as police event numbers. They might ask you to fill out a form about what has happened and may want to speak to other neighbours.

If your neighbour is breaching their lease by making too much noise your Area Manager will explain to them what will happen if they don't stop and will give them a warning.

The NSW Civil and Administrative Tribunal is the court that deals with tenant's leases and makes rulings about them. If the noise continues then CHL may ask the Tribunal to order your neighbour to stop the disturbance. In some cases we may need to ask for an order to evict your neighbour.

The Tribunal will only evict people in very serious cases and will want good evidence. They may need you to tell them in person why the noise is a serious problem for you.

Any Questions

If you have any questions about the information in this Fact Sheet or on any other housing related matter, please contact your nearest Community Housing Limited Office or visit our website

www.chl.org.au