

<u>Category</u>	<u>Prohibited Times &amp; Noise Criteria</u>
Building works (holder of a QBCC Licence)	Must not carry out building work, if the noise is audible: a) at any time, on a Sunday or public holiday; or b) before 6.30am or after 6.30pm, on a Saturday or a business day
Regulated devices (lawn mower, power tools, generators)	Must not use, if the noise is audible: a) before 8am or after 7pm on a Sunday or public holiday; or b) before 7am or after 7pm on a Saturday or a business day
Electrical, Mechanical or Pneumatic Pumps (including pool and spa pumps)	Must not use or permit the use of: a) before 7am or after 10pm on any day, if the noise is audible; or b) from 7am to 7pm on any day, if the noise is more than 5db(A) above background or; c) from 7pm to 10pm on any day, if the noise is more than 3db(A) above background.
Air Conditioning Equipment	Must not use or permit the use of: a) from 7am to 10pm on any day, if the noise is more than 5dB(A) above background noise levels; or b) before 7am or after 10pm on any day, if the noise is more than 3dB(A) above background.
Refrigeration Equipment	Must not use or permit the use of: a) before 7am on any day, if the noise is more than 3dB(A) above background; or b) from 7am to 10pm, if it makes a noise of more than 5dB(A) above the background level; or c) after 10pm if it makes a noise of more than 3dB(A) above the background level.
Indoor Venues	Must not use or permit the use of: a) before 7am on any day, if the noise is audible; or b) from 7am to 10pm on any day, if the noise is more than 3dB(A) above background; or c) from 10pm to midnight, if the noise is more than 3dB(A) above the background level.
Open Air Events	Must not use or permit the use of: a) before 7am on any day, if the noise is audible; or b) from 7am to 10pm on any day, if the noise is more than 70db(A); or c) from 10pm to midnight, if the use causes noise of more than the lesser of 50dB(A) or 10dB(A) above the background level.
Amplifier devices (other than at an indoor venue or open air even)	Must not use or permit the use of: a) from 7am to 10pm on a business day or any other day from 8am to 6pm if the noise is more than 10dB(A) above background level; or b) before 7am or after 10pm on a business day; or c) before 8am or after 6pm on any other day.
Power boat/Jet Ski engine	Must not use or permit the use of, if the noise is audible: a) before 8am or after 6.30pm on a Sunday or public holiday; or b) before 7am or after 7pm on a Saturday or business day.  Please note a time limit of two (2) continuous minutes applies.

#### What Council Will Do

It is recommended that a personal approach be made in the first instance to the person causing the nuisance to discuss the issues with the neighbour to try to resolve the issue amicably prior to lodging a customer request with Council.

To respond to a customer request, Council will require the name and contact details of the customer, an address for the location of the alleged nuisance and detailed information on the nature of the nuisance. Council will assess the nature of the customer request to decide the course of action.

When a customer request is received, Council will contact both parties to inform them of the relevant provisions of the legislation and provide information on the relevant nuisance in an attempt to resolve the issue. The customer's identity will remain confidential.

If further nuisance customer requests are received, Council will undertake an investigation. The investigation includes consideration of the time of nuisance, how long the nuisance lasts, the environmental values of the area, the impact on the environment and the views of the customers, the respondents and neighbours.

The responsible person can dispute the customer request, as they have the right to have the matter heard before the Court. If this occurs, the customer will be required to supply evidence in person. A more detailed statement or affidavit may be requested, as Council must be satisfied that evidence is available to support any legal action commenced.