

## ***What is problem noise?***

The Councils noise control officer can respond to problems where noise is:

- Unreasonably loud – that is loud enough to interfere with conversation or sleep, for example:
- Much louder than normal neighbourhood noise levels for the time of day or night.
- Especially annoying – such as a heavy beat or high pitch.



## ***How do I make a complaint about loud noise?***

If the noise is coming from a neighbour's property, firstly speak to your neighbour and kindly ask them to remedy the situation. If this does not bring a positive result, call the Council on 0800 734 834 and report the problem.

The noise control officer will investigate whether the noise is reasonable or excessive. This is based on the subjective judgement of the officer. If deemed to be excessive, a notice to reduce the noise will be issued. Most people will stop or reduce the noise at this stage. This notice remains in force for up to 72 hours following the callout.

## ***When can I make a complaint?***

You can ring the Council at any time of the day or night on 0800 734 834 to make the complaint – but it's important that you phone when the noise is occurring so that action can be taken straight away.

Should the noise problem reoccur after the noise control officer has made an initial visit, you will need to call the Council immediately to lodge a further complaint. Inform the Council that you have previously called about this.

This 24-hour service helps ensure that noise in our community is properly controlled at all times.

## ***Will my neighbour know it was me who complained?***

Your neighbour will be advised that a complaint has been made, however they will not be told who made the complaint.



## ***What happens if the noise continues, even after the Council has told them to stop?***

If the excessive noise is not reduced to a reasonable level straight away, despite a notice being issued, the noise control officer may enter the premises in the presence of a Police Officer and:

- Seize and remove the noise-making equipment from the place; or
- Render the equipment inoperable by removing a part from it; or

- Lock or seal the equipment so that it's unusable.

A conviction in court can bring a fine of up to \$10,000 and, if the offence is a continuing one, further fines of up to \$1,000 for every day during which the offence continues.

There's a high price to pay for being inconsiderate to your neighbours!

## ***What if my neighbour's complaint was unjust?***

If you feel that the noise from your property is not excessive, ring the Council and talk to a member of the staff.

If the complaint is unjustified, no action will be taken by the Council. The noise control officer will make an independent assessment as to whether the complaint is justified and advise the appropriate parties accordingly.

## ***My property was confiscated - how do I get it back?***

If your equipment is seized it will be stored at the Council's Paeroa office, cnr Belmont Rd and William St, Paeroa. You will be required to pay a seizure and handling fee, which is \$200.00.

If equipment is seized for a second time, the equipment will not be returned.

To ensure that the equipment is returned to the rightful owner, please bring proof of identity and the original copy of the seizure notice.



**To make a noise complaint  
Hauraki District Council  
Phone : 0800 734 834  
Available 24 hours a day**

**Remember :**  
**Please call while the noise is happening.**

***How can I be a good neighbour, yet still make some noise?***

The key is to be considerate to your neighbours!

Some things to keep in mind include:

- Inform neighbours in advance about any planned parties, or invite your neighbours to join the party. Remember though, if you do this, it is not a “pass” to make excessive noise.
- Minimise noise from your property by keeping the doors and windows closed.
- Reduce the noise at a reasonable hour of the evening – particularly when neighbours are sleeping later in the evening.
- Don't start noisy equipment such as lawnmowers and chainsaws early in the morning or late in the evening (wait until after 8 am or before 8 pm).
- Ensure burglar alarms cut off within 20min.
- Ensure car alarms are installed correctly and are not over-sensitive or faulty.



P O Box 17, William Street, PAEROA

Phone (07) 862 8609

0800 734834 from within district

Fax (07) 862 8607

[www.hauraki-dc.govt.nz](http://www.hauraki-dc.govt.nz)

[info@hauraki-dc.govt.nz](mailto:info@hauraki-dc.govt.nz)



**MAKING A COMPLAINT  
ABOUT**

***PROBLEM  
NOISE***

***What you need to know ...***

***...about the control of noise in  
your community.***