



## Problems with noise

### What are my responsibilities?

It is your responsibility to see that you and other household members, including children and 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 (EPA) can be contacted on 13 15 55 for information about the times when noisy equipment cannot be used. Time restrictions for using some equipment are shown below:

Source of noise	Restricted Times	Who to Contact
Stereos, TVs and musical instruments played loudly	Midnight to 8.00 am everyday (or at any time if played so loudly as to be offensive)	Local council or police
Power tools and swimming pool pumps	Monday-Saturday 8.00 pm to 7.00 am Sundays and public holidays 8.00 pm to 8.00 am	Local council or police
Lawnmowers	Monday-Saturday 8.00 pm to 7.00 am Sundays and public holidays 8.00 pm to 8.00 am	Local council or police

It is illegal for an officer of the Department to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of the Department in exchange for helping you.

If you have any information regarding this, please contact the **Department of Housing's Business Assurance Unit on 1800 806 206**. The Department may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

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

Everyone has a different idea of how much noise is too much. Sometimes you will be able to hear other people and the noise they make, particularly when they live close by.

If your neighbour's noise is disturbing you, first try to talk to your neighbour. Often people don't realise that they are being noisy and disturbing others.

When you talk to your neighbour:

- try to be calm
- 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 contact the Community Justice Centre (CJC) for assistance. This is a free service. CJC mediators will hear both sides of the story and try to help you reach an agreement that everyone is happy with. Your local Department of Housing office can provide you with the CJC contact details.



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### 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 can contact your local council. If the noise breaches noise environment regulations, the council will warn people about making too much noise and can also fine them if the warnings are ignored.

You can also contact the police for things like noisy parties after midnight. If police do come, get the police event number, in case you have to take further action.

### What can the Department of Housing do?

In particular situations, you may wish to speak to your Client Service Officer. If what your neighbour is doing is a breach of their lease the Department may take some action.

Tell your Client Service Officer details of the problem and how you have attempted to resolve it. Your Client Service Officer will also want any evidence, such as police event numbers. You may have to fill out a form about what has happened and your Client Service Officer may want to speak to other neighbours to confirm the details.

Your Client Service Officer may speak to your neighbour, give them a warning and advise them what will happen if they don't stop the behaviour.

In some cases, the Department may ask the Consumer Trader and Tenancy Tribunal to make an order for the person to stop the behaviour and comply with their tenancy agreement or even terminate the tenancy. The Tribunal decides whether this happens.

The Consumer Trader and Tenancy Tribunal will only evict people in very serious cases and will want good evidence. You may be asked to attend the Tribunal hearing and tell them in person why the noise is a serious problem for you.

### More information

For more information you can:

- visit your local office, Monday to Friday, 8.30 am – 4.30 pm (closed public holidays and 8.30 am – 1.00 pm on Wednesdays)
- phone the Department on **Freecall 1800 629 212**, 24 hours a day, 7 days a week
- phone the Aboriginal Enquiry Line on Freecall 1800 355 740, Monday to Friday, 8.30 am – 4.30 pm (excluding public holidays)
- go to the Department's website [www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

### Interpreter Services

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450. TIS will telephone the Department of Housing for you at no cost.

If you are hearing impaired, please contact the TTY Service on 1800 628 310.

#### Arabic

خدمة الترجمة الخطية والشفوية المجانية  
اتصل على الرقم 131 450

#### Chinese

免費的翻譯傳譯服務  
致電 131 450

#### Russian

Служба бесплатного письменного и устного перевода  
Позвоните по номеру 131 450

#### Spanish

Servicio Gratuito de Traducción e Interpretación  
Llame al 131 450

#### Vietnamese

Dịch vụ Phiên dịch và Thông dịch Miễn phí  
Điện thoại 131 450