

What is excessive noise?

Like all areas, Marlborough can be noisy - it is a fact of living in a community as you work or play - but there are limits.

Excessive noise is any noise that is under human control and of such a nature as to unreasonably interfere with the peace, comfort and convenience of any person.

Examples of excessive noise may include a loud party, stereo, band practices, audible alarm or machinery.

Noise facts

- The level of noise that is acceptable varies according to location of neighbours, time of day, zone you live/work in, presence of sound barriers and the type of noise.
- The same noise levels during the day may not be acceptable at night.

How is noise controlled?

Under the Resource Management Act 1991, Marlborough District Council has the power to control excessive noise. Noise Control Officers are trained and warranted under the Resource Management Act 1991.

Noise from moving vehicles such as aircraft, boats, trains and cars are not under the control of the Marlborough District Council. For noise complaints relating to motor vehicles, please contact the Police or the New Zealand Transport Authority and the Civil Aviation Authority for aircraft noise complaints.

What happens when Noise Control is called out?

If a Noise Control Officer is called out to investigate the noise, they will undertake a subjective assessment and determine if the noise is reasonable or not. Noise Control Officers do not use any monitoring equipment to determine if the noise is excessive. If the noise is deemed to be excessive, the Officer may serve a written direction to reduce noise, which is in force for 72 hours. Failure to obey the direction can result in equipment seizure, an infringement fee of \$500 or a conviction for an offence and liability up to \$10,000.

Noise control procedure

Please see diagram on back page.

What time can I complain?

You can complain about excessive noise at any time of the day or night, but it is important to phone when the noise is occurring so that action can be taken.

What happens if the noise continues?

If the noise continues, you will need to ring back to advise that the noise is still disturbing you and to find out what action has been taken by a Noise Control Officer and lodge a further complaint.

Will my details be confidential?

Yes, we do not divulge who has complained.

Ongoing problems with noise

Further investigation or action may be required to deal effectively with some noise sources such as noise from industrial or commercial sites. If the problem is of a technical nature; an Environmental Noise Specialist or Environmental Health Officer may need to use noise-monitoring equipment. In this case, time is required to fully investigate the noise and bring the issue to a conclusion.



How to be a good neighbour

There is no permit you can get to make noise for a party, or to play your stereo on full, or to use that musical skill, but there are a few things you can keep in mind:

- be considerate of your neighbours
- ensure burglar alarms are automatically reset after a reasonable period of time
- ensure car alarms are installed correctly and are not overly sensitive or faulty
- inform neighbours in advance about a party or invite your neighbours
- advise neighbours of planned work on your section that may be noisy
- minimise noise travelling from your property by keeping doors or windows closed
- turn down the noise at a reasonable hour at night
- don't start up any noisy equipment such as chain saws early in the morning or late in the evening.

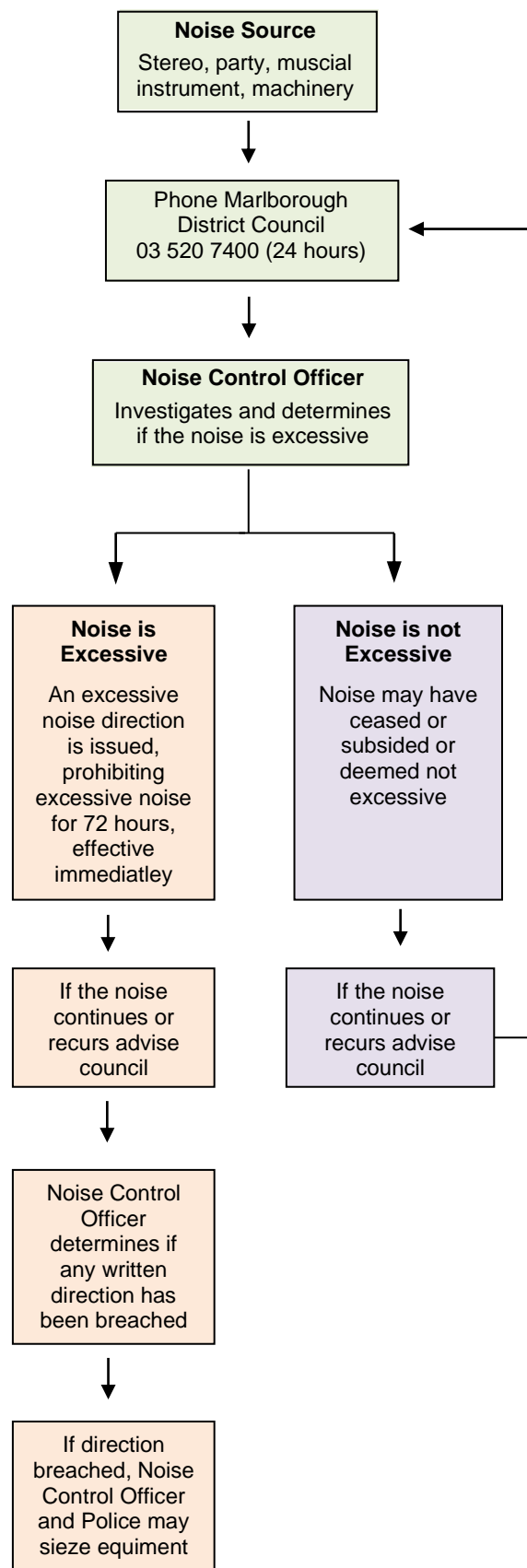
What do I do if equipment is seized?

If your equipment is seized, it is held by Marlborough District Council. The equipment may be returned if the Marlborough District Council is satisfied that it will not be used to create further noise problems.

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 Marlborough District Council. You will need to pay all costs of the call outs, storage and administration.

What if I feel the complaints are unjust?

It is important to contact the Environmental Health Team to discuss your concerns so they can investigate.



Find out more

For further advice or information regarding any of these issues, please contact the Marlborough District Council on 520 7400