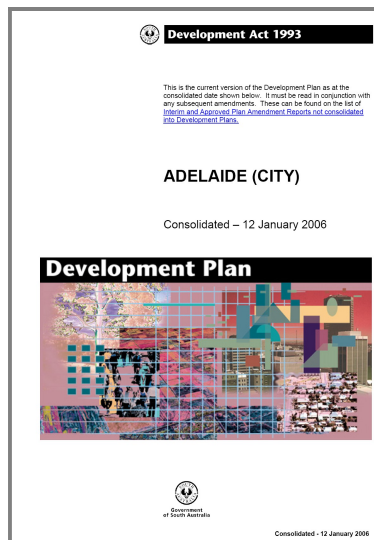


### FREQUENTLY ASKED QUESTIONS

#### 1. What are council's noise attenuation provisions?



The Adelaide (City) Development Plan ([www.planning.sa.gov.au](http://www.planning.sa.gov.au)) provides limits on the allowable noise intrusion into noise sensitive developments (such as residences). Noise attenuation measures are required in a noise sensitive development to achieve the following criteria:

- World Health Organisation (WHO) sleep disturbance criteria:  
30 dB(A)  $L_{eq}$  and 45 dB(A)  $L_{max}$  inside bedrooms
- Australian / New Zealand Standard (AS/NZS) 2107: 2000 - 'Acoustics - Recommended Design Sound Levels and Reverberation Times for Building Interiors' internal design sound level criteria:

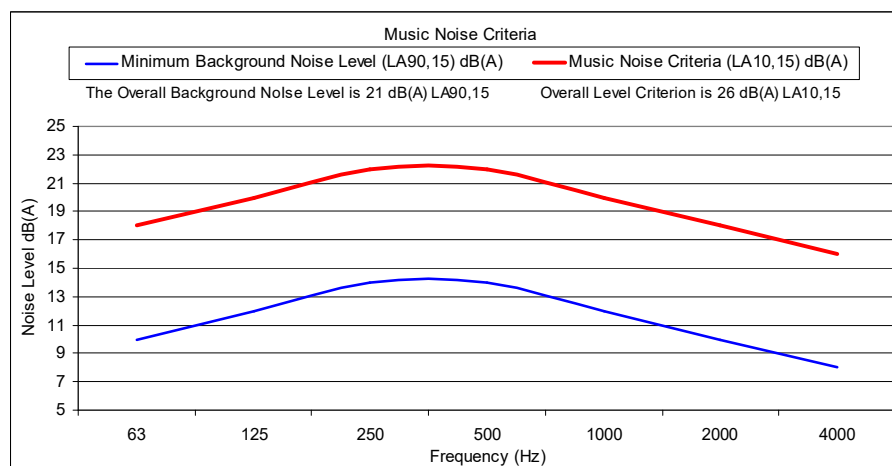
Type of Occupancy / Activity	Maximum Recommended Design Sound Level, $L_{Aeq}$ dB(A)
Houses and Apartments near Major Roads:	
Living Areas	45
Sleeping Areas	40
Work Areas	45
Houses and Apartments near Minor Roads:	
Living Areas	40
Sleeping Areas	35
Work Areas	40

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- Music noise criteria:

The noise level in any bedroom is to be no more than 8 dB above the level of background noise ( $L_{90,15\text{min}}$ ) in any octave band of the sound spectrum when exposed to music noise from any existing entertainment premises. Additionally, the music noise ( $L_{A10,15\text{min}}$ ) must be less than 5 dB(A) above the background noise ( $L_{A90,15\text{min}}$ ) for the overall (sum of all octave bands) A-weighted levels.



*\*Note: the noise criteria are based on the windows of the noise sensitive development being closed and any existing entertainment premises complying with relevant noise emission legislation.*

Although the noise criteria relate to new residential developments they also provide guidelines for acceptable noise levels within existing residences.

## 2. I want to undertake some noise attenuation work. Where do I go? Who should do the work?

If you are considering any sound insulation it is recommended you verify any sound insulation specifications with your architect/builder and/or employ the services of an acoustic consultant to ensure the proposed changes provide significant noise reduction.

To contact an acoustic consultant visit the Yellow Pages Directory (under Acoustical Consultants) or for an acoustic consultant who is part of the Association of Australian Acoustical Consultants (AAAC) visit [www.aaac.org.au](http://www.aaac.org.au)

## 3. What does the terminology mean?

All terminology is explained in *Fact Sheet 11: Acoustic Terminology*.

### **4. I am experiencing a noise problem - what can be done about it?**

Before taking formal steps in complaining about a noise it is recommended that you attempt to contact your neighbour to discuss the problem and an appropriate resolution. This may require that you tactfully bring the complaint to your neighbours notice when issues are sensitive, such as raised voices.

If you are experiencing noise disturbance, speak to the person that is causing the noise as soon as the problem arises, expressing your case honestly and respectfully. In many instances, they are unaware that they are causing a problem and will quickly remedy the situation.

If this does not work, you may need to consider other alternatives such as mediation or approaching the appropriate authority to investigate your situation.

### **5. How do I go about with a mediation process?**

If you are experiencing noise problems it is usually best resolved by working together with your neighbour or the person controlling the noise source. Disputes that are settled without involving an enforcement agency usually result in friendlier ongoing relationships and often provide more effective solutions.

Free legal mediation services are available that can be of assistance in resolving neighbourhood noise issues. This approach also has the benefit of avoiding the costly and adversarial legal process. For further information, contact a South Australian Community Legal Centre or visit the website at [www.saccls.org.au](http://www.saccls.org.au)

Please call the head office for more information or to make an appointment.

#### **Head Office**

40 Beach Road  
Christies Beach  
SA 5165  
Telephone: 8384 5222  
Fax: 8384 5212



### 6. Where do I direct my noise complaint?

The source of the noise complaint will dictate where your noise complaint should be directed. The following table summarises where a noise complaint should be directed based on the type of noise source.

	SA EPA	SA Police	Council	Liquor and Gambling Commissioner
Premises licensed by EPA e.g. large industrial activities	■			
Premises not licensed by EPA e.g. smaller factories, commercial premises			■	
Construction noise from EPA licensed sites	■			
Construction noise from residential and non-licensed sites			■	
Liquor licensed premises e.g. music and patron noise				■
General rubbish collection services / other public services			■	
Domestic machine noise e.g. power tools, air conditioning units			■	
Domestic construction noise from hand tools e.g. hammering		■		
Domestic music or party noise		■		
Domestic noise from animals or birds			■	

Source: EPA - Draft Environmental Protection (Noise) Policy and Explanatory Report

#### Before filing the complaint, consider the following:

- What happened? Be prepared to describe the noise in as much detail as you can.
- Where did it happen? It is always helpful to know where the noise is occurring. If you don't know the exact address, the cross streets and other landmarks are very important.
- When did it happen? Timely reporting is critical. Please call us as soon as possible after you observe violations.

#### Confidentiality

Usually the authority will request the identity and address of the complainant, although this information will not be released to the noise source.

In a small number of cases the complainant's identity becomes known, e.g. if action is taken in the Magistrates Court.

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## **Environment Protection Authority**

77 Grenfell Street (SA Water House),  
Adelaide SA 5000

Telephone: 8204 2000

Freecall (country): 1800 623 445

Email: [epainfo@epa.sa.gov.au](mailto:epainfo@epa.sa.gov.au)

Website: [www.epa.sa.gov.au](http://www.epa.sa.gov.au)

## **South Australian Police**

60 Wakefield Street

Adelaide SA 5000

Telephone: 8463 7400

Website: [www.sapolice.sa.gov.au](http://www.sapolice.sa.gov.au)

Police Call Centre: 131 444

## **Liquor and Gambling Commissioner**

Office of the Liquor and Gambling Commissioner

9th Floor, East Wing

Zurich Building,

50 Grenfell Street

ADELAIDE SA 5000

PH: (08) 8226 8410

Website: [olgc@agd.sa.gov.au](mailto:olgc@agd.sa.gov.au)

## **City of Adelaide**

Ground Floor, Colonel Light Centre,

25 Pirie Street,

Adelaide SA 5000

Telephone: (08) 8203 7203

Email: [city@cityofadelaide.com.au](mailto:city@cityofadelaide.com.au)

Website: [www.cityofadelaide.com.au](http://www.cityofadelaide.com.au)

### 7. Construction Noise - what times are the noise limits?

Some activities on building sites can generate significant amounts of noise. Noisy construction activities should be limited to between 7.00am and 7.00pm from Monday to Saturday and, on a Sunday, should not occur before 9.00am or after 7.00pm.

If you are having problems with building noise, you should approach the builders and make them aware of the noise problem. Often they will try to use quieter equipment or try and reduce noise by moving the noisy equipment further away from your house; also you may come to an agreement as to when noisy equipment should be used during the day.



\*Note: there will be some mitigating circumstances in which the hours of construction cannot be changed or different equipment cannot be used, these include:

- interruption of vehicle / pedestrian traffic;
- safety;
- avoidance of unreasonable delay or cost;
- disturbance to local businesses; and
- concrete pours when day-time temperature is too hot.

If the builder does not take any action in trying to reduce their construction noise and in your judgement the noise is unreasonable and louder than it has to be, then the relevant authority should be notified.

For construction on residential premises the local police should be contacted while the noise is occurring and the police can take actions under the *Environment Protection Act 1993*. For construction of industrial or commercial premises, the EPA should be contacted during office hours.



### 8. How do I know if a pub nearby is operating within its limits?

To check if a pub or other licensed premises is operating within its prescribed limits, you can check with the [Office of the Liquor and Gambling Commissioner \(OLGC\)](http://www.olgc.sa.gov.au/default.asp?action=licence_search&menu=liquor) website ([http://www.olgc.sa.gov.au/default.asp?action=licence\\_search&menu=liquor](http://www.olgc.sa.gov.au/default.asp?action=licence_search&menu=liquor)) for details of the venue's liquor licence, including hours of operation and conditions of operation. Conditions on a liquor license must be adhered to at all times.



If you are concerned with noise from a licensed premise, it is a good idea to approach the venue operator/manager in the first instance and let them know that noise from their business is affecting you. They may be unaware and could put in place simple measures to reduce or eliminate the noise. All Liquor Licensed premises are obliged to respond quickly and positively to resolve complaints received from neighbouring premises.

If the problem remains unresolved, then a complaint should be made to the office of the Liquor and Gambling Commissioner.

### Acoustic Consultant

If you are considering any sound insulation, it is recommended that you verify any sound insulation specifications with your architect/builder and/or employ the services of an acoustic consultant to ensure the proposed changes provide significant noise reduction.

To contact an acoustic consultant visit the Yellow Pages Directory (under Acoustical Consultants) or for an acoustic consultant who is part of the Association of Australian Acoustical Consultants (AAAC) visit [www.aaac.org.au](http://www.aaac.org.au)

### Other Fact Sheets

A number of other Noise Technical Fact Sheets complement the information in this document. These can be downloaded from the City of Adelaide website:  
[www.cityofadelaide.com.au/noise](http://www.cityofadelaide.com.au/noise)

*Fact Sheet 1: Sound Insulation Guidelines*

*Fact Sheet 2: Gaps and Flanking Paths*

*Fact Sheet 3: Sound Insulation for Windows*

*Fact Sheet 4: Sound Insulation for Glazed Doors and Standard Doors*

*Fact Sheet 5: Sound Insulation for Exterior Walls and Facade Systems*

*Fact Sheet 6: Ventilation*

*Fact Sheet 7: Sound Insulation for Air Conditioners and Other External Mechanical Plant*

*Fact Sheet 8: Sounds in the City*

*Fact Sheet 9: Adelaide City Road Traffic Noise Map*

*Fact Sheet 10: Noise Ready Reckoner*

*Fact Sheet 11: Acoustic Terminology*

*Fact Sheet 12: Frequently Asked Questions*

*Fact Sheet 13: Sound Insulation for Internal/Common Walls*

*Fact Sheet 14: Sound Insulation of Floors*

*Fact Sheet 15: Mechanical Plant for Commercial Buildings*

*Fact Sheet 16: AAAC Star Rating*



### The Building Code of Australia Compliance

The Building Code of Australia (BCA) should be consulted to ensure that any sound insulation upgrades comply with the requirements of the BCA. It should be noted that although the upgrade of a building element may be acoustically beneficial, it may not comply with the requirements of the BCA.

### Australian Building Codes Board

The Noise Technical Fact Sheets contain content sourced from the Building Code of Australia and Guidelines on Sound Insulation, published by the Australian Building Codes Board (ABCB). These documents can be purchased from the ABCB website: [www.abcb.gov.au](http://www.abcb.gov.au)

### Standards

The standards which apply in the Development Plan are:

- Australian/New Zealand Standard 2107:2000 “Acoustics - Recommended design sound levels and reverberation times for building interiors”
- World Health Organisation, Guidelines For Community Noise, Edited by B Berglund et al, 1999) (<http://www.who.int/docstore/peh/noise/guidelines2.html>)
- Recognised liquor licensing noise limits ([www.olgc.sa.gov.au](http://www.olgc.sa.gov.au)). These are modified to apply within bedroom and living areas.

### Contacts / Additional Information

Additional information can be obtained from:

- Australian Association of Acoustic Consultants ([www.aaac.org.au](http://www.aaac.org.au))
- Australian Acoustical Society ([www.acoustics.asn.au](http://www.acoustics.asn.au))
- Office of the Liquor and Gambling Commissioner ([www.olgc.sa.gov.au](http://www.olgc.sa.gov.au))
- South Australian EPA ([www.epa.sa.gov.au/noise.html](http://www.epa.sa.gov.au/noise.html))
- South Australian Police ([www.sapolice.sa.gov.au](http://www.sapolice.sa.gov.au))
- Yellow Pages ([www.yellowpages.com.au](http://www.yellowpages.com.au) search “acoustic”)
- Australian Window Association ([www.awa.org.au](http://www.awa.org.au))



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## Acknowledgements

This project has been developed by City of Adelaide in partnership with Bassett Acoustics.

The Fact Sheet contains content sourced directly from the City of Melbourne's City Sounds 2 Noise Fact Sheets, which can be viewed at [www.melbourne.vic.gov.au/noise](http://www.melbourne.vic.gov.au/noise) and copyright in this material remains the property of the City of Melbourne. City of Adelaide gratefully acknowledges the assistance of the City of Melbourne in the use of this material in the preparation of the Fact Sheets.

## Contact Us

For further information call City of Adelaide on (08) 8203 7203 or email [city@cityofadelaide.com.au](mailto:city@cityofadelaide.com.au)

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