

Dealing with noise issues during Covid-19 pandemic

Information Fact Sheet



Neighbourhood Noise

Neighbourhood noise is governed by the *Environmental Protection (Noise) Regulations 1997*. The general requirements and exemptions under these regulations remain unchanged. However our way of life has changed very quickly due to the outbreak of Covid-19. A majority of our community are now spending a significant amount of time at home; either working, schooling or self isolating, and we are all adjusting to our new circumstances. This will be temporary however may take some adjustment and time to get used to.

The City has a number of noise fact sheets designed to help explain how the noise regulations apply in different situations. Please review this information to see if it applies to your situation. This information is available at:

www.swan.wa.gov.au/Your-services/Public-health/Noise/Noise-information-fact-sheets

Shopping Centre Deliveries

The State Government has issued a direction to Local Government to temporarily override any restrictions imposed on shopping centres by the Local Government. Typically these relate to Planning conditions of approval which may have restricted delivery times for noise and amenity reasons. The purpose of this direction is to allow supermarkets to make extra deliveries to help address the shortage of certain goods and items. We appreciate your understanding that this is a temporary measure.

Working from home

As more people work from home they may discover their neighbours emit an array of noise which they were not even aware of. They may find that this noise is annoying or comes at a time which may be inconvenient or have an unfortunate and unforeseen impact. For example having the neighbour's children bounce a basketball whilst you are trying to make a conference call to your boss may be frustrating or upsetting. This can add extra stress to an already difficult time.

What can you do?

Firstly try and stay calm. Remember this is a very unique and unusual situation and we are all in this together.

Hopefully the actions taken by the government and our community will prove effective and will only be temporary. Remember you may have to live next to your neighbour for some time even when this situation passes. Therefore actions you take today may have long lasting implications.

It is recommended that in the first instance you try speaking with your neighbour in person. Remember to be polite and remain calm when explaining the situation. You may find the neighbour was not aware of the impact that their activities were having on you. Bringing it to their attention politely and calmly can be the start of possible negotiations and solutions. Where possible look for a compromise that will work for both parties. For example rather than demand the neighbour stops their children playing basketball outside altogether see if you can come to an agreement on times when it suits both of your needs for these activities to occur, and possibly times when it doesn't. Both parties will need to try and be flexible and understanding in these difficult times.

Please be reminded that when approaching and speaking to your neighbour that you follow the appropriate social distancing practices of 1.5 metres distance apart and avoid close contact with anyone showing symptoms of respiratory illness such as coughing or sneezing.

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If you have difficulty in speaking with your neighbour or you wish to remain anonymous you could try simply leaving a friendly note in the person's letterbox outlining the problem and your preferred outcome. Alternatively, if the situation is covered by one of our noise fact sheets you could print that out and place it in their letterbox. Remember, some people may not be aware of what is actually permitted or not permitted.

If your attempts to address the situation amicably with your neighbour are not successful then you are able to lodge a formal request with the City. Complete and return the Noise Investigation Request Form to the City available at:

www.swan.wa.gov.au/Your-Services/Public-health/Health-Services-investigation-request

Please note that where a request is lodged the City will make an assessment of the situation in accordance with the Regulations. You may be required to submit a diary of the noise occurring, detailing days and times when it occurs and how it impacts on you. You can start keeping this record straight away and it will help with our assessment of the noise and determining if it is unreasonable.

Dog Barking issues

If you have problems with noise from barking dogs please contact the City's Customer Services on 9267 9267 as this matter is covered under the Dog Act 1976 and not the noise regulations.

Further information

If you have any questions or require further information please do not hesitate to contact the City on 9267 9267.

Protect against COVID-19 with healthy hygiene habits

 Wash hands regularly for at least 20s, using soap and water or alcohol-based gel	 Cover mouth and nose when coughing or sneezing using a tissue or flexed elbow	 Stay home if you are sick don't go to work or school if you have symptoms	 Avoid shaking hands or making other unnecessary physical contact with others	 Avoid close contact with others keep 1.5 metres away
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