

EIGHT WAYS TO BE A CONSIDERATE NEIGHBOUR

1. Keep noise levels down at night.
2. Inform neighbours if you are planning a party, or better yet, invite them!
3. Keep your music equipment inside and close doors and windows where possible.
4. Keep party guests inside. Ask them to keep the noise down when entering and leaving.
5. Tell neighbours of planned work on your section that may be noisy.
6. Ensure burglar alarms cut off after 15 minutes and have to be manually reset.
7. Ensure car alarms are installed correctly and are not overly sensitive or faulty.
8. Do not start up noisy equipment such as chainsaws early in the morning or late at night.



PHONE

06 370 6300 - Office hours (8am to 5pm)
06 370 3088 - Noise control outside office hours

EMAIL

health@mstn.govt.nz

CALL INTO

161 Queen Street, Masterton - 8am to 4.30pm

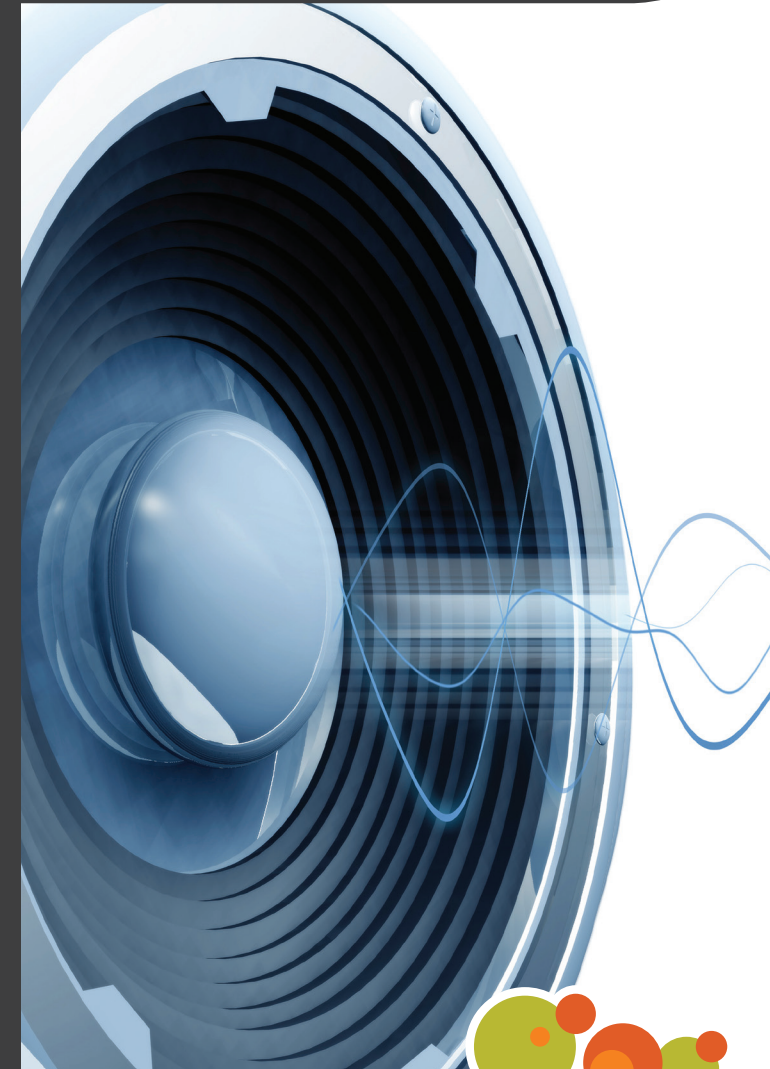
WRITE TO

Masterton District Council
PO Box 444, Masterton 5840

 FOLLOW US ON FACEBOOK

WWW.MSTN.GOVT.NZ

NOISE CONTROL



WE ARE LOCAL GOVERNMENT

WWW.MSTN.GOVT.NZ

WHEN NOISE ANNOYS

In all towns, noise is a fact of life. You are entitled to make a certain amount of noise as you work and play, but there are limits.

You also have the right to have excessive noise stopped or reduced at any time of the day or night.

WHAT IS EXCESSIVE NOISE?

The Resource Management Act states that excessive noise means any 'man-made' noise which unreasonably interferes with the peace, comfort and convenience of any person.

| Includes | Doesn't include |
|--|--|
| <ul style="list-style-type: none">• Loud party• Stereo music• Band practice• Audible alarms• Machinery | <ul style="list-style-type: none">• Noise from moving vehicles<ul style="list-style-type: none">- cars- aircraft- boats- trains |

A QUIET WORD ABOUT NOISE

Everyone can expect some degree of noise in their neighbourhood from time to time. Noise control is not intended to regulate everyday residential activities such as mowing lawns and vehicles driving on the road.

If you are concerned about the noise coming from your neighbour's place, often a friendly word over the fence is all that is required. Talk to the person or company responsible for the noise and point out the problem. You may find they are unaware that they are disturbing you.

HOW DO I COMPLAIN

When informal action is not possible or fails, you can resolve the problem by taking formal action. Excessive noise complaints are investigated by Masterton District Council Environmental Health Officers during office hours and by a security company under contract to the Council outside of office hours.

Make sure you report noise issues while they are happening so that immediate action can be taken. Your complaint will then be followed up by a Noise Control Officer. All complaints are treated confidentially.

WHAT CAN COUNCIL DO?

Officers following up on a complaint will assess whether the noise is too loud based on the time of the day or night, the type of noise, location of neighbours, duration of the noise, noise level and the zone (ie residential, business, rural or other).

There's no one set level or decibel reading to measure whether noise is excessive. Deciding on whether noise is excessive is up to the judgment of the Noise Control Officer.

If the noise is assessed as reasonable, no further action will be taken. If the noise is judged excessive, an Excessive Noise Direction (END notice) will be served on the occupants of the property requiring them to immediately reduce or cease the noise. The Direction remains in force for 72 hours.

If the Direction is ignored, equipment can be seized or disabled and the owner can receive an instant fine of \$500.

NOISE CONTROL PROCEDURE

We do not use noise monitoring machines to measure noise from parties etc. We use a matrix system to measure the nuisance level of noise based on four factors:

1. Volume
2. Frequency
3. Time of day
4. Tone

Each factor is given a points weighting which are added together. If a noise assessment scores six points or more we take action against the property owner/occupier. This ensures a clamp down on excessive noise, not all noise.

THE MONITORING MATRIX

| | |
|-------------|--|
| Volume | Low = Barely Audible Med = Clearly Audible High = Loud noise |
| Frequency | Low = Never been to property before High = Repeat incidences at the property |
| Time of day | Low = 7am - 10pm Med = 10pm - 12am High = 12am - 7am |
| Tone | Subjective assessment by officers depending on characteristics e.g: bass, piercing notes, etc. |



WHAT HAPPENS IF MY EQUIPMENT IS SEIZED?

All confiscated equipment comes to us for safekeeping. The equipment will be returned if we are satisfied that it won't be used to cause noise problems again. To ensure that the equipment is returned to the correct owner, you will need to bring proof of identity and the original copy of the seizure notice. You will need to pay an impound fee to cover the cost of seizure and storage, and charges for Noise Control visits to your premises. You should contact us to ascertain the cost for return of your equipment.

If we receive further complaints after returning your equipment to you, it is unlikely it will be returned if seized a second time.

WHAT ABOUT ALARMS?

Alarms must stop sounding after 15 minutes and have to be manually reset. You can complain about alarms that don't stop after 15 minutes by calling 06 370 6300 during office hours or 06 370 3088 outside office hours.

An alarm technician, accompanied by the police and Noise Control, will make the alarm inoperable, if possible. The owner of the property will be charged for any costs incurred.

ONGOING PROBLEMS WITH NOISE

Further action may be required for continuous problems with excessive noise from industrial or commercial sites. Get in touch with our Environmental Health team if you need to discuss the matter.