



Dear resident,

**Re: Darebin City Council –Noise Log**

I refer to your recent request relating to noise that is causing you concern. To assist our Officer's in investigating this matter we request you complete a noise log, this log has been enclosed for your action. For information on the types of noise that Council investigate, please see [Council's website](#) or for a list of noise Council cannot investigate, refer to the table included with this pack.

The noise log must be completed for at least a 14 day period as this allows Council to identify any patterns regarding frequency and duration or if it is simply operating within prohibited times. We seek your support in this investigation, please complete these logs with accuracy and clear descriptions because they may be used as evidence if further action is pursued.

The data provided will enable an authorised officer to determine whether the noise may be seen to be potentially unreasonable or a nuisance that requires further investigation. This is determined by frequency, duration, as well as the type of noise. Please note: where a person is yelling, screaming, slamming doors etc. the investigation cannot proceed because legislation does not allow this enforcement, this becomes a matter for Victoria Police, refer to table below for further information.

In addition to noise patterns, Council also considers a number of factors when determining whether noise is unreasonable or whether a nuisance exists. These include the type of noise along with volume, intensity, and the effect on your health along with whether the noise is reasonably expected from that location.

Please note: that where a noise disturbance is not deemed to be unreasonable or a nuisance, Council will not be able to take any further action. In these cases you may be advised to speak to your neighbour directly, consider mediation with your neighbour through the Dispute Settlement Centre of Victoria or seek to resolve the matter privately.

Where noise logs have not been returned to Council after a period of 30 days from the date of lodgement of your request, Council will consider that the matter has resolved and no further action will be taken.

Noise logs can be submitted via [mailbox@darebin.vic.gov.au](mailto:mailbox@darebin.vic.gov.au) and for further information, please contact Council on 8470-8888 or view [Council's Noise Animation Videos](#).

Regards,

Darebin Health Protection Team

Darebin City Council  
ABN 75 815 980 522

**Postal Address**  
PO Box 91  
Preston VIC 3072  
T 03 8470 8888  
[darebin.vic.gov.au](http://darebin.vic.gov.au)

**National Relay Service**  
TTY dial 133 677  
or Speak & Listen  
1300 555 727 or  
[iprelay.com.au](http://iprelay.com.au)  
then enter  
03 8470 8888

**Speak your language**  
T 03 8470 8470  
العربية  
繁體中文  
Ελληνικά  
हिंदी  
Italiano  
Македонски  
Soomalii  
Tiếng Việt

## Noise Issues Council Cannot Investigate

Type of Noise	Who to Contact	Contact Details
<p>Vehicles entering or leaving a property (including warming up)</p> <p>Note: Also includes noise associated with vehicles entering and leaving such as security gates or garage doors.</p>	<p>You should talk directly with your neighbour or contact the Dispute Settlement Centre of Victoria (DSCV). Victoria Police and the EPA are responsible for ensuring registered vehicles are roadworthy and compliant with noise emissions</p>	<p>DSCV – 1300 372 888</p> <p>EPA – 1300 372 842</p> <p>Local Police Stations Reservoir – (03) 9460 6744 Preston – (03) 9479 6111 Northcote – (03) 9403 0200</p>
<p>Concrete pours out of prescribed hours</p>	<p>These are considered 'Unavoidable Works' as per the EPA Noise Control Guidelines and further detail on the duration and/or finishing time may be gained from the site supervisor.</p>	<p>Contact details on the fencing of the site supervisor</p>
<p>People noise including fighting, foul language loitering and domestic disputes.</p>	<p>Victoria Police</p>	<p>Local Police Stations Reservoir – (03) 9460 6744 Preston – (03) 9479 6111 Northcote – (03) 9403 0200; ☎ Phone 000 in an emergency</p>
<p>Domestic activity such as closing doors, talking, laughing, flushing toilets, ball sports and children playing.</p>	<p>Private matter</p>	
<p>Planned works that are required to be conducted out of hours due to likely disruption to traffic, public transport or utilities.</p>	<p>The EPA issue works approvals for such situations.</p>	<p>EPA – 1300 372 842</p> <p><a href="http://www.epa.vic.gov.au">www.epa.vic.gov.au</a></p>
<p>Train track maintenance</p>	<p>Primary: Metro</p> <p>Secondary: Public Transport Ombudsman (PTO)</p>	<p>Metro – 1800 800 007</p> <p>PTO – 1800 466 865</p>
<p>Tram track maintenance</p>	<p>Primary: Yarra Trams</p> <p>Secondary: Public Transport Ombudsman (PTO)</p>	<p>Yarra Trams – 1800 800 007</p> <p>PTO – 1800 466 865</p>
<p>Aircraft Noise</p>	<p>Air Services Australia</p>	<p>1800 802 584</p>
<p>Emergency utility works</p>	<p>You will need to talk to the operator conducting the works and they may be able to provide and expected completion date or time.</p>	<p>Jemena (Power) – 1300 131 871 Envestra (Gas) – 1300 001 001 Yarra Valley Water (Water) – 1800 051 379</p>
<p>Emergency road works</p>	<p>Vic Roads</p>	<p>13 11 71</p>
<p>Drones</p>	<p>CASA for more information refer to the link below <a href="https://www.casa.gov.au/aircraft/landing-page/flying-drones-australia">https://www.casa.gov.au/aircraft/landing-page/flying-drones-australia</a></p>	



## NOISE LOG

Pathway Request: \_\_\_\_\_

Please complete and sign the following noise log giving details of further incidents causing you noise nuisance over a minimum of 14 days and return it to the City of Darebin. **Please note that the information you provide the Council in this log may be presented in court should the complaint not be resolved informally.**

Complainant's Name: \_\_\_\_\_

Complainant's Address: \_\_\_\_\_

Property causing noise: \_\_\_\_\_

Type of noise: *eg. loud music, air conditioning, etc* \_\_\_\_\_

Date	Time noise started	Time noise stopped	Source of the noise	Which room could the noise be heard from	Briefly describe how the noise has affected you	Action Taken
01/02/2016	11.30pm	2.15am	Stereo music	Bedroom	Impacted Sleep	Called 000 on 01/02/2016 at 2am.

Date	Time noise started	Time noise stopped	Source of the noise	Which room could the noise be heard from	Briefly describe how the noise has affected you	Action Taken

I hereby acknowledge that the information contained above was written by me and is a true and correct account of observations taken of noise emanating from the above mentioned property.

I understand that I may be required to present this document in a court of law should this matter ever proceed and further acknowledge that I make this statement knowing that it is an offence for a person to provide false or misleading information to a regulatory authority.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Dated: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Please return the completed noise log to:

City of Darebin

274 Gower Street

PRESTON VIC 3072

Email: mailbox@darebin.vic.gov.au