



the place
to live

Darebin City Council
ABN 75 815 980 522

Dear Resident,

Re: Planning Investigations – Noise from a Business Premises Log

I refer to your recent request relating to noise that may be affecting the amenity of the area. In many cases we request that you to speak to your neighbour directly before reporting the matter to Council. If you believe the noise is ongoing and is unreasonable, we request that you complete the enclosed noise log. This log is designed to assist our Officer's in determining whether Council can investigate further.

The noise log must be completed for a **minimum 14-day period** as this allows Council to identify any patterns regarding frequency and duration as well as determining whether the noise is occurring within prohibited times. The Officer will use this log to determine whether the noise is unreasonable. We seek your support in this investigation, where possible avoid generalisations such as "the noise occurs 24/7 and its loud" and avoid completing log if the noise is not occurring frequently. Please ensure accuracy and clear descriptions because the investigation will be based on the information provided, and generalised information may result in the Officer not witnessing the noise.

The data provided in particular the frequency, duration, intensity as well as the type of noise are all factors. Please be advised that where a person is yelling, screaming, slamming doors etc. the investigation cannot proceed because legislation does not allow enforcement, this becomes a matter for Victoria Police, refer to table below for more information on lead authorities for noise reports.

Please note that where a noise disturbance is not deemed to be unreasonable and is a permitted use, Council will not be able to take any further action. You will be advised that the matter is best settled privately. You could consider attending mediation with your neighbour, this is available through the [Dispute Settlement Centre of Victoria](#) on 1300 372 888.

Where noise logs have not been returned to Council after a period of **28 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 and for further information, please contact Council on 8470-8888 or view the [Commercial & Industrial Noise Video](#).

Regards,

Planning Investigations Unit
City of Darebin

Postal Address

PO Box 91
Preston VIC 3072
T 03 8470 8888
F 03 8470 8877
darebin.vic.gov.au



National Relay Service

relayservice.gov.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.



Speak your language

T 03 8470 8470

العربية

繁體中文

Ελληνικά

हिंदी

Italiano

Македонски

नेपाली

ਪੰਜਾਬੀ

Soomalii

Español

اردو

Tiếng Việt



PLANNING INVESTIGATIONS - NOISE FROM A BUSINESS PREMISES LOG

Pathway Request: _____

Please complete and sign the declaration at the bottom of the 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 from a business* _____

Date	Time noise start	Time noise finish	<u>Intensity</u> Weak / Faint (1) to Very strong / Very Loud (10)	Where were you when the noise was affecting you?	<u>Health Effects</u> how the noise has affected you	Action Taken
01/02/2020	11.30pm	2.15am	6 could not hear my television over the noise	Bedroom	Impacted Sleep	Called 000 on 01/02/2020 at 2am.

Date	Time noise start	Time noise finish	<u>Intensity</u> Weak / Faint (1) to Very strong / Very Loud (10)	Where were you when the noise was affecting you?	<u>Health Effects</u> how the noise has affected you	Action Taken

Date	Time noise start	Time noise finish	<u>Intensity</u> Weak / Faint (1) to Very strong / Very Loud (10)	Where were you when the noise was affecting you?	<u>Health Effects</u> how the noise has affected you	Action Taken

Privacy Statement

Darebin City Council ("Council") collects, holds and manages personal information under the *Privacy and Data Protection Act 2014 (Vic)* ("PDP Act"). Your personal details are collected so that the Council can contact you regarding the investigation of the noise issue you have reported.

We will share this information with the Planning Investigations Unit at Council who manage noise from business premises issues. The Council may provide personal information to its agents, such as its lawyers. At times, the Council may be legally required to disclose personal information, for instance to the police, courts or if required by law.

If you choose not to provide your name and address, we will be unable to investigate your request.

You can access the Council's privacy policy by emailing privacy.officer@darebin.vic.gov.au or from our customer centre. For further information on privacy matters please call Council's Privacy Officer on 8470 8888 or email to privacy.officer@darebin.vic.gov.au.

If you would like to gain access to your personal information, you can contact Council's Freedom of Information officer on 8470 8888 or email to foi@darebin.vic.gov.au.

Declaration

I hereby confirm that the information I am providing on the log sheets is true and correct and that I am willing to give evidence in relation to this matter in a Court of Law or Tribunal.

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
**Planning Investigation Noise from a
Business Premises log** to:

City of Darebin
274 Gower Street
PRESTON VIC 3072

Email: mailbox@darebin.vic.gov.au