



Darebin City Council
ABN 75 815 980 522

Dear Resident,

Re: Public Health – Residential Noise Log

I refer to your recent request relating to noise that may be impacting your health. In many cases we request that you speak to your neighbour directly before reporting the matter to Council. If you believe the noise is ongoing and is impacting your health 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. For information on the types of noise that Council cannot investigate, please refer to the table below.

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 or potentially a nuisance.

We seek your support in this investigation, where possible avoid generalisations such as "the music plays 24/7 and it's loud" and avoid completing log if the noise was a once off party. 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 or a nuisance, 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 Council's Noise Animation Videos.

Regards,

Health Protection 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

Noise Issues Council Cannot Investigate

Type of Noise	Who to Contact	Contact Details
Aircraft Noise	Air Services Australia	1800 802 584
Drones	CASA	www.casa.gov.au/drones
Concrete pours out of prescribed hours Construction works during daytime hours	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.	Contact details for site supervisor are located on boundary fencing
Domestic activity such as closing doors, talking, laughing, flushing toilets, ball sports and children playing.	Private matter	N/A
Outdoor Music noise and event permits.	The EPA issue works approvals/permits for such situations.	EPA – 1300 372 842 www.epa.vic.gov.au
People noise including fighting, foul language loitering and domestic disputes or where there are public safety issues.	Victoria Police	Local Police Stations Reservoir – (03) 9460 6744 Preston – (03) 9479 6111 Northcote – (03) 9403 0200; Phone 000 in an emergency
Emergency Road works	Vic Roads	13 11 71
Train track maintenance	Primary: Metro Secondary: Public Transport Ombudsman (PTO)	Metro – 1800 800 007 PTO – 1800 466 865
Tram track maintenance	Primary: Yarra Trams Secondary: Public Transport Ombudsman (PTO)	Yarra Trams – 1800 800 007 PTO – 1800 466 865
Emergency Utility works	You will need to talk to the operator conducting the works and they may be able to provide and expected completion date or time.	Jemena (Power) – 1300 131 871 Envestra (Gas) – 1300 001 001 Yarra Valley Water (Water) – 1800 051 379
Vehicles entering or leaving a property (including warming up) <u>Note:</u> Also includes noise associated with vehicles entering and leaving such as security gates or garage doors.	You should talk directly with your neighbour. Victoria Police and the EPA are responsible for ensuring registered vehicles are roadworthy and compliant with noise emissions	EPA – 1300 372 842 Local Police Stations Reservoir – (03) 9460 6744 Preston – (03) 9479 6111 Northcote – (03) 9403 0200
Planned Works that are required to be conducted out of hours due to public safety.	The EPA issue works approvals/permits for such situations.	EPA – 1300 372 842 www.epa.vic.gov.au



Public Health – RESIDENTIAL NOISE LOG

Pathway Request Number: _____

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: _____

Phone Number/s: _____

Email Address: _____

Property causing noise: _____

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

Date	Time noise started	Time noise finished	<u>Intensity</u> Weak/Faint (1) to Very strong/loud (10)	Where were you when the noise was affecting you?	<u>Health Effects</u> – Briefly describe how the noise has affected you	Action Taken
01/02/2025	11.30pm	2.15am	6 could not hear my television over the noise	Bedroom	Impacted Sleep	Called 000 on 02/02/2025 at 2am.

Date	Time noise started	Time noise finished	<u>Intensity</u> Weak/Faint (1) to Very strong/loud (10)	Where were you when the noise was affecting you?	<u>Health Effects</u> – Briefly describe how the noise has affected you	Action Taken

Date	Time noise started	Time noise finished	<u>Intensity</u> Weak/Faint (1) to Very strong/loud (10)	Where were you when the noise was affecting you?	<u>Health Effects</u> – Briefly describe 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 Health Protection Unit at Council who manage the noise 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 under the *Public Health and Wellbeing Act 2008*.

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 have provided on the log sheets is true and correct and that:

1. I am willing to give evidence in relation to this matter in a Court of Law or Tribunal; and
2. I am aware that it is an offence under Section 210 of the Public Health and Wellbeing Act 2008 to give information, make a statement or produce a document that is false or misleading in a material particular to the Secretary, a Council, the Chief Health Officer or an Authorised Officer under this Act or the Regulations. A contravention of this section is guilty of an offence against this Act and may be liable to a penalty of not more than 60 penalty units in the case of a natural person, and of not more than 300 penalty units in the in the case of a Body Corporate.

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:

Health Protection Unit
City of Darebin
274 Gower Street
PRESTON VIC 3072

or via email: mailbox@darebin.vic.gov.au