Eight ways to be a considerate neighbour:

1. Keep noise levels down at night.
2. Inform neighbours if you are planning a party or invite them.
3. Keep your music equipment inside and close doors and windows where possible.
4. Keep party guests inside. Ask them to keep their noise down when entering and leaving.
5. Tell them 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 oversensitive or faulty.
8. Do not start up noisy equipment such as chainsaws early in the morning or late at night.

For more information:

Phone:
Napier City Council (24 hours 7 days)
(06) 835 7579

Call into:
Napier City Council
231 Hastings Street
Napier 4110

Write to:
Napier City Council
Private Bag 6010
NAPIER 4142

Website:
www.napier.govt.nz
Keyword: noisecontrol

Don’t let your good time be at the expense of the neighbours.
When Noise Annoys
Like all cities, Napier can be noisy – it’s a fact of life. You are entitled to make a certain amount of noise as you work and play – but there are limits.
At any time of the day or night you have the right to have excessive noise stopped or reduced.

What Is Excessive Noise?
The Resource Management Act says that excessive noise means any "man-made" noise which unreasonably interferes with the peace, comfort and convenience of any person. Examples of excessive noise may include a loud party, stereo music, band practice, audible alarms or machinery. Noise from moving vehicles such as cars, aircraft, boats and trains is not under the Council’s control.

A Quiet Word About Noise
Everyone should 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.
But 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.

Noise Control Procedure
We do not use noise monitoring machines to measure noise from parties, etc.
We do use a matrix system to measure the nuisance level of noise based on these four factors:
1. Volume
2. Time of Day
3. Duration
4. Tone
Each factor is given a points weighting of high (3pts) medium (2pts) or low (1pt) and then added together. If a noise assessment is more than six points we take action against the property owner/occupier. The monitoring matrix ensures that noise levels are not excessive. This does not mean there will be no noise.

Example of the Monitoring Matrix

<table>
<thead>
<tr>
<th>Tone</th>
<th>Subjective assessment by Officers depending on characteristics e.g: bass, piercing notes, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low = Barely audible</td>
</tr>
<tr>
<td></td>
<td>Med = Clearly audible</td>
</tr>
<tr>
<td></td>
<td>High = Loud noise</td>
</tr>
<tr>
<td>Volume</td>
<td></td>
</tr>
<tr>
<td>Low</td>
<td>1</td>
</tr>
<tr>
<td>Med</td>
<td>2</td>
</tr>
<tr>
<td>High</td>
<td>3</td>
</tr>
<tr>
<td>Time of Day</td>
<td></td>
</tr>
<tr>
<td>Low</td>
<td>1 7am - 10pm</td>
</tr>
<tr>
<td>Med</td>
<td>10pm - 12am</td>
</tr>
<tr>
<td>High</td>
<td>12am - 7am</td>
</tr>
<tr>
<td>Duration</td>
<td></td>
</tr>
<tr>
<td>Low</td>
<td>Less than 2 hrs</td>
</tr>
<tr>
<td>Med</td>
<td>Less than 4 hrs</td>
</tr>
<tr>
<td>High</td>
<td>Over 4 hrs or repeat incidents</td>
</tr>
</tbody>
</table>

Example of the Monitoring Matrix

When 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 a Security Company under contract to the Council. Contact us, 24 hours 7 days, by phoning (06) 835 7579.

Phone when the noise is happening so that action can be taken. Your complaint will then be followed up by a Noise Control Officer. Complaints are treated confidentially. Before midnight and during the day you may be asked to call again after 30 minutes to confirm the noise is continuing.

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 (i.e. residential, business, rural or other).

If the noise is assessed as reasonable, no further action will be taken. If the noise is judged excessive, an Excessive Noise Direction can 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 inactivated and the owner can get an instant fine of $500.

Ongoing Problems With Noise
Further action may be required for noise from industrial or commercial sites. A Council Officer can discuss the matter with you.