

Be A Good Neighbour

Talk to your neighbour. Being on good terms with your neighbour will make it easier to discuss problems and resolve any issues before they get out of hand. Talk to your neighbours about planned activities which may cause a nuisance to them, these activities could be either one of the following:

LIGHT NUISANCE

Security lights, spot lights or flood lights that are not positioned appropriately can cause a nuisance to neighbours by interfering with normal day to day activities such as sleep patterns or watching TV.

- Position and angle lights so that it is not directed towards the neighbours,
- Use timers or sensor switches for external lighting.

NOISE NUISANCE

The *Environmental Protection Act 1994* provides the following guidelines to help manage noise:

Cause Of The Noise	Allowable Times
Builders & Contractors	<ul style="list-style-type: none"> • Monday to Saturday 6:30am to 6:30pm. No other days
Power tools, compressor, generator, grass cutter and leaf blower	<ul style="list-style-type: none"> • Monday to Saturday 7am to 7pm, • Sunday and public holidays 8am to 7pm
Pool pumps	<ul style="list-style-type: none"> • Any day 7am to 7pm, <i>Longer times may be acceptable if the noise is within allowable limits.</i>
Air conditioners	<ul style="list-style-type: none"> • Any day 7am to 10pm, <i>Longer times may be acceptable if the noise is within allowable limits.</i>

If the cause of the noise is too loud and continuous, this can also cause a nuisance. Carry out work as far away as possible from our neighbours and away from sensitive areas, such as bedroom windows.

Choose the right time and limit the hours of use to operate equipment.

Note: Noise related to music, vehicle noise or burglar alarms are enforced by the Queensland Police Service.

ODOUR NUISANCE

We live a hot and humid city making it perfect for smelly bins. Odour from smelling bins can cause a nuisance to neighbours so try to incorporate some of our tips into your household routine to keep your bin as fresh as possible so not to cause an odour nuisance.

- Minimise rubbish by composting and mulching any organic waste or garden clippings – worm farms are great,
- Any meat, fish or dairy should be wrapped in newspaper or plastic bags,
- Don't over fill your bin. Keeping the lid shut will keep out pests, water and any other nasties,
- Clean bins regularly.

WHERE TO FROM HERE?

Council has “*break the ice*” letters available to just say “hi” to your neighbour and to let them know that a nuisance that is being caused.

Council encourages members of the community to first discuss any concerns directly with the person that is causing the nuisance.

If you have tried to discuss the issue and have not been successful in resolving the problem, Council can investigate. However this can be a lengthy process involving fines and potentially prosecution, which can add increased tensions between both parties.



If you require any further information about this or any other issue please contact Council's Customer Service Centre on 1300 878 001. Alternatively visit the Townsville City Council website www.townsville.qld.gov.au

Having good relationships with neighbours can make a big difference to our lives, and goes a long way to creating a happy, healthy and peaceful environment for all.

