

# Waste receptacles and associated noise

Noise from commercial activities, such as waste collection and transportation may disturb residents, disrupt sleep and interfere with normal daily activities. If loud and frequent enough, it can also affect health. This fact sheet can help contractors reduce noise emissions and meet legal requirements.

## The law

The *Environmental Protection Act* includes controls for noise nuisances. Council of the City of Gold Coast (Council) is legally required to enforce these controls. If issues between neighbours cannot be resolved and further complaints are made, an investigation will be carried out.

If the noise is determined to be a nuisance, Council may issue the offender with a Direction Notice. This notice will detail the offence and the time frame to resolve the problem. Non-compliance may result in an on-the-spot fine to the value of 15 penalty units (for an individual) or 75 penalty units (for a corporation). See the City website for information about penalty unit values.

## The criteria

When investigating a noise complaint, Council will consider:

- the amount of noise
- the duration, rate and type of noise
- the environment and the impacts
- views of other neighbours or complainants
- site specific development conditions pertaining to allowable waste collection times
- other relevant criteria.

## Ways you can reduce noise

### Limit hours of operation

Most people are concerned about noise at night and early in the morning.

### Select location carefully

Locate waste receptacles as far away as possible from neighbours and away from sensitive areas, such as bedroom windows. If possible, relocate the waste receptacle behind a solid wall.

### Take care with timing

Schedule collections carefully. If the receptacle is particularly noisy and sited near residences, try to organise for collection after 7am.

### Consider modifications

Noise-reduction modifications can sometimes be made, such as larger rubber wheels mounted on bulk containers. Discuss this option with the manufacturer or installer.

### For more information

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