

Noise in Strata Dwellers



People can have varying opinions on what constitutes acceptable levels of noise and how long it can last before it becomes a problem. However, you have the right to live peacefully in your own home.

Frequent sources of noise complaints include barking dogs, power tools, loud music, alarms, construction, and noisy cars. In most cases, your neighbors may not realise that the noise coming from their property is causing disturbance to you.

What to do about a noisy neighbour?

If you are bothered by noise and know who is making it, consider having a friendly conversation with your neighbour to let them know. Sometimes, your neighbour may not be aware that they are disturbing you and you should give them a chance to fix the issue or discuss with you what can be done.

It's worth bearing in mind that certain noises may not necessarily violate any regulations, and it may not be necessary for your neighbour to cease making the noise completely. Nonetheless, it's important that they take your concern into account and consider ways to minimise the disturbance caused by the noise.

How to resolve the issue?

If you are experiencing noise disturbance in your building and you are not sure where it is coming from, or if you have already tried talking to the resident but the issue persists, you should contact the strata manager or the secretary of the owners corporation. They will be able to help you resolve the issue. If you are renting the property, then contact your landlord or leasing agent, who can file a complaint on your behalf. Issue a notice to comply.

The strata committee or the strata managing agent will investigate any noise complaints and determine whether they violate the by-laws. If they determine that the by-laws are being violated, they may issue a notice to comply to the resident, provided they have the delegation to do so.

The notice to comply serves as a warning to the residents that further noise issues could result in legal action being taken against them by the NSW Civil and Administrative Tribunal. External resolution If your strata scheme does not have an internal resolution process or it is not helpful in resolving any disputes, then any party involved can contact NSW Fair Trading for assistance.

NSW Fair Trading offers a free mediation service that helps to resolve problems and conflicts between strata residents, owners, and managers. Noise: An owner or occupier of a lot must not create any noise on a lot or the common property likely to interfere with the peaceful enjoyment of the owner or occupier of another lot or of any person lawfully using common property.

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