

Noise from residential air conditioners, heating units and swimming pool and spa pumps

Noise from air conditioners, heating units, and swimming pool/spa pumps is a common issue for residents. This type of noise is regulated under Section 167 of the *Environment Protection Act 2017 (Act)* and Section 114 of the *Environment Protection Regulations 2021 (Regulations)*.

The *Regulations* specify the hours when this equipment must be turned off if it can be heard in a habitable room of a neighbouring property. A habitable room includes any room except kitchens, pantries, bathrooms, toilets, laundries, or storage areas.

The following prescribed equipment must be turned off during the prohibited times:

| Prescribed equipment | Prohibited times |
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| Heating equipment, swimming pool/ spa pumps | Monday to Friday, before 7am and after 10pm Weekends and public holidays, before 9am and after 10pm |
| Air conditioners, evaporative coolers or split systems used for cooling* | Monday to Friday, before 7am and after 11pm Weekends and public holidays, before 9am and after 11pm |

*Noise emitted from domestic air conditioners during a heat health alert is not taken to be unreasonable whether or not the noise is emitted during the prohibited times.

Late-night noise complaints made to Council are investigated by Council officers. Officers will inform the alleged offender about the complaint and the regulations, and educate them on how to reduce the noise.

If the noise continues, the affected person will need to complete a noise log for further investigation under the *Act* and *Regulations*. If breaches are confirmed, officers may issue directions, notices, or fines.

Who else can help:

- Police: they can direct offenders to stop unreasonable noise. For non-urgent matters, contact 13 14 44.
- Property managers: they can contact noisy neighbours on your behalf and handle repeated noise disturbances if you live in an apartment.
- Dispute Settlement Centre of Victoria: they offer problem-solving strategies and may provide mediation services. To contact them, visit www.disputes.vic.gov.au/about-us/contact-us