

Noise Pollution Pumps

Noise from pumps can disturb neighbours, disrupt their sleep, interfere with normal daily activities and detrimentally affect health.



The law

Council has obligations under the *Environmental Protection Act 1994* to investigate complaints of nuisance noise from pumps.

Depending on the outcome of its investigation (incorporating assessment of the impact of the noise emission and the availability of corroborating evidence), Council may commence enforcement action by issuing an infringement notice or a direction notice to remedy the noise nuisance.

Environmental Protection Act offence
Environmental Protection Act offence - unlawfully
contravene a noise standard Maximum Penalty
(Individuals) – 600 penalty units
Infringement Notice (Individuals) – 15 penalty units

Know your noise limits

Enforcement action may be commenced if noise from a pump exceeds the following levels when measured at a neighbouring premises:

- 7am to 7pm where noise is more than five decibels above the background noise level

- 7pm to 10pm where noise is more than three decibels above the background noise level
- 10pm to 7am where noise can be clearly heard.

The background noise level is the ambient noise measured in the absence of the problem noise.

Please note that mobile phone apps that measure noise are not considered suitable for assessment of environmental noise nuisance.

Be a good neighbour

Talk to neighbours. Find out what concerns they have and seek suggestions to resolve problems.

Solutions can often be found that satisfy everyone.

Tips to reduce noise

Limit hours of use

Find out if there are particular times when the pump disturbs neighbours. Most people are concerned about noise at night. Depending on the pump's use, consider a timer to ensure it operates at appropriate times.

If it's a swimming pool pump

Did you know that most residential pool pumps do not need to run all day for satisfactory water quality? In most cases, running the pump to turn over the total pool volume once or twice a day is sufficient to maintain water quality.

Talk to your local pool shop or the pump manufacturer for information on how long to run your pool pump to efficiently maintain required water quality standards.

Select a quieter pump

Older units can be noisy and an undersized pump may need to run longer to maintain pool water quality. Replacing the pump with a quieter or appropriately-sized model may help solve the problem.

Choose location carefully

Locate the pump as far from neighbours as possible and away from sensitive areas, such as bedroom windows and offices. When installing a pump, ask the installer for advice. Avoid noise-reflective surfaces, such as against walls or alcoves.

Maintenance and modifications

Regular maintenance can decrease noise and improve the effectiveness of equipment. Sometimes modifications can be made to the unit to reduce noise.

Before conducting any maintenance or modifications on the unit, contact the manufacturer for advice.

Install a fence, barrier or install an acoustic enclosure

A solid fence with no gaps can help reduce noise levels.

In some situations, the installation of a suitably insulated and ventilated timber enclosure can assist in reducing noise from pumps. Contact the manufacturer or installer for advice.

I'm being impacted by noise what action can I take?

It's a good idea to make a note of how often you are being negatively impacted by noise pollution. For example, is this a one-off or is it happening regularly?

If it is a regular occurrence, consider talking with the person who is responsible to find a solution. If you don't feel comfortable talking with the person directly, consider leaving a respectful letter in their mailbox.

If you are unable to find a solution, you can lodge a complaint with council. Council will send you a nuisance pack with a complaint form and diary to complete and formalise the complaint.



Lodging a complaint with council

By phone:

1300 307 800

By email:

council@gympie.qld.gov.au

In person:

at one of council's customer contact points

