



# NOISE COMPLAINTS

## Noise Bylaw No. 1432



### ACCEPTABLE NOISE

Certain types of noise are permitted under the bylaw:

- ✓ Emergency vehicles (police, fire, ambulance)
- ✓ Vehicle horns used as a warning signal
- ✓ City, government or utility companies engaged in necessary work
- ✓ Construction projects authorized by Council
- ✓ Church bells
- ✓ Unloading or delivery of products necessary for essential services (e.g. garbage trucks, grocery store delivery trucks, etc.)
- ✓ Parades or other public events authorized by Council.

### UNACCEPTABLE NOISE

Certain types of noise are prohibited including:

- × Loud music after 11 pm or before 9 am.
- × Loud music between 9 am and 11 pm that can be heard more than 61 metres (200 feet) in any direction.
- × Animals/birds that persistently cry, bark or howl.
- × Vehicle noise that can be heard beyond 150 metres (492 feet).
- × Idling a diesel engine, truck or bus for more than 15 minutes.
- × Construction or excavation noise after 9 pm and before 7 am (Monday to Saturday) OR after 6 pm and before 9 am (Sunday and statutory holidays)
- × Use of yard maintenance equipment before 7 am or after 9 pm.
- × Loading or delivery of materials before 7 am or after 9 pm in a residential area.
- × Use of equipment to prepare land for blasting before 7 am or after 5 pm, Monday to Saturday OR at any time on Sunday or statutory holidays.

## MAKING A NOISE COMPLAINT

To make a complaint you need to provide:

- Nature of the noise (music, construction)
- Time, date and duration of the noise.
- Location of the complaint.
- Your name, address, phone number and email.



Complaints can be submitted in person, by mail, by email or by phone.  
Your contact information will be kept confidential.

Afterhours complaints (after 4 pm, before 8 am or on weekends) which require immediate attention, should be directed to the Oceanside Detachment RCMP at 250 248-6111.

## WHAT HAPPENS AFTER A COMPLAINT IS FILED?

- A bylaw compliance officer will review the complaint.
- Bylaw officer will contact the property owner and/or occupant and issue a verbal warning.
- If complaints persist, owner/occupant may receive a written warning.
- If complaints continue, a bylaw officer may issue a fine for each subsequent offence.

*Information is for convenience only. Contact staff to discuss current and applicable bylaws.*

### Administration Department

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