

# 環境保護署

Environmental Protection Department



# Introduction

Noise nuisance is under the statutory control of the Noise Control Ordinance\*, Chapter 400. The enforcement of this legislation is carried out by both the Environmental Protection Department (EPD) and the Hong Kong Police Force. This pamphlet aims to provide you with a simple guide to classify common environmental noise problems and explains what you can do and whom you can contact for assistance.

\*For a simple introduction to the legal provisions, please refer to the booklet "A Concise Guide to the Noise Control Ordinance" [http://www.epd.gov.hk/epd/sites/default/files/epd/english/environmentinhk/noise/guide\\_ref/CG\\_E-06n\\_2.pdf](http://www.epd.gov.hk/epd/sites/default/files/epd/english/environmentinhk/noise/guide_ref/CG_E-06n_2.pdf)

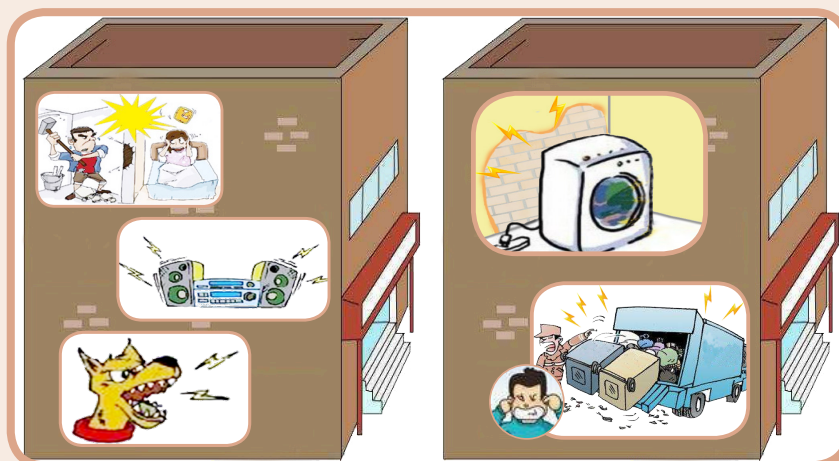


## Noise from domestic premises

This includes all sorts of noise nuisance that may be generated within domestic premises, such as:

<b>Noise from refuse collection activities</b>	These are regular activities, often involving the use of specialized vehicles, that may generate noise. Responsible operators should select suitable sites and time periods to avoid causing noise nuisance to residents.
<b>Pet nuisance</b>	Owners of pets, such as dogs, birds and cats must be responsible for any noise nuisance generated by their pets.
<b>Renovation noise</b>	Noisy renovation works should not be carried out between 7 p.m. and 7 a.m., or at any time on a general holiday (including Sunday), unless a valid Construction Noise Permit (CNP) issued by EPD is in force.
<b>Music noise</b>	This includes the noise from playing a musical instrument, or from a radio, television set, hi-fi or any other audio-visual appliances.
<b>Others</b>	Noisy air-conditioners or other appliances serving individual household units, noise from games or other pastimes in common parts of the properties.

Whenever possible, anyone affected should **firstly** bring the matter to the attention of their property management agents/companies. They may be able to resolve the situation directly by negotiation with the parties involved based on the Deeds of Mutual Covenant. However, if difficulties are encountered in solving the problem, they can refer the problem to the local police (Please refer to table 1 for phone numbers) for immediate enforcement action.



## Noise from public places and construction noise in restricted hours

This type of noise is often unpredictable and erratic in nature. Immediate assistance can be obtained by contacting the local police (Please refer to table 1 for phone numbers).

### A. Noise from public places

Common examples of this category of noise are:

<b>Hawker noise / shop loudspeaker</b>	Sources include trade or business activities on the street and amplified trade promotion recordings from shops near a public place.
<b>Shouting and chatting on street</b>	Common examples are raised voice and rowdy behaviours of inconsiderate patrons leaving bars or pubs late at night.
<b>Faulty alarm</b>	Security alarm systems installed in either premises or vehicles, should not sound for more than 15 minutes or 5 minutes respectively after being triggered. A vehicle alarm system should not sound, unless it is physically tampered.
<b>Night time delivery of goods</b>	Supermarkets and shops should avoid causing noise nuisance during night-time stocking and goods delivery activities near a residential area.
<b>Street performance</b>	Common noise sources include music amplifiers, singing, dancing and cheering.



### B. Construction noise in restricted hours

These sources include construction activities in building sites and maintenance works of roads or public utilities between the restricted hours of 7 p.m. and 7 a.m., or at any time on a general holiday, including Sunday.

The Police will provide an immediate response to complaints from the public regarding noise from public places or noisy construction activities outside normal working hours, and may take appropriate enforcement action.

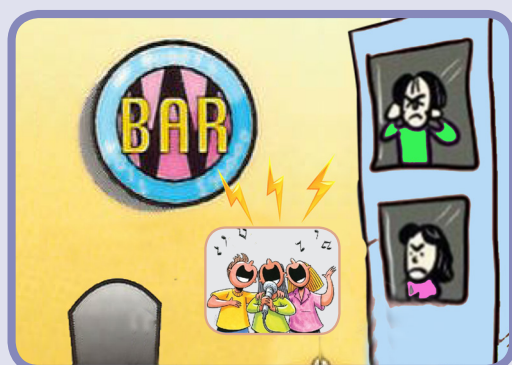
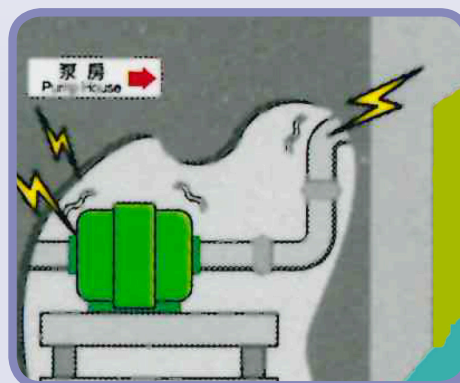
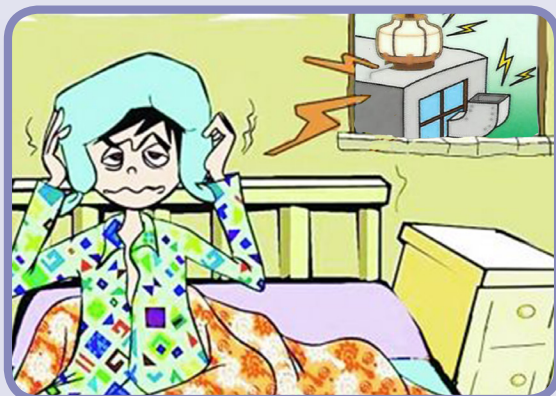
# Noise from industrial / commercial activities and construction noise

## A. Noise from industrial / commercial activities

Common examples and causes of this category of noise are:

Noise sources	Causes
<ul style="list-style-type: none"> <li>● Ventilating / air-conditioning systems</li> <li>● Refrigerating systems</li> <li>● Pumping systems</li> <li>● Music noise from bars / karaokes / nightclubs</li> <li>● Public address systems (schools, sports grounds, amusement parks, open-air entertainment events and concerts, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>● Noise sources are close to the habitable area of individual household units</li> <li>● Noise from the source increases due to ageing or improper maintenance of the equipment</li> <li>● Quieter equipment is not selected in the design stage</li> <li>● Effective noise control measures have not been installed to prevent noise problems</li> <li>● Noise from the source is transmitted through the structural elements of the building</li> <li>● Operating hours of the premises extend to late at night</li> <li>● Sound volume set-up of the amplifying system not at the lowest effective level</li> </ul>

Complaints relating to noise annoyance from industrial / commercial activities are handled by EPD. Noise from these sources is controlled by means of Noise Abatement Notices. If the noise emitted is considered actionable by the enforcement officer, a notice will be issued to require the owner or person-in-charge to reduce the noise to an appropriate level by a specific date. Non-compliance with the notice will be an offence.



## B. Construction Noise

These sources include construction activities in building sites and maintenance works of roads or public utilities between the restricted hours of 7 p.m. to 7 a.m., or at any time on a general holiday, including Sunday, and percussive piling without a valid CNP, or not in compliance with the permit in force. EPD will carry out inspections on some construction sites with a history of complaints or granted with permits.



Any resident who is affected by noise from industrial / commercial activities or construction works may contact the EPD for investigation and follow up actions.

### Contacting EPD:

EPD Customer Service Hotline: 2838 3111

Internet web site: [www.epd.gov.hk](http://www.epd.gov.hk)



## Contact appropriate authorities for respective noise problems

To obtain speedy and direct resolution of the following specific noise problems, relevant department or organization can be contacted directly.

Noise problem	Relevant department / organization	Contact method
Aircraft noise	Civil Aviation Department	2769 6969
Noise from marine vessels	Marine Police	3660 8623
	Marine Department	2385 2791 / 2385 2792
Noise from individual public transport vehicles, such as buses	Relevant public transport company	
Noise from modification of the exhaust system of in-use vehicles	Hong Kong Police Force	e-Report Room about Noise Nuisance (refer to Table 1)

# Police Report Rooms Telephone

(Table 1)

HONG KONG ISLAND	
Report Room	Tel No.
Central Service Center	3661 1602
Central District	3661 1600
Peak Sub-Division	3661 1604
Western Division	3661 1618
Aberdeen Division	3661 1614
Stanley Sub-Division	3661 1616
Wan Chai Division	3661 1612
Happy Valley Division	3661 1610
North Point Division	3661 1608
Shau Kei Wan Reporting Centre	3661 1620
Chai Wan Division	3661 1606
Traffic Hong Kong Island	3661 1620

NEW TERRITORIES SOUTH	
Report Room	Tel No.
Kwai Chung Division	3661 1690
Tsing Yi Division	3661 1692
Tsuen Wan District	3661 1708
Sha Tin Division	3661 1702
Tin Sum Division	3661 1706
Siu Lek Yuen Reporting Centre	3661 1704
Ma On Shan Division	3661 1700
Lantau North Division	3661 1694
Lantau South (Mui Wo) Division	3661 1696
Penny's Bay Police Post	2983 6505
Airport District	3661 2000
Traffic New Territories South	3661 1710

KOWLOON EAST	
Report Room	Tel No.
Wong Tai Sin District	3661 1632
Tsz Wan Shan Reporting Centre	3661 1634
Sai Kung Division	3661 1630
Kwun Tong District	3661 1622
Tseung Kwan O District	3661 1624
Sau Mau Ping Division	3661 1628
Ngau Tau Kok Division	3661 1626
Kai Tak Cruise Terminal Police Reporting Centre	3661 1796
Traffic Kowloon East	3661 1636

NEW TERRITORIES NORTH	
Report Room	Tel No.
Tai Po Division	3661 1674
Sheung Shui Division	3661 1672
Tuen Mun Division	3661 1670
Castle Peak Division	3661 1668
Yuen Long Division	3661 1680
Tin Shui Wai Division	3661 1678
Shenzhen Bay Port Reporting Centre	3661 1682
Pat Heung Division	3661 1676
Lo Wu Control Point	3661 1656
Sha Tau Kok Division	3661 1664
Lok Ma Chau Division	3661 1658
Lok Ma Chau Spur Line Control Point	3661 1662
Lok Ma Chau Control Point	3661 1660
Ta Kwu Ling Division	3661 1666
Man Kam To Control Point	3661 1686
Traffic New Territories North	3661 1684

KOWLOON WEST	
Report Room	Tel No.
Tsim Sha Tsui Division	3661 1650
Yau Ma Tei Division	3661 1652
Yau Ma Tei Reporting Centre	3661 1653
Sham Shui Po Division	3661 1646
Cheung Sha Wan Division	3661 1644
Shek Kip Mei Reporting Centre	3661 1648
Mong Kok District	3661 1642
Kowloon City Division	3661 1640
Hung Hom Division	3661 1638
Traffic Kowloon West	3661 1654

MARINE	
Report Room	Tel No.
Marine East Division	3661 1718
Marine South Division	3661 1724
Marine West Division	3661 1726
Marine North Division	3661 1722
Cheung Chau Division	3661 1712
Lamma Island Police Post	3661 1714
Sok Kwu Wan Police Post	3661 1736
Peng Chau Police Post	3661 1716
Marine Harbour Division	3661 1720

Members of the public can also use the e-Report Form about Noise Nuisance of the Police at the following link:

[https://secure1.info.gov.hk/police/eforms/noise\\_nuisance\\_en.htm](https://secure1.info.gov.hk/police/eforms/noise_nuisance_en.htm)

