

# NUISANCE ANIMAL OR BIRD COMPLAINT - FAQs

Council acknowledges that excessive noise and nuisance can be annoying for neighbors and the community. Investigations about nuisance animal or birds can be lengthy and difficult to resolve.

Before Council can begin an investigation, the level of the nuisance must be determined and documented. To start this process you will be required to lodge a formal complaint.

## How to lodge a formal complaint?

Fill out a Nuisance Animal or Bird Request Form and a Nuisance Animal or Bird Diary, both of which can be [downloaded from the City of Playford's website](#). The diary must be filled out for a seven-day period. Once completed, the request form and diary must be returned to Council.



## Why do I have to complete a Nuisance Animal or Bird Diary?

We understand that it is frustrating having to fill in a Nuisance Animal or Bird Diary, however it is a Local Government standard approach to gathering the evidence required to take formal action. Completing the diary makes sure Council has a clear understanding of the nature of the issue.

In order to substantiate an offence of a nuisance animal or bird, Council must prove this beyond reasonable doubt. This is required should the matter proceed to court or for Council to issue an expiation or a Control Order.

## Filling in the Nuisance Animal or Bird Diary

Diaries must be filled in for a minimum period of seven days - entries will need to reflect the type of noise or nuisance that you are experiencing, as well as the time, date and duration of noise or nuisance.

**Before Council can begin an investigation, the level of the nuisance must be determined and documented. To start this process you will be required to lodge a formal complaint.**

## What happens if I don't complete the Nuisance Animal or Bird Diary?

If you do not return the diary to Council it will be assumed that the nuisance has improved and that you no longer require Council's assistance.

## Returning documents to Council

For your convenience, Council offers a number of ways for you to return documents:

- Scanning and **emailing** to [playford@playford.sa.gov.au](mailto:playford@playford.sa.gov.au)
- **Posting** to City of Playford, 12 Bishopstone Road, Davoren Park SA 5113
- **Hand-delivering** by visiting one of Council's Customer Care points, locations of which are identified in this document's footer below.

## What happens next?

The owner of the animal or bird will be contacted to inform them of the situation and their responsibilities under the *Local Government Act 1999* to ensure their animal or bird does not cause a nuisance.

Council will promptly provide information to the animal or bird owner about some possible causes of nuisance and provide some potential solutions. The animal or bird owner will be asked to take action to eliminate the problem and contact Council to discuss the matter.

Council and the neighbourhood must allow time for the owner to take action to address the nuisance.



## How long will the investigation take?

Because these investigations are complex, it is preferable to work with the animal or bird owner to provide long term solutions. We are unable to give you a projected completion date - however we will contact you to update you on the progress of the investigation and the final outcome.

The investigation may require you to complete further diaries and involve Council speaking with other neighbours who may be affected by the noise.

Council encourages responsible pet ownership in our community and the management of nuisance caused by an animal or bird. Council will work to try and resolve the problem you have raised.

### CALL

(08) 8256 0333

### POST

12 Bishopstone Road  
Davoren Park SA 5112

### EMAIL

[playford@playford.sa.gov.au](mailto:playford@playford.sa.gov.au)

### VISIT

Playford Civic Centre  
10 Playford Boulevard  
Elizabeth SA 5112

Stretton Centre  
307 Peachey Road  
Munno Para SA 5115