

***What constitutes a noise violation? That's subjective, but according to the Collier County ordinance concerning noise.....***

Noise violations in residential areas may be defined as either .....

1. "unreasonable loud, raucous, or jarring: (is clearly annoying or clearly disturbing to any individual of normal sensibilities at such site)

**OR**

2. a nuisance: (without reasonable justification is unreasonable interfering with the peace and quiet of any individual of normal sensibilities at such site)"

These definitions apply at any time of the day, although after 10 PM when ambient noise levels go down, noise disturbances may be more noticeable.

***If your neighbors are having a loud, non-stop party, and you have asked them to turn it down, but they don't comply—what's your next step?***

1. If it's a noise complaint involving loud music or large gatherings, call the CC Sheriff's office non-emergency line.

**239-252-9300**

You may call code compliance but then they will call the sheriff's office and a response may be delayed. Also, if the noise is occurring late in the evening, early in the morning (ex. 2 AM) or on the weekend and you need a <sup>1</sup>timely response, call the sheriff's office<sup>1</sup>.

2. During your call, identify yourself and explain the situation. If you would like to meet with the officer who makes the site visit—make that request during the call. You can ask to meet at a site away from your home (on the street, down by the corner), if you have concerns about the "noisemakers" reaction to your complaint.
3. When the officer visits the violation site, he/she will speak to the guests/residents with the goal of establishing rapport through a reasonable discussion and ultimately getting the noise turned down. If asked, officers may mention that "a neighbor" made the complaint. Although officers can issue a citation to the noise

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<sup>1</sup> EXCEPTION: Neighborhood noise violations that are machine or construction work-related should call Code Enforcement: 239-252-2400.

makers, that is not preferred and often not enforceable particularly if the noise makers are out-of-town guests.

4. If the noise starts up again after the CCSO site visit, call the non-emergency line again, ask for another visit and be sure to mention that you called and reported the violation previously. Because different officers are available at different times to answer the complaint, they may not have information that a previous site visit took place, thus it is important that you communicate any earlier CCSO contact.

### ***Additional Advice***

1. If you can, video the activity or record the noise level on a phone or recording device. Present that recording to the visiting officers. This can serve as evidence to guide the responding officer's response. Also, if the site continually hosts offenders, keep a log of the noise violations, and provide this as evidence during each officer site visit (you may also want to include this information in correspondence with the groups mentioned below).
2. Follow your complaint to the sheriff's office with phone calls/letters/complaints to various concerned parties including:
  - The rental agency/management/reality company of the noisy property
  - Vrbo, EVOLVE, Airbnb, VACASA, Marriott and other commercial rental companies
  - The owner of the property (information found on the county auditor's web site—search by address.)
3. Keep a record of all your interactions and correspondence.