

02

NOISE AND QUIET ENJOYMENT

Residential Tenancies Act 1995 (SA) — Section 65

SA — SACAT

Your rights when noise from a landlord-controlled source interferes with your peace, comfort or privacy

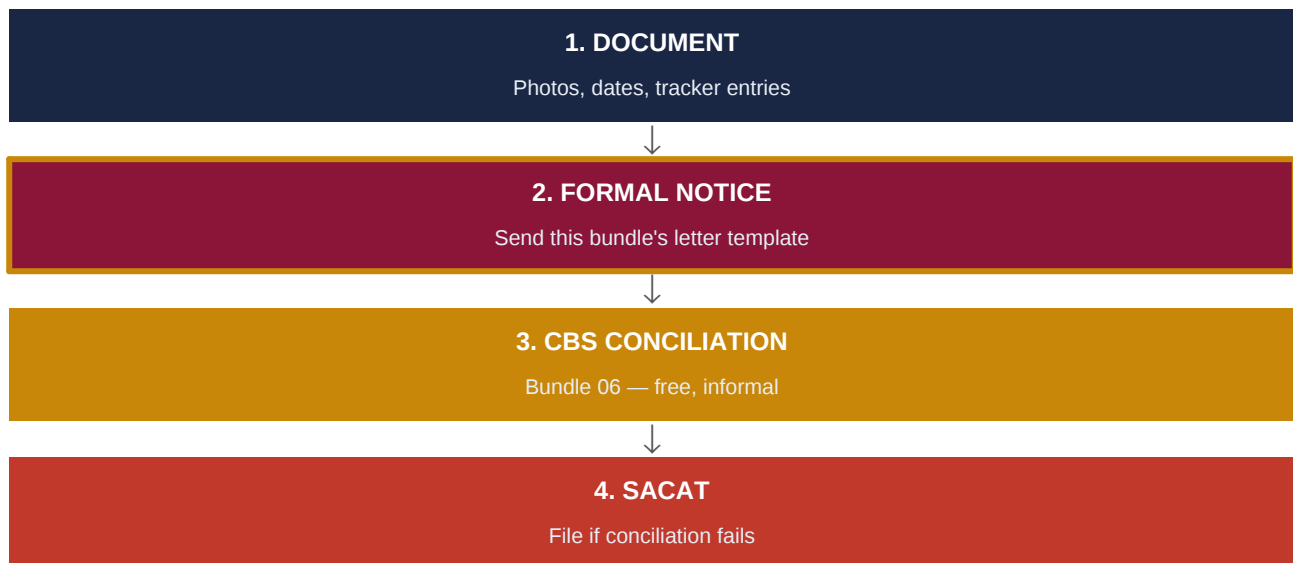
WHEN TO USE THIS BUNDLE

Use this bundle when noise — from another tenant under your landlord's control, or from the landlord or agent directly — persistently interferes with your reasonable peace, comfort or privacy.

KNOW THE LAW — THE QUIET ENJOYMENT OBLIGATION (S.65)

Section 65 of the Residential Tenancies Act 1995 requires the landlord to take reasonable steps to ensure your quiet enjoyment of the premises is not disrupted by them or by others they control, including other tenants of theirs.

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



The highlighted box shows where this bundle fits in the journey.

02

STEPS TO SUCCESS

Residential Tenancies Act 1995 (SA) — Section 65

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01 Log every incident in real time

Date, time, duration, source, and severity — for every occurrence, not just the worst ones.

02 Record evidence where possible

Audio recordings, written diary entries, and witness accounts all strengthen your case.

03 Check whether the source shares your landlord

The s.65 remedy applies to interference by another tenant the landlord controls. If the noise comes from a property under a different landlord, this is a council matter under the Dog and Cat Management Act 1995 (SA) or general noise process — keep logging regardless.

04 Send a formal written notice citing s.65

After at least two documented incidents, put the landlord on formal written notice.

05 Escalate if ignored

If ignored, contact CBS on 131 882 for free conciliation, then SACAT (Bundle 06) if unresolved.

IF YOU NEED TO ESCALATE — WHAT SACAT CAN ORDER

SACAT can order the landlord to take action against the source of interference and award compensation for the loss of quiet enjoyment you have suffered.

★ GOOD TO KNOW — DIFFERENT LANDLORD? STILL LOG IT

Noise from an unrelated neighbour under a different landlord isn't a s.65 matter against your own landlord — but a consistent, timestamped diary works in every channel: council noise complaints, police, and mediation alike.

■ CRITICAL — SECTION 65 COVERS INTERFERENCE THE LANDLORD CAUSES OR PERMITS

This includes interference by another tenant of the same landlord. The landlord must take reasonable steps to enforce the obligation against that tenant.

■ CRITICAL — DOCUMENT EVERY INCIDENT — PATTERN EVIDENCE WINS

A single complaint rarely succeeds. A consistent, timestamped diary of repeated incidents is what CBS and SACAT act on.

1. COPY

Copy the letter below into a new email

2. FILLReplace every **[bracketed]** field with your details**3. SEND**

Email it — request a read receipt, save a copy

*Fill in every **[bracketed]** field, then send via email — request a read receipt.***SUBJECT:****FORMAL NOTICE — INTERFERENCE WITH QUIET ENJOYMENT: **[Insert Property Address]****

I am writing to formally notify you of ongoing interference with my quiet enjoyment of the above-referenced property, pursuant to Section 65 of the Residential Tenancies Act 1995.

1. PARTICULARS OF INTERFERENCE

- Source: **[e.g., occupant of the adjoining unit under your management]**
- Nature: **[e.g., loud music and voices, most nights between 11pm and 2am]**
- Dates of incidents logged: **[Insert Dates]**

2. IMPACT

- This ongoing interference is materially affecting my reasonable peace, comfort and privacy in the property.

3. FORMAL REQUEST

- Pursuant to Section 65, I request that you take reasonable steps to address this interference within **[Insert Timeframe — e.g., 14 days]**.
- If this matter is not resolved, I will lodge a conciliation request with Consumer and Business Services and, if necessary, apply to SACAT.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]