



### General:

At Keola Lai, as is the case in most high-rise condominiums, residents live within close proximity to each other. In such circumstances, it's not unusual for some residents to be irritated by noise and odors from their neighbors. All residents need to be respectful of their neighbors and understand that some compromises are necessary to maintain community harmony.

Noise is the number one cause for conflicts between residents because a subjective determination must be made as to what is considered normal/acceptable and what is not. State Ordinance 514B and the Keola Lai governing docs give the Board of Directors the authority to determine whether any act or behavior constitutes a nuisance in violation of the building documents. The Board is put in the position of balancing competing interests and determining whether an action is reasonable or whether it creates an actual, material, physical discomfort to a person of average sensibilities.

The Keola Lai House Rules include sections that are intended to regulate noise. For example, floors are required to conform to specific design and implementation standards that were designed to minimize noise transmission to the apartment below.

This policy lists some actions residents can take to identify and resolve noise and nuisance problems, and it describes how Management will respond when complaints are received.

More information about noise related issues can be found in the State of Hawaii Administrative Rules, Title 11, Chapter 46.

### Quiet Hours

Quiet hours are from 10 p.m. to 8 a.m. During these hours, all residents should keep conversations, televisions, music, and all other noise to a lower level.

During regular hours, reasonable noise is to be expected.

### Noise Complaints

Residents that experience loud noises should inform Security right away. A guard will be sent to the area, assess the situation, and attempt to locate the source of the noise. If they can identify which unit is causing the noise, they will attempt to contact the resident at the source, inform them that a complaint has been made, and ask them to resolve the problem.

If a resident is not satisfied with the resolution, they may submit a formal complaint to the Management; emails may be sent to [management@keolalai.com](mailto:management@keolalai.com). All complaints should be as comprehensive as possible and should include the following:

- Unit numbers of all person(s) involved.
- How long has this been happening?
- How frequently does this happen?
- What time does this generally happen?
- What is the duration that this happens?
- Any or all evidence you have to support your claim, such as pictures, videos, or witness statements.

Management will investigate and attempt to resolve all complaints.

The Board may refer residents in conflict to the Mediation Center of the Pacific and ask that the issue is discussed before a mediator. For more details, please refer to the Mediation Policy.

For noise transmission between floors, it may be necessary to retain a noise consultant to measure the acoustic transmission and provide objective data for the Board to consider.

A resident also has to option to contact HPD and file an anonymous noise complaint. The HPD can pass judgment on acceptable noise levels.

**From HPD Website (<http://www.honolulu.hpd.org>):**

Question: What are the restrictions on a loud party?

Answer: If you feel the noise level of a party is unreasonable call HPD and report it. Officers will respond and determine if the noise level is reasonable given the time of day and location. If the noise level is unreasonable, the officer will inform the party involved and the action needed for compliance. A citation can be issued for non-compliance to a noise violation.

The Association cannot contact HPD on behalf of any resident for noise disputes and nuisances. The responsibility of the Association is to issue violation notifications as appropriate for incidents that a Security Guard personally witnesses or for incidents where there are multiple evidences to support. These notifications may result in fines in accordance with the House Rules and Regulations.

**Barking Dogs and Noisy Pets:**

In accordance with Honolulu Ordinance Sec. 7-2.2, it is against the law for a dog to bark continuously for more than ten (10) minutes, or intermittently for more than thirty (30) minutes. If a neighbor's dog is in violation of this noise nuisance law, inform Security right away.

Security will investigate and, if they are able to verify excessive barking, inform the dog's owner and ask them to resolve the complaint.

Should the noise continue, it is within your rights to contact HPD and/or the Hawaii Humane Society and file an anonymous noise complaint. They are authorized to pass judgment on acceptable noise levels. The Security Office or Management will not contact the Hawaii Humane Society or HPD on your behalf.

These rules apply to all types of noisy pets, including birds.

**From HPD Website (<http://www.honolulu.hpd.org>):**

Question: My neighbor's dog barks at all hours of the day. What can I do about this?

Answer: It's against City and County of Honolulu law for a dog to bark constantly for ten (10) minutes, or unprovoked for (30) minutes on and off, to the disturbance of others. You can call 911 and an officer will be sent to your location, or you can contact the Hawaiian Humane Society. Quiet neighborhoods are important to everyone. Unresolved and persistent barking can lead to fines and court appearances for the owner.

**Odors:**

Air movement through the units and common areas is normal. This will result in odors such as food being cooked or paint recently applied to travel. Contact Security if the odor seems excessive.

Smoking can be another source of odor, but Keola La'i is a non-smoking building. Report, as quickly and as comprehensively as possible, any detection of cigarette, cigar, or cannabis smoke. Security will investigate and seek direct evidence.