



City of Phoenix

PLANNING & DEVELOPMENT DEPARTMENT

After-Hours Construction Noise Complaint Program

To address community requests regarding construction-related noise during evening and early morning hours, the Planning and Development Department has implemented an After-Hours Construction Noise Complaint Program. Inspectors will be on-call to respond to active construction noise complaints weekdays from 7:00 p.m. until 6:00 a.m. (or 7:00 a.m. October 1 through April 30) and on weekends from 7:00 p.m. Friday until 6:00 a.m. (or 7:00 a.m. October 1 through April 30) Monday.

Building construction in Phoenix is generally only permitted during daytime weekday hours, unless an extended hours construction permit has been issued.

The subject could be in violation of Phoenix City Code Noise Ordinance 23-12 if construction work is creating unreasonably loud, disturbing and unnecessary noise as described by Phoenix City Code 23-14(h): *Building construction. Construction including erection, excavation, demolition, alteration or repair of any building within 500 feet of any inhabited structure, other than between the hours of 6:00 a.m. and 7:00 p.m. from May 1 to and including September 30 and between the hours of 7:00 a.m. and 7:00 p.m. beginning October 1 and including April 30 on non-holiday weekdays.*

Because the City of Phoenix does issue Extended Construction Work Hours permits, on-call inspectors will research whether the project has an after-hours permit before responding.

Please note that on-call inspectors will only be investigating construction noise complaints related to construction projects that require permits under the Phoenix Building Construction Code such as roofing a new home and NOT the building of a bookshelf.

Complainants **must** provide their contact information for call back by the on-call inspector. If the inspector cannot reach the complainant, the complaint will not be investigated. On-call inspectors will respond within two hours.

Complaints can be made by calling or texting 602-320-1071, or by emailing constructionnoisecomplaints@phoenix.gov. If submitting via text or email, please attach a photo of the construction work being conducted.

Complaints related to noise issues that do not meet the above criteria should be directed to the Phoenix Police Department non-emergency line at 602-262-6151.