

# Western Harbour Tunnel and Warringah Freeway Upgrade

Noise Insulation Program fact sheet



Transport for NSW understands noise can be a source of disruption to local communities during the construction and operation of major road projects. We have developed a Noise Insulation Program for the Western Harbour Tunnel and Warringah Freeway Upgrade to help reduce the impact of noise on the community.



# About the Western Harbour Tunnel and Warringah Freeway Upgrade

The NSW Government's vision for Sydney is one of an integrated road and public transport network that gives you the freedom to choose how and when you get around, no matter where you live and work.

**The Western Harbour Tunnel and Warringah Freeway Upgrade is a major transport infrastructure project that will make it easier, faster and safer to get around Sydney. By creating a western bypass of the Sydney CBD, the Western Harbour Tunnel will take pressure off the Sydney Harbour Bridge, Sydney Harbour Tunnel, ANZAC Bridge and Western Distributor corridors to improve transport capacity in and around Sydney Harbour.**

**The Western Harbour Tunnel and Warringah Freeway Upgrade project along with Beaches Link, is expected to support around 15,000 full-time equivalent jobs during construction.**

## Background

Once complete, the Western Harbour Tunnel and Warringah Freeway Upgrade is predicted to reduce traffic noise for more than 60 per cent of properties near our surface roads. However, we acknowledge that some parts of the community may be impacted by noise as a result of the project being built.

To minimise the impact of noise on the local community, we are delivering at-property noise treatment to eligible properties. Noise treatment involves installing architectural acoustic measures which aim to improve the sound insulation of properties, including upgrading windows and doors.

We have developed a Noise Insulation Program which outlines the criteria and process for delivering noise treatment as part of the project.

The Noise Insulation Program is available to view online at [nswroads.work/whtportal-noise](https://nswroads.work/whtportal-noise).

## Treatment solutions

Properties that meet the criteria will be offered a specific package of treatments. This is dependent on the existing features of the property and what is 'reasonable and feasible' in the individual circumstances.

A solution is feasible if it can be engineered and is practical to install, considering issues such as safety, access Property Code of Australia compliance and maintenance. The reasonable test relates to the overall noise reduction achieved when compared to the social, economic or environmental benefits. A measure may be feasible to install, but it is unreasonable due to the high cost or low noise benefit.

Possible treatment options include upgrades to windows and doors and sealing windows, doors and vents.

Treatments are only applied to eligible façades of 'habitable' rooms, such as bedrooms and living areas.

## Next steps

We are committed to delivering noise treatment as early as possible. Due to the large volume of properties requiring treatment, we are delivering the program progressively. We will be in touch if you are eligible, and you do not need to do anything.

The process generally takes several months from the initial noise treatment assessment until treatments are installed.

## Process

Providing noise treatment is an extensive process as every property is different and requires a tailored package of treatment. We require access to the property to carry out assessments and inspections and to install the noise treatment. For multi-storey properties, we may also need to seek approval from Owners Corporation for certain treatments.

We have provided a diagram to show the steps involved.

### Next steps



#### 1. Initial meeting and site inspection

We will make contact to arrange a time to provide an overview of the program and what the process will involve. We will also carry out a noise treatment assessment of the property which involves recording details of the existing features (doors and windows) and confirming if any rooms may be eligible for noise treatment.



#### 2. Assessment report

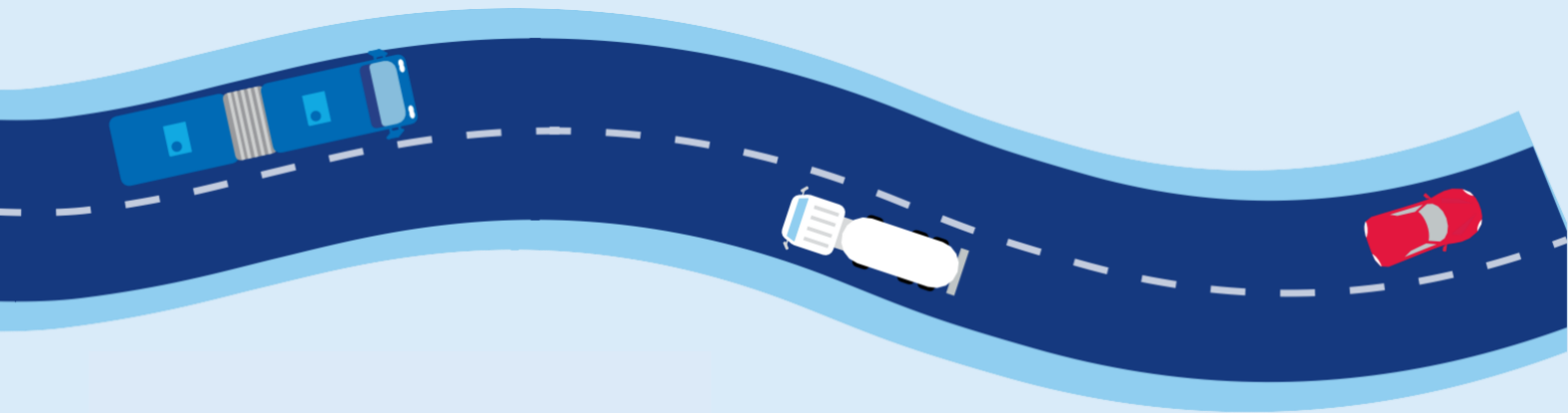
Following the noise treatment assessment, a report will be prepared outlining whether any of our treatments can help reduce the impact of noise at your property. We will ensure the noise treatment assessment is consistent with our guidelines and criteria.



#### 3. Offer of noise treatment

If our treatments can benefit your property, a Scope of Works will be sent to you outlining the proposed treatment(s).

If we are unable to provide a suitable treatment, we will inform you of the findings and explain why your property is not eligible.



#### 4. Final check measure

Once we have confirmed which treatments can be installed and you have agreed the proposed treatment, we will organise one of our specialised builders to carry out a final check measure inspection. This will make sure we have all the information we need to order the correct materials.



#### 5. Confirming the work

We will prepare and send you a Work Deed which will detail the proposed work to the property. It is at this point we will ask you to accept our offer in writing and confirm the treatment to be installed.



#### 6. Installation of treatment

The treatment will be installed by one of our specialised builders. The duration of the work will depend on the number of rooms and types of treatment being installed.

Once the noise treatment is installed, we will carry out a completion inspection.

# Frequently asked questions

## Overview

### Q. What is the Noise Insulation Program?

We are providing noise treatment to eligible properties as part of the Noise Insulation Program for the Western Harbour Tunnel and Warringah Freeway Upgrade.

We are providing noise treatment to residential properties as well as some other sensitive receivers including schools, aged care facilities, childcare facilities and places of worship. More information about the Noise Insulation Program is available on our online portal at [nswroads.work/whtportal-noise](http://nswroads.work/whtportal-noise).

### Q. Why is noise treatment being offered?

Noise treatment is being provided to mitigate the impact of construction and operational noise to eligible properties. Treatment aims to improve the sound insulation to 'habitable' rooms such as bedrooms and living areas that are located on eligible facades.

Rooms that are not 'habitable' include bathrooms, toilets, laundries, balconies, garages and storage areas.

### Q. Who is delivering the Noise Insulation Program? Who should we talk to at Transport for NSW?

The Noise Insulation Program is being delivered by a dedicated team at Transport for NSW. To speak to a member of the team, you can contact us on 1800 312 772 (9am to 5pm, Monday to Friday) or by emailing [nip@transport.nsw.gov.au](mailto:nip@transport.nsw.gov.au).

## Treatments

### Q. What sort of property treatments will you be providing?

Noise treatment involves installing architectural measures which aim to improve the sound insulation of properties. Our treatment solutions can include:

- Upgrading doors and windows with acoustic laminated glazing:
  - Primary treatment involves providing a like-for-like replacement of existing windows and doors
  - Secondary treatment involves installing a secondary system within the reveal of an existing window or door, if possible. This is sometimes known as 'wide air gap double glazing'.
- Acoustic seals for windows and doors
- Sealing wall vents
- Mechanical ventilation to maintain fresh air flow when doors and windows are closed (subject to Building Code of Australia compliance). This is only able to be offered to Class 1 buildings i.e. single-dwelling detached houses.

### Q. How do you determine which treatments will be offered?

We consider a number of factors such as:

- The predicted noise impacts from the project and the property's exposure and orientation to noise sources (i.e. the road or construction area).
- The existing condition and features of the property at the time of assessment.
- If the eligible façades of the property have habitable rooms and how the rooms are configured.
- Any potential constraints to installing treatment, such as safety, access or Building Code of Australia compliance.

All treatments will be subject to Transport for NSW's 'feasible and reasonable' assessment and compliance with the Building Code of Australia. In some cases, we may be unable to offer certain treatments if they cannot reasonably be installed in line with the Building Code of Australia.

### Q. How will the treatments reduce noise?

Our treatments focus on upgrading windows and doors and sealing vents as these are usually the main source of noise transmission into a property. We use special acoustic laminated glass and rubber seals to improve the sound insulation of window and doors.

### Q. How effective will the treatments be at reducing the noise?

The noise reduction achieved will depend on the existing condition of the property and the type of treatment used. We will offer treatments which are expected to achieve a noticeable sound reduction. We recommend secondary window and door treatment for the best noise reduction.

### Q. Will treatment change the look of a property?

We will consult with property owners on their noise treatment package and, where possible, will tailor treatments to match the look and style of their residence.

### Q. What do the treatments look like?

If we are replacing the existing windows and doors, we will aim to provide like-for-like replacements where possible. This is to help maintain a consistent look and style for the property.

If we are providing secondary treatment, this involves installing a secondary system within the frame of the existing window or door, if possible. We have provided pictures to help show what secondary window treatment looks like.

## Example of a secondary window system



## Eligibility

### Q. How do you determine eligibility for noise treatment?

Construction and operational noise impacts are typically assessed separately, and different criteria are used when identifying properties for noise treatment.

Eligibility for operational noise treatment is based on the predicted noise levels at individual properties once the project is complete and whether they exceed the levels set out in the NSW noise guidelines.

For construction noise, properties are identified based on their proximity to areas where construction work is expected for an extended duration and will be required outside standard hours.

### Q. Which properties are not eligible for noise treatment?

Noise treatment is not provided for properties that:

- Are commercial or industrial
- Have non-conforming land uses, such as residential buildings in an industrial zone
- Were built to satisfy the noise mitigation requirements of the State Environment Planning Policy (Infrastructure) 2007
- Were previously treated under Transport for NSW Noise Abatement Noise Program or other projects.

## Noise treatment offer and assessment

### Q. How do I know that I am eligible for noise treatment?

We will send a letter to eligible property owners offering a noise treatment assessment. The noise treatment assessment allows us to understand if any of rooms in the property are eligible for noise treatment.

### Q. What does the noise treatment assessment involve? How long will it take?

The noise treatment assessment typically takes around one hour and involves inspecting existing features of the property and taking measurements. Photos will be taken of existing elements to provide a record of their existing condition prior to installation. We will also look at storage and access points.

The assessment does not involve any noise monitoring.

### Q. What happens after the noise treatment assessment?

Following the noise treatment assessment, a Scope of Works will be provided outlining whether any treatment can be provided to assist in reducing the impact of noise.

Refer to the road map on page 3 that outlines the next steps.

### Q. What if I disagree with the proposed noise treatment?

We are committed to working with you to develop a noise treatment package that's suitable for your property and meets our criteria and guidelines.

## Q. Why is my noise treatment different to my neighbour's?

Every property is assessed on an individual basis, it is common that not all properties within an area / building qualify for noise treatment.

Each property will receive a tailored package of treatments based on a number of factors including the construction and condition of the property and the type of noise impacts expected.

## Q. What if I don't want treatment? Can I change my mind?

It is the choice of the property owner if they would like to proceed with noise treatment. Our offer will remain open for the duration of construction. If the property owner initially chooses to decline the offer, we will make contact with you at least six months before the project is complete to confirm the property owners position.

## Q. Why would my property not be offered treatment?

If our assessment finds the property already has noise treatment installed or meets Transport's noise treatment guidelines we might not offer any treatment as the property already meets our noise mitigation requirements. This may be the case for properties which have recently been built and are better insulated against noise compared to older properties.

In some cases, we may not be able to offer certain treatments due to property constraints such as Building Code of Australia compliance, safety or access issues. We will work with you to determine which treatments would be suitable while considering any individual property constraints.

## Noise treatment installation

### Q. What happens after the assessment?

Once the on-site noise treatment assessment is complete, we will then prepare a Scope of Works report which will outline the findings of the assessment and the proposed noise treatment for agreement.

The Scope of Works report will include details about the property, eligible rooms and specific details about the proposed treatment solutions.

Once the Scope of Works is approved, we will then prepare a Deed which is a contractual agreement between the stakeholder, Transport for NSW and the builder engaged to carry out the work. The builder would then order materials and installation would be carried out at a suitable time as agreed with you.

## Q. Is there a cost for the installation of noise treatment?

If your property is eligible for noise treatment it will be installed at no cost to you.

## Q. Who will do the work?

Transport for NSW has engaged an Acoustic Specialist Project Manager, SLR Consulting, to deliver the noise treatment program on our behalf. Their responsibilities include carrying out assessments, inspections and preparing noise treatment assessment reports.

Noise treatment will be installed by specialist acoustic building contractors engaged directly by Transport for NSW.

## Q. What if there is property damage?

Our builders will make every effort to avoid damage to property while installing noise treatment. Any damage that occurs as a result of this work would be repaired.

## General

### Q. How will you manage health and safety during COVID-19?

The safety and wellbeing of our workforce and the wider community is our highest priority. We will have a number of measures in place to ensure the safety of the community and our workers. Our people are following hygiene practices and appropriate physical distancing measures during COVID-19 and are complying with current health advice at all times. We will work closely with stakeholders to make sure appropriate measures are in place for the safety of their community.

## Contact us

If you have any questions or would like more information please contact our project team:



1800 312 772



nip@transport.nsw.gov.au



caportal.com.au/rms/wfu/noise



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 312 772.