



Transport for NSW

# Noise Insulation Program

Western Harbour Tunnel and Warringah Freeway Upgrade  
May 2021

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 construction and operational traffic noise on local residents.

**The Western Harbour Tunnel and Beaches Link program is a major transport infrastructure program 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 and Anzac Bridge; while Beaches Link will create an alternative to the Military Road and Warringah Road corridors to relieve traffic pressure on the North Shore.**

## Background

Once complete, the Western Harbour Tunnel and Warringah Freeway Upgrade is predicted to reduce traffic noise for more than 60 percent of properties near our surface roads.

We acknowledge some residents may be impacted by noise from our project. There are generally two types of noise that may impact the community:

- **Construction noise** - Temporary noise from construction activities while we build the project
- **Operational noise** - Noise from road traffic once the project is complete

Some properties may only experience one type of noise depending on the location, however a number of properties will experience both construction and operational noise.



## At-property noise treatment

To minimise the impact of noise on local residents, we are delivering at-property noise treatment to eligible properties. Noise treatment refers to architectural acoustic measures which aim to improve the sound resistance of properties, such as window and door upgrades.

We have developed a [Noise Insulation Program](#) which outlines the criteria and process for delivering noise treatment to affected properties as part of the project. It includes a list of buildings which have been identified for consideration of noise treatment to reduce the impact of construction or operational noise. The list is subject to change as part of our ongoing design and environmental assessment process. For multi-dwelling buildings, only some properties may be identified for a noise treatment assessment depending on the direction they face in relation to the road or construction site.

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

## How we identify properties 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 NSW noise guidelines.

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

Our [Noise Insulation Program](#) outlines our approach for providing noise treatment for both types of noise, including the criteria we use to identify which properties may be eligible.

## Process

Providing noise treatment is an extensive process as every property is different and requires a tailored package of treatments. For some properties, we also need to seek approval from Owners Corporations for certain treatments.

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

**We have provided a road map on the next page to show the steps involved.**

## Treatment solutions

Properties that meet the criteria will be offered a specific package of treatment. 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, Building 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 low noise benefit.

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

Treatments are only applied to the affected façade of 'habitable' rooms, such as bedrooms and living areas.

More information about treatment types is available in the [Noise Insulation Program](#).

## Next steps

We are committed to delivering noise treatment to eligible properties as early as possible so residents benefit from reduced noise. Due to the large number of properties identified, we are delivering the program in stages. We will be in touch with you if your property is eligible and you do not need to do anything.

### Health and safety during COVID-19

The safety of the community and our workforce is our highest priority. Currently infrastructure construction projects are considered essential to the economy and will continue as planned across the state. Our staff and delivery partners are using hygiene and physical distancing measures during COVID-19.

# Noise treatment process

## Western Harbour Tunnel and Warringah Freeway Upgrade



### 1. Noise treatment assessment

Our Project Manager will carry out an initial assessment to see if our treatment can help reduce the impacts of noise in your property.



### 3. Our review

We will review the report to ensure the assessment is consistent with our guidelines and criteria.



### 5. Final measure up\*

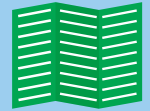
Our Project Manager will organise one of our specialised builders to carry out a final inspection of your property and make sure we have all the information we need to order the correct materials and ensure that the installation runs smoothly.

*\*In some cases our builder may carry out the measurement inspection at the same time as the noise treatment assessment (Step 1).*



### 7. Installing the treatment

Once we have the materials to treat your property, we will contact you to organise a suitable time for installation. Installation will take about four days.



### 2. Assessment report

Our Project Manager will prepare a report outlining whether any of our treatments can help reduce the impact of noise at your property.



### 4. Your offer

If our treatments can benefit your property, a Scope of Work 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.



### 6. Confirming the work

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

## Frequently asked questions

### Q. Why have I received a letter?

If you have received a letter from us offering a noise treatment assessment, we would like to carry out an inspection to understand if any of our noise treatments can help reduce noise at your home.

### Q. Is there a cost for this work?

If you qualify for noise treatment, it would be provided at no cost to you.

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

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. I live in an apartment block. Will the whole building be treated?

Not necessarily, as we assess each property individually and we may only identify some apartments for noise treatment.

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

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

### Q. Who will install the treatment?

Noise treatment is installed by our specialised acoustic building contractors and they are engaged and managed directly by Transport for NSW.

### Q. Will noise treatment reduce all noise?

While our treatments will help to minimise noise impacts for building occupants, they are unlikely to eliminate all noise. The level of noise reduction achieved will vary depending on the type of noise being generated as well as the construction, age and condition of the property and building materials used. For the best acoustic performance, we recommend property owners choose secondary treatment (sometimes known as 'wide air gap double glazing').

### Q. What if I disagree with your treatment offer?

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

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

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

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's Noise Abatement Program or other projects.

For more information about eligibility and the expected noise impacts at your property, please contact the project team.

### Q. What if I don't feel comfortable with people in my home given the current health restrictions?

The safety of the community is our highest priority. If you would prefer us to hold off on assessing and/or treating your property at this time, please let us know. We can resume the process when you are comfortable to do so.

## Contact us

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



**1800 312 772**



**[whtbl@transport.nsw.gov.au](mailto:whtbl@transport.nsw.gov.au)**



**[nswroads.work/whtportal-noise](https://nswroads.work/whtportal-noise)**



**131 450**

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**.

**Privacy** Transport for NSW ("we") collects the personal information of those who contact us in connection with the Western Harbour Tunnel and Beaches Link ("the Program"). In addition to collecting your name and contact details, we may collect other information, such as your submissions and other communications with us. We will retain and use this information for consultation purposes, including communications and analysis in connection with the Program. We will not disclose your personal information to third parties unless authorised by law and if we include your submissions in any public report we will not identify you. Providing your personal information is voluntary but if you do not provide it we may not include you on our stakeholder database and you might miss further consultation opportunities. Your personal information will be held by us and you can contact us to access or correct it. Please email us at [whtbl@transport.nsw.gov.au](mailto:whtbl@transport.nsw.gov.au), write to us at Transport for NSW, Locked Bag 928, North Sydney NSW 2059, or call us on 1800 312 772.