



M1 Pacific Motorway extension to Raymond Terrace

Frequently Asked Questions - Noise

Transport for NSW | March 2023

Transport for NSW understands noise can be a source of disruption to local communities during the construction and operation of major road projects.

To better understand how we're planning to reduce the impact of construction and operational traffic noise on local residents, read our answers to the Frequently Asked Questions (FAQs) below.

Background

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.

Appendix H of the EIS – Noise and vibration working paper (section 6.2 and Appendix D) 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 operational noise. The list is subject to change as part of our ongoing design and the project's Conditions of Approval (CoA) set by the Department of Planning and Environment (DPE). 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 new road.

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. In these situations, predicted and measured construction noise levels are compared against noise management levels (NMLs) to determine the level of impact from the noise so we can confirm appropriate

mitigation measures to reduce the impact. Mitigation measures for construction noise include temporary noise barriers around specific work areas, using less noisy equipment and staging our work to avoid extended periods of disruption.

Chapter 8 of the EIS (Noise and Vibration) outlines our approach and process for providing noise mitigation or treatment for both types of noise, including the criteria we use to identify which properties may be eligible.

Treatment process

Providing operational 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.

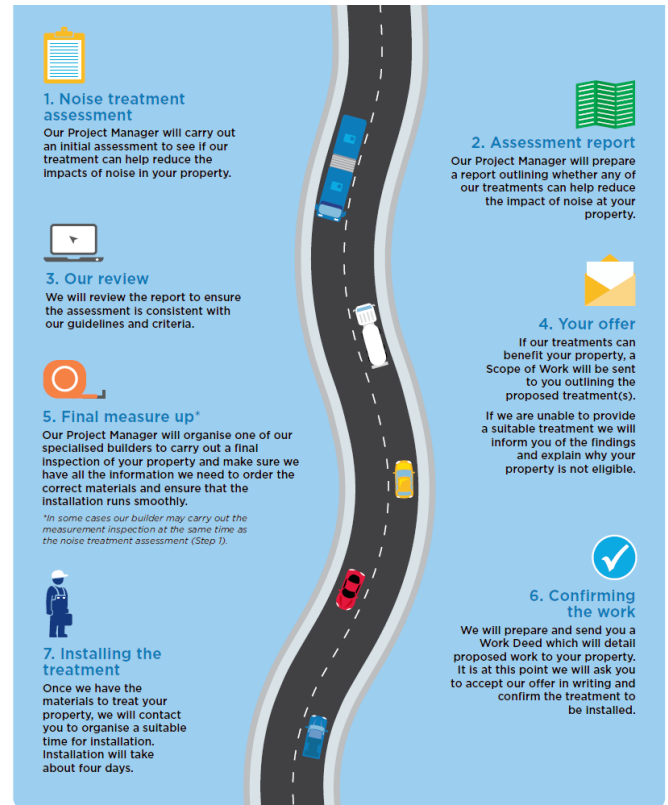
Possible treatment options include upgrades to windows and doors and sealing windows, doors and vents as well as the installation of courtyard screens.

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

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.

Noise treatment process diagram



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. What is the difference between operational and construction noise treatment?

At-property noise treatments for operational noise include things like upgrades to windows and doors and are permanent solutions. For construction noise, we mitigate impacts wherever possible by including things like temporary noise barriers around specific work areas, using less noisy equipment and staging our work to avoid extended periods of disruption.

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.

Q. What if I disagree with your treatment offer?

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

Q. Why is my property no longer eligible for treatment?

All treatments are subject to ongoing assessment, including detailed design. An Operational Noise Review (ONR) will be

completed following detailed design which may affect properties eligible for treatment.

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 (Transport and Infrastructure) 2021*
- 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 ongoing 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.

[Learn more](#)

You can learn more about construction and noise in the Interim Construction Noise Guideline. This has been developed by a number of government agencies and provides comprehensive information about noise: www.environment.nsw.gov.au/resources/noise/09265cng.pdf

General noise information, including links to guidelines and policies, can be found on the TfNSW website www.rms.nsw.gov.au/about/environment/reducing-noise/index.html

You can also learn more about noise on our project via our online portal:
nswroads.work/m1rt

Contact us

If you have any questions or would like more on the M1 Pacific Motorway extension to Raymond Terrace project, please contact our project team:



1800 094 895



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caportal.com.au/tfnsw/m1rt



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