

HS2

Phase 2a

Noise insulation

A guide to HS2's noise insulation scheme



www.hs2.org.uk
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Introduction

High Speed Two (HS2) is the new high-speed railway for Britain. It is being built by High Speed Two Limited (HS2 Ltd), the company set up by the Government to design and build HS2.

Phase One of the railway is being built between the West Midlands and London. It will be followed by Phase 2a, which will connect the West Midlands and Crewe. Phase 2b will complete the HS2 network and connect Crewe to Manchester.

We are aware that building and operating the railway will cause disruption to communities along the route and we are doing everything we can to keep this to a minimum. In certain circumstances, we may offer to install noise insulation for you, or we'll pay the costs for you to install noise insulation yourself.

This booklet explains how we can help you if you are affected by noise from HS2 and answers some frequently asked questions.

Qualifying for help with noise insulation

You qualify for help with noise insulation in connection with HS2 if:

- you own or live in a residential property or other building used for residential purposes; and
- the predicted or actual construction noise goes above a certain 'trigger' level.

The trigger level is the point where the noise from our work is above what we believe is acceptable for you. Our trigger levels are in line with national policy and are set out in the HS2 Construction Code of Practice and our Information paper E13: Control of Construction Noise and Vibration for Phase 2a.

You can read these documents here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/960219/Phase_2a_Code_of_Construction_Practice.pdf

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/960729/E13_Control_of_Construction_Noise_and_Vibration_v1.2.pdf

We can also send you a copy of the information paper by post. Call our HS2 Helpdesk on 08081 434 434 or email HS2enquiries@hs2.org.uk

What is noise insulation?

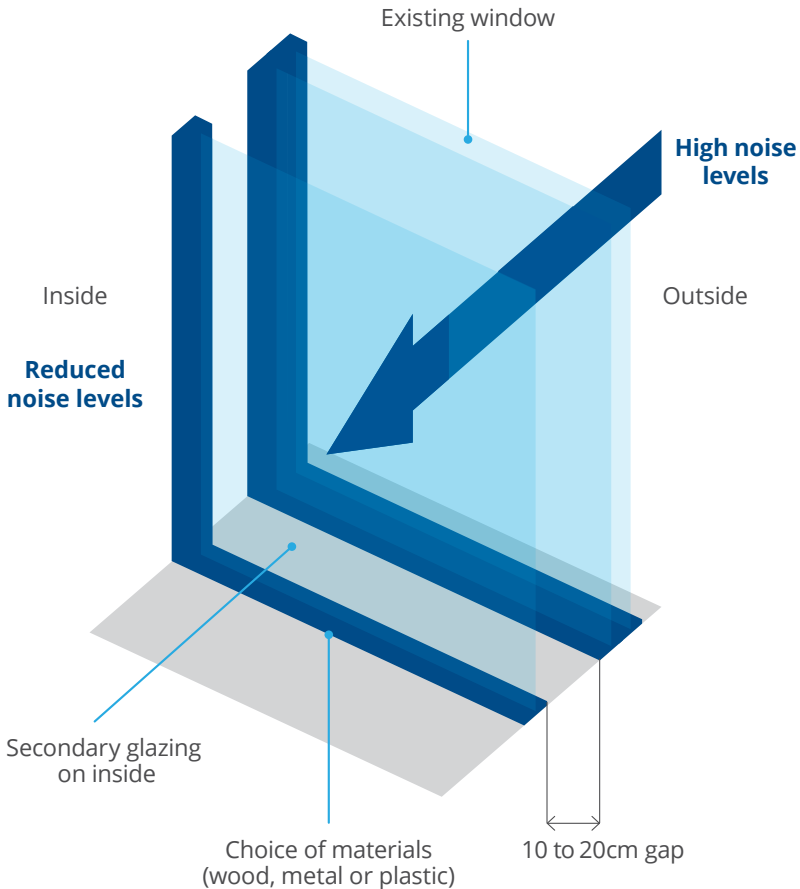
Noise insulation refers to the measures we can take to reduce noise at properties that qualify for help. The measures include:

- fitting secondary glazing to certain windows on eligible walls (secondary glazing is an extra pane of glass fitted inside your window frame);
- installing extra ventilation, if needed, by fixing a small electric fan onto an external wall to draw air into your property, so you can close windows to block out noise;
- blinds for windows that have secondary glazing; and
- insulation for external doors.

Is secondary glazing the same as double glazing?

No. Double glazing has two panes of glass in the same frame, about 2cm (less than 1 inch) apart. It replaces the existing window.

Secondary glazing is normally a separate pane of glass, in its own wooden, metal or plastic frame. It is fitted 10cm to 20cm (about 4 to 8 inches) inside the existing window. The existing window remains in place. Secondary glazing can be opened for cleaning or ventilation.



What if I already have secondary glazing or double glazing?

The type of glazing you currently have will not affect your eligibility for the scheme. We will tell you how effective we think your current glazing is at reducing external noise and the benefits of adding further secondary glazing. You don't have to accept our offer of insulation if you don't think you need it. You may choose only to have ventilation units and blinds installed.

If you have previously received a grant for insulation work because of another public work scheme, such as a road or earlier railway work, you may not qualify for our noise insulation scheme.

However, during our initial survey, we will inspect any existing noise insulation to make sure that it reduces the noise from the railway construction as much as it should. If not, we may offer you our noise insulation package or a grant to have work carried out to bring your existing insulation up to an appropriate standard.

If you have had a noise insulation package installed privately since the HS2 Phase 2a hybrid Bill was introduced to Parliament in July 2017, we will inspect it to check whether it is adequate enough to limit the noise from construction as much as it should. The person who paid for that work can receive a grant for the work already done.

How does the noise insulation scheme work?

Whether you are eligible for noise insulation will depend on predicted noise levels following an assessment by our contractors. If those noise predictions show that your property might be eligible, we will ask you to fill in an application form to register your interest. We will then arrange a visit to carry out a survey on your property.

If you think you qualify for noise insulation but we haven't contacted you, please speak to our Helpdesk.

After the initial survey, we'll tell you if you qualify for the scheme and discuss the details of the offer with you. You can then decide if you want noise insulation.

You will need to let us access your property for the survey and to carry out the work. If you have any costs in arranging access, please tell us. We may be able to pay you back, but we must agree this with you beforehand.

If you decide to have noise insulation, we can arrange for it to be installed. We will use an experienced contractor. Or we can offer you a grant to get the work done.

If we offer you a grant, there are a number of conditions.

- You must get three independent written estimates, or quotes, for the work.
- The work must meet the relevant specifications. You cannot use the grant scheme for work needed to put right existing faults to the building, including replacing existing windows if these are in a poor state of repair.
- You must choose the quote that offers the best price for keeping to the specifications.
- You will receive the amount of the quote you choose – or the actual cost of the work, if this is less.
- You may receive 10% of the estimated cost in advance. The rest will be paid when the work is satisfactorily completed.

- The work must be completed within 12 months of the advance payment, or before the HS2 building work for which insulation is needed, whichever is first.
- You must get permission from any other relevant person or organisation. For example, if you are a tenant, you need your landlord to approve the work. You will also be responsible for planning or building consent from your local authority.

The scheme also covers making good your property's existing fabric and decoration (not including curtains) after we have installed the noise insulation, ventilation equipment and secondary doors. It also includes adapting any pelmets and curtain racks.

If you want to have the noise insulation package removed after we've finished the construction work, the scheme also covers the cost of this.

What if I don't accept the offer, but change my mind?

You will normally have six months to accept our offer. If we need you to decide sooner, we will tell you the cut-off date.

If you don't respond within the time we set due to circumstances beyond your control, we will look at how we can help. But our building work for HS2 will continue as planned.

If you choose not to accept the offer of noise insulation, you may change your mind later. However, this is likely to result in a delay in the work being carried out.

Can I take the grant and not do the work?

No. If you accept the grant, you must have the work carried out – as specified in the offer – to receive the grant.

What if my landlord or tenant doesn't want the work, but I do?

We will try to help you reach an agreement. In return, we will ask you to do everything you reasonably can, such as contacting your landlord or tenant yourself, to reach agreement with all other interested parties who can influence whether or not the work can be carried out.

Special cases

We are committed to being a good neighbour and treating communities with respect.

We recognise that, in some instances, buildings and the people who live in them may not be properly protected by our policies and that we need to consider these 'special cases' individually.

Examples of special cases include homes where noise insulation isn't an option, such as houseboats or mobile homes, and night workers and people with a medical condition which will be seriously aggravated by construction noise.

We have set up a panel to oversee and manage how we assess special case applications. If you believe you have been adversely affected by our activities, you should contact us through our Helpdesk.

The panel will consider your circumstances, together with any supporting information it may ask you or our contractors to give it. This will help us decide whether we should offer you an alternative, such as noise insulation even if the trigger levels haven't been met or other reasonable adjustment. In these circumstances, we will decide what measures, if any, we will provide.

Keeping you informed

We are committed to keeping you informed about work on HS2. This includes making sure you know what to expect and when to expect it, as well as how we can help.

Our independent commissioners

We have an independent [Residents' Commissioner](#) to make sure we fulfil the commitments in the [HS2 Community Engagement Strategy](#).

Our independent [Construction Commissioner's](#) role is to mediate and monitor the way we manage and respond to construction complaints.

Holding us to account

If you are unhappy for any reason, you can make a complaint by contacting our HS2 Helpdesk team.

For more information visit www.hs2.org.uk/how-to-complain

Property and compensation

You can find out about HS2 and properties along the line of the route by visiting our website.

You can also find out if you qualify for compensation.

Visit www.hs2.org.uk/in-your-area/assistance-for-property-owners/apply-for-property-assistance-schemes/

Contact us

Our HS2 Helpdesk team are available all day, every day. You can contact them by:



Freephone

08081 434 434



Minicom

08081 456 472



Email

hs2enquiries@hs2.org.uk

Write to

FREEPOST

HS2 Community Engagement

Website **www.hs2.org.uk**

To keep up to date with what is happening in your area, visit:

www.hs2inyourarea.co.uk

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