

Our ref: [REDACTED]

[REDACTED]  
Email: [REDACTED]

[REDACTED]  
Bridge House  
1 Walnut Tree Close  
Guildford  
GU1 4LZ

19 June 2018

Dear [REDACTED]

### **Noise from the M1 motorway**

Thank you for your email of 22 May 2018. I am writing to confirm that we have now completed our search for the information, which you have requested.

We have dealt with your request under the terms of the Environmental Information Regulations (EIR) 2004. This is because the information you have requested concerns measures and activities affecting or likely to affect elements of the environment or factors such as noise, pollution discharges and other releases into the environment.

In your request you have asked:

- 1. Why my fence was not replaced by a higher acoustic fence?**
- 2. What can you do to reduce noise levels which have become unsustainable and very difficult to endure?**

According to our records the fence currently in this location is not an acoustic fence.

We do appreciate that noise pollution is a great concern to people who live near busy roads. We manage traffic noise issues in accordance with the requirements of the Environmental Noise (England) Regulations 2006. As such, we give priority to addressing "Noise Important Areas", which are identified by the Department for Environment Food and Rural Affairs. These are the areas that are considered to be exposed to highest levels of noise pollution.

The investigation into "Noise Important Areas" has identified this location as a candidate for noise barriers.

We have carried out a prioritisation exercise using criteria agreed with our stakeholders, but unfortunately your location is not on the priority list. Therefore it is unlikely that a barrier will be constructed here for at least the next 2-3 years. The prioritised list is under regular review, and there is potential that this site will be prioritised for a barrier at some point in the future, but at present we are unable to determine when that might be.

The most effective method of noise reduction is through resurfacing. The surfacing on the M1 adjacent to your property is quiet surfacing which was laid in June 2016. As it is in a safe and serviceable condition, at this time, we have no plans to carry out further resurfacing works at this location. In the meantime we will continue to monitor the condition of this section of the road in our regular safety inspections.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:  
<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 762989 in any future communications.

Yours sincerely

[REDACTED]  
[REDACTED]  
OD South East Business Management Team  
Email: [REDACTED]