

Noise insulation

A guide to the HS2 noise insulation scheme



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Introduction

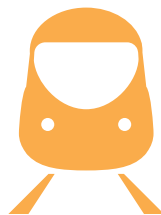
HS2 is a new railway that will support fast, frequent, reliable journeys to over 100 cities and towns, including eight of our largest cities.

We plan to build HS2 in phases. Phase One will connect London to Birmingham from 2026.

We also plan to build a route between the West Midlands and Crewe, to open in 2027.

We're extremely aware of the issues that building and operating a new railway presents to people who live nearby, and we take our responsibility to you very seriously.

We will design and construct HS2 in ways that reduce noise as much as we reasonably can. In certain circumstances, where noise from the construction of HS2 is still likely to impact you in your home, HS2 may offer to install noise insulation for you, or pay for the costs for you to install noise insulation yourself.



Phase One will connect London to Birmingham from 2026

Am I eligible?

You can use our scheme if:

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

You can read about the trigger levels in information paper E23, or call and ask us about it.



Find out more about noise levels in our information paper and FAQs

What is noise insulation?

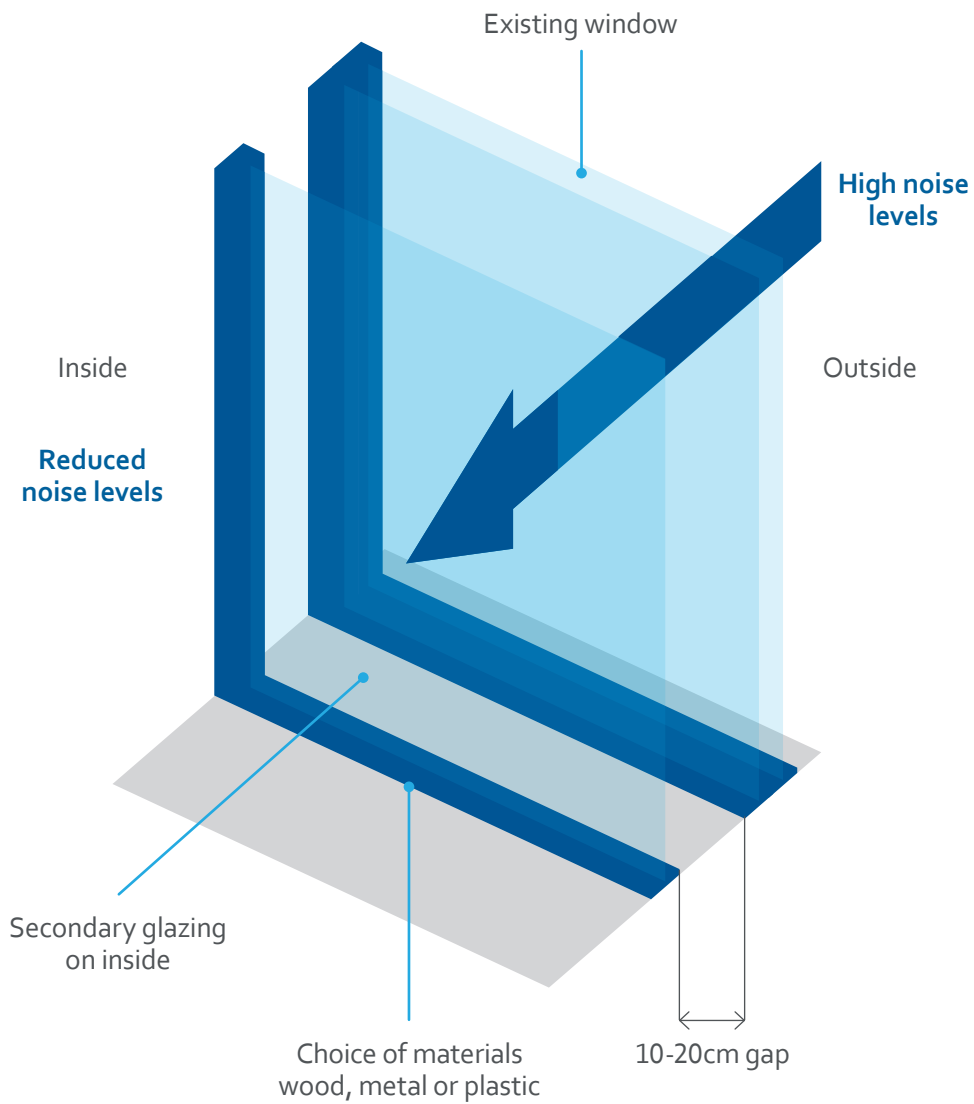
We can help reduce noise with:

- secondary glazing for living room and bedroom windows;
- extra ventilation, such as a small electric fan in an outside wall, so you can close windows to block out noise;
- blinds on façades; 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, around 2cm (under 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 10 to 20cm (4 to 8 inches) inside the existing window, which remains in place. Secondary glazing can be opened for cleaning or ventilation.



What if I already have secondary glazing or double glazing?

If you do not think you need more noise insulation, you do not have to have it.

We can also give you advice on your existing glazing, and suggest whether more secondary glazing would be useful.

How does it work?

Please complete the enclosed form if you would like to discuss your options and arrange to have a survey.

If after an initial survey you are confirmed as being eligible for the scheme, we will discuss the details of the offer with you. You can then decide if you want noise insulation.

You will need to provide adequate access for the survey and installation. If it will cost you money to provide access, please tell us: we may be able to pay you back, but we must agree this in advance.

If you decide to have noise insulation, we can arrange for it to be installed – we will use an experienced and responsible contractor to do the work. Or we can offer you a grant to get the work done. You can choose, but you do not need to decide yet.



The work will be done by an HS2 contractor, or we will offer you a grant

If we offer you a grant:

- you must first obtain three independent written estimates of the cost ('quotes');
- the work must comply with the relevant specifications;
- you must select the quote that offers the best price for complying with those specifications;
- you will receive the amount of your selected quote (or the actual cost of the work, if this is cheaper);
- you may receive 10% of the estimated cost in advance, and the rest when the work is satisfactorily completed;
- the work must be completed within 12 months of the advance payment, or before the HS2 construction works for which insulation is needed, whichever is earlier;
- you must get permission from any other relevant person or organisation. For example, if you are a tenant, you need your landlord's approval. You are also responsible for planning/building consents from your local authority.

The scheme covers work on the existing fabric and decoration, once windows, ventilation equipment and secondary doors have been fitted. However, you cannot use the scheme to pay for repairs to existing building defects.



Construction work
is due to start in 2017

What if I do not accept the offer, but change my mind later?

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

If you do not respond within the timeframe due to circumstances beyond your control, we will consider how we can help; however, our programme of construction works 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 package being installed in your home.

Can I take the grant and not do the works?

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

What if my landlord or tenant does not want the work carried out, but I do?

HS2 will try to help you reach an agreement. In return, we will ask you to do everything you reasonably can to reach agreement with all other interested parties.

If you have any questions or you would like to find out more information please contact us:



08081 434 434



HS2enquiries@hs2.org.uk

Please contact us if you would like a free copy of this leaflet in:

- Large print
- Braille
- Audio

You can also contact us for help and information in a different language.