

JHCPB Joint Venture

# Noise Insulation Program

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## Glossary / Abbreviations

Abbreviations	Expanded text
AA	Acoustics Advisor
NAC	Noise Assessment Consultant
Approval, the	Conditions of Approval for WestConnex M4-M5 Link SSI 7485
BCA	Building Code of Australia
CEMP	Construction Environmental Management Plan
CoA	Conditions of Approval
CSSI	Critical State Significant Infrastructure
DP	Deposited Plan
DPIE - Planning	NSW Department of Planning, Industry and Environment – Planning
EIS, the	WestConnex M4-M5 Link Environmental Impact Statement
JHCPB	John Holland CPB Contractors Joint Venture
NAP	Noise Abatement Program
NML	Noise Management Level
Program, the	Noise Insulation Program (this document)
Project, the	Design and Construction of Rozelle Interchange Project
Roads and Maritime	Roads and Maritime Services
SP	Strata Plan
SPIR	M4-M5 Link Submissions and Preferred Infrastructure Report
SSI	State Significant Infrastructure

## 1. Purpose

This Noise Insulation Program is a requirement of Condition E89 of the Conditions of Approval (CoA) for WestConnex M4-M5 Link SSI-7485 (the Approval). The purpose of this Program is to describe the scope for the implementation of construction at-property treatment by John Holland CPB Joint Venture (JHCPB), and the process proposed to implement this treatment at residential receivers during delivery of the Design and Construction of the Rozelle Interchange Project (the Project) in accordance with CoA E87, E89 and E90.

The Program does not apply to operational at-property treatment which will be identified through the development of the Operational Noise and Vibration Review (a requirement of CoA E92).

The Noise Insulation Program (the Program) aims to reduce construction fatigue and improve amenity for residential receivers identified in Appendix D of the Approval, excluding properties which have already been provided treatment via the Roads and Maritime Services (Roads and Maritime) Noise Abatement Program (NAP), through the installation of at-property treatment.

Pending property owner acceptance and provision of access, the Noise Insulation Program will be applied in accordance with CoA E90, which requires treatment be implemented within 6 months following construction that would affect the receiver. The Program will be implemented within 3 months for high priority receivers. Refer to Section 3 for the identification of eligible receivers including high priority receivers, and Section 5.3 which identifies the process by which the Program will be implemented.

## 2. Environmental requirements

### 2.1. Minister's Conditions of Approval

The CoA relevant to this Program are listed in Table 1 below. A cross reference is also included to indicate where the condition is addressed in this Program.

*Table 1 Minister's Conditions of Approval*

CoA	Condition Requirements	Document Reference
E87	<p>For out-of-hours work undertaken in accordance with Condition E75, at-receiver noise mitigation in the form of at-property treatment must be offered to the landowner for habitable living spaces, or other mitigation or management measures as agreed by the occupier, to properties identified in Appendix D. Mitigation must be offered prior to out-of-hours work commencing.</p> <p>This requirement does not apply if the sensitive receiver has been provided with noise mitigation under the RMS Noise Abatement Program or the State Environment Planning Policy (Infrastructure) 2007 (clause 102(3)). The adequacy of at-property treatments will be reviewed where previous treatments have been installed as part of other SSI or CSSI projects.</p> <p>Note: This condition does not preclude the application of other noise and vibration mitigation and management measures.</p>	Section 3
E89	<p>A Noise Insulation Program must be prepared and implemented for the duration of the CSSI works for receivers at/to which the requirements of Conditions E87 and E88 apply. The Program must be incorporated into the Construction Noise and Vibration Management Sub-plan.</p> <p>The Noise Insulation Program must detail the following matters:</p> <ul style="list-style-type: none"> <li>(a) receivers eligible for the scheme;</li> <li>(b) the scope of the insulation package;</li> <li>(c) responsibility for the noise insulation works;</li> <li>(d) procedure and the terms of the noise insulation works;</li> <li>(e) Program monitoring; and</li> <li>(f) Program review and amendment.</li> </ul> <p>The Noise Insulation Program must be endorsed by the AA.</p>	<p>This Program</p> <p>(a) Section 3.1 Table 2</p> <p>(b) Section 3</p> <p>(c) Section 6</p> <p>(d) Section 5</p> <p>(e) Section 4</p> <p>(f) Section 8</p>
E90	<p>Receivers which are eligible for receiving treatment under the Noise Insulation Program required under Condition E89 must have treatment implemented within six (6) months following the commencement of construction which would affect the receiver. The implementation of the Noise Insulation Program must be prioritised based on the degree and duration of exceedance with high priority exceedances undertaken within three (3) months of the commencement of construction. Receivers which are eligible for receiving treatment under the Noise Insulation Program required under Condition E89 must have treatment implemented within six (6) months following the commencement of construction which would affect the receiver. The implementation of the Noise Insulation Program must be prioritised based on the degree and duration of exceedance with high priority exceedances undertaken within three (3) months of the commencement of construction.</p>	Section 3

### **3. Scope of the Noise Insulation Program**

#### **3.1. Properties eligible for treatment**

Appendix D of the Approval identifies the residential properties that will be offered at-property treatment of habitable living spaces by JHCPB during the delivery of the Project, in accordance with CoA E87, or other mitigation or management measures as agreed by the occupier and JHCPB (refer to Figure 1).

Table 2 details the addresses of residential properties identified to be within the “Mitigation Zone” in Appendix D of the Approval. No residential properties within those identified in Appendix D of the Approval have previously been provided with noise mitigation under the Roads and Maritime NAP. Therefore, JHCPB are required to meet the requirements of CoA E87 for all properties in Appendix D of the Approval.

The implementation of treatment will occur within six months following the commencement of out of hours construction which would affect the receiver, noting that this implementation may be staged according to the start date of construction works in differing areas.

The implementation of the Program for high priority receivers is outlined in Section 3.4 and Section 5.3. If no response is received within the timeframes specified, it will be assumed that the property owner does not wish to accept the treatment, and Project works will progress as programmed. The offer will remain open for the duration of out of hours works that may affect the receiver, and the prioritisation of the implementation of the treatment will apply from the date of acceptance.

Receivers are considered “affected” when out of hours construction noise levels greater than the ‘noise affected’ noise management level (NML) (as defined in the Interim Construction Noise Guidelines) occur as a result of the Project’s out of hours construction activities. High priority receivers as required by CoA E90 are identified in Section 3.4 and Figures 2, 3, 4 and 5.

All timeframes are dependent upon limitations noted in Section 7, in particular the landowner’s timely acceptance of the offer for treatment and reasonable access being provided in order for JHCPB to implement the treatments within the required timeframes.

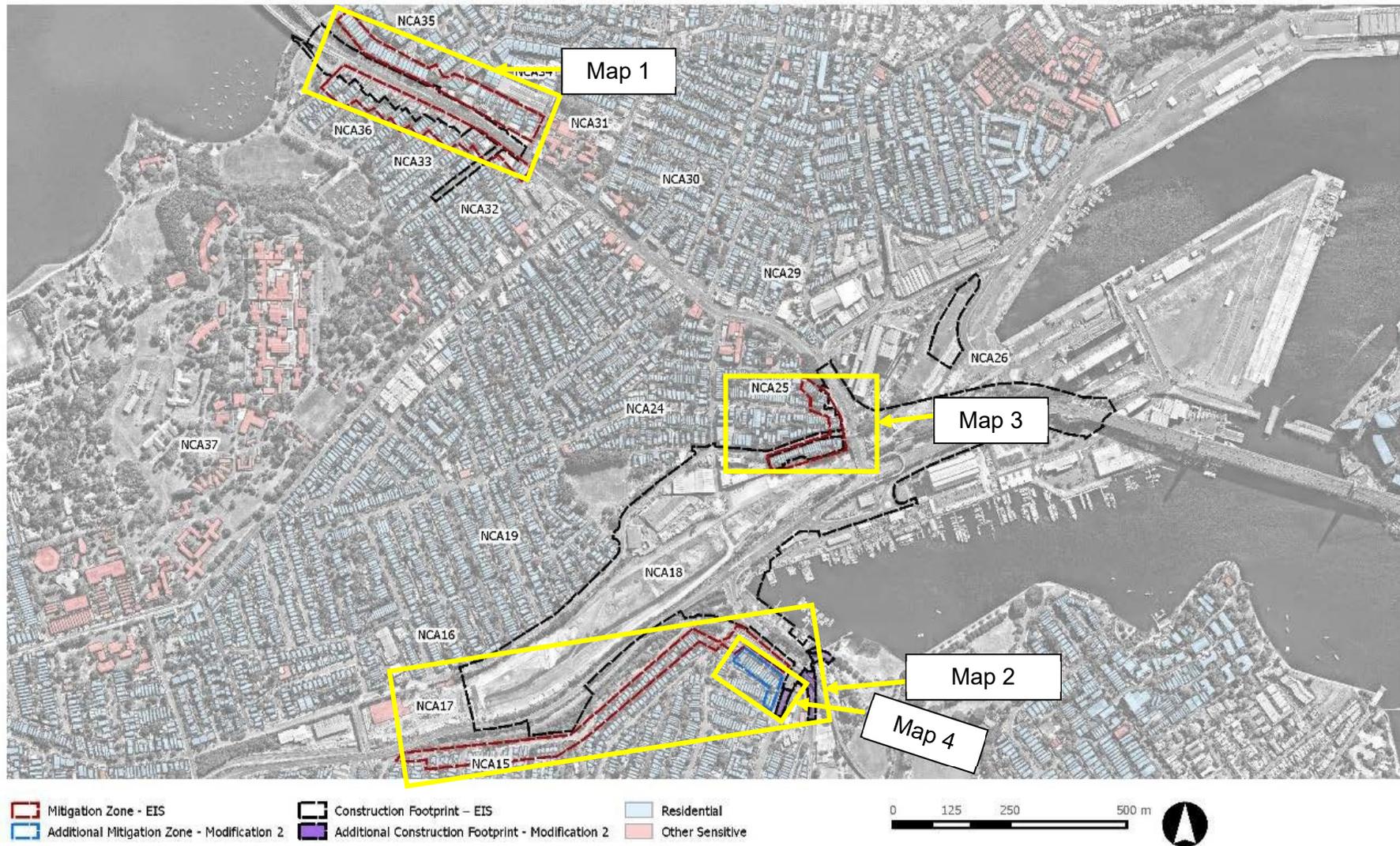


Figure 1 Appendix D, Out of Hours Mitigation, EIS



Figure 2 Map 1 of properties within the mitigation zone (red boundary) identified in Appendix D of the CoA. The green boundary identifies properties scheduled for demolition. The blue shaded areas are properties identified as high priority. The orange shaded areas show the locations (indicative) of out of hours works scheduled to occur within the first 6 months of construction commencing.



*Figure 3 Map 2 of properties within the mitigation zone (red boundary) identified in Appendix D of the CoA.*

*The blue shaded areas are properties identified as high priority. The orange shaded areas show the locations (indicative) of out of hours works scheduled to occur within the first 6 months of construction commencing.*

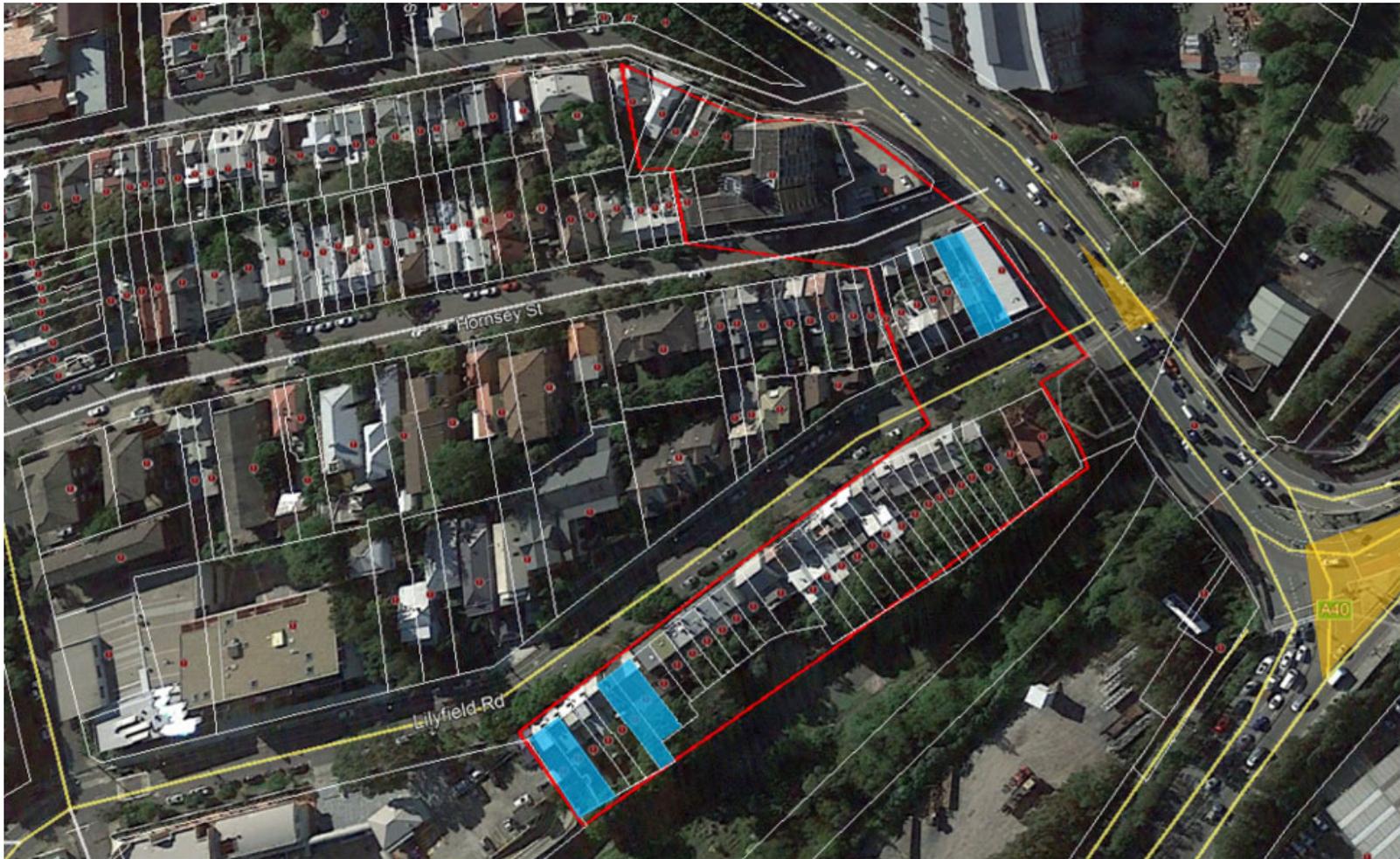


Figure 4 Map 3 of properties within the mitigation zone (red boundary) identified in Appendix D of the CoA. The green boundary identifies properties scheduled for demolition. The blue shaded areas are properties identified as high priority. The orange shaded areas show the locations (indicative) of out of hours works scheduled to occur within the first 6 months of construction commencing.



*Figure 5 Map 4 of properties within the mitigation zone (red boundary) identified in Appendix D of the COA. The green boundary identifies properties scheduled for demolition. The blue shaded areas are properties identified as high priority. The orange shaded areas show the locations(indicative) of outgo hours works scheduled to occur within the first 6 months of construction commencing.*

Table 2 Properties to be offered treatment under CoA E87

Street	Street Number
<i>Map 1 (refer to Figure 2)</i>	
Warayama Place	26, 28, 30, 32 (note: these properties are large multi-storey apartment blocks)
Yara Avenue	6, 8 (note: these properties are large multi-storey apartment blocks)
Terry Street	128, 130, 132, 43 Terry Street (units 111, 203, 204, 303, 304)
Crystal Street	3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 20
Wellington Street	41, 41A, 43, 45, 45A,
Byrnes Street	4, 6, 8, 10
Clubb Street	1, 3, 4, 5, 6, 7, 8, 9, 11, 15, 19
Toelle Street	2, 3, 4, 5, 6, 7, 8, 9, 10, 11
Callan Street	1, 3, 5, 7, 8, 9, 10, 12
Springside Street	2, 3, 4, 5, 6, 9
Victoria Road	168, 170, 172, 174, 198, 200
Moodie Street	1, 1A
<i>Map 2 (refer to Figure 3)</i>	
Quirk Street	4, 6, 8, 10, 10A
Hornsey Street	3 (note: this property is a large multi-storey apartment block)
Lilyfield Road	5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 38, 40, 42, 44, 46, 48, 50, 52, 54, 56, 58, 60, 62, 64, 66
<i>Map 3 (refer to <b>Error! Reference source not found.</b>)</i>	
Johnston Street	300
Pritchard Street	4, 6
Bayview Crescent	31, 33
Railway Parade	10, 12, 14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 38, 40, 42, 44, 46, 48, 50, 52, 54, 56, 58, 60, 62, 64, 66, 68, 70, 72
Brenan Street	12, 14, 16, 18, 20, 22, 24, 26, 28, 30, 34, 36, 38, 40, 42, 44, 46, 48, 60
Percival Street	58
<i>Map 4 (refer to figure 5)</i>	
Bayview Crescent	1, 3, 5, 7, 9, 11, 13, 13A, 15, 17, 19, 21, 23, 25, 27, 29
Kentville Avenue	2, 4, 6, 8

### 3.2. Implementation process

The following process will be implemented by JHCPB to advise property owners of their eligibility under the Program, offer at-property treatment, assess the property, and agree to and install the at-property treatment:

1. JHCPB will appoint a suitably qualified Program Implementation Team. To coordinate the installation of the Program. The team will consist of a Project Manager, support staff, community advisors, acoustic assessors and builders.
2. JHCPB will attempt to confirm property ownership information from registers, e.g. CoreLogic, and from contact with tenants where possible. However, where these mechanisms may not result in clear ownership information, JHCPB will continue to work in good faith.
3. JHCPB will send an Offer Letter to property owners, advising the properties in Appendix D of the Approval and Table 2 of this Program that they are eligible for the installation of at-property treatment under this Program. This Offer Letter will meet the requirements of CoA E87, where at-property treatment must be offered to owners prior to out of hours works commencing.

Detailed consultation and appointments with these properties will commence following this letter, with properties prioritised according to section 3.4 and the staging of construction activities.

4. The Program Implementation Team will make contact with property owners/occupiers and strata managers (for unit blocks) eligible for treatment. Refer to Section 5.3 for details of the engagement process and associated timeframes.

5. Where the property owner accepts the offer of at-property treatment during the engagement process outlined in Section 5.3, a member of the Program Implementation Team will conduct a visual inspection of the property.

6. The visual inspection would be carried out during daytime hours from Monday to Saturday at a time convenient to the property owner. The property owner will need to arrange timely access to the property if it is tenanted.

The inspection will focus on the existing features of the property that are relevant to the implementation of at-property treatment, such as:

- Condition of existing and doors,
- The presence and condition of windows, existing door and window seals,
- The presence of existing fresh air ventilation,
- The identification of a suitable location for the potential installation of mechanical ventilation, and
- The location of rooms and living areas in relation to construction works.

Where previous at-property treatments have been installed, their adequacy to meet the criteria of the Program would be reviewed as part of this inspection.

The inspection would also assess the constructability and feasibility of installing the treatment package, including any safety considerations (e.g. working at heights, contamination, etc).

7. The Program Implementation Team will maintain a Noise Insulation Program inspection register. The register will record:

- Property information including street address, lot and Deposited Plan (DP) / Strata Plan (SP) numbers, Project area,
- Property owner details including name, and if available phone number and email,
- Details of tenant if property is leased,
- Preferred dates, times and methods of contact,
- If the owner has refused the offer of an inspection or the treatment and any reasons given,
- Inspection date (proposed or completed),
- Details of the property inspection findings, including:
  - › Condition and description of existing windows/doors/seals,
  - › List of identified habitable rooms, and
  - › Relevant parameters which may prevent implementation of the treatment package,
- Details of the assessment report discussed with the property owner, and
- Date and Program details for the treatment to be carried out as applicable.

8. Where the Program Implementation Team identifies that all or part of the at-property treatment package cannot be installed at the property due to safety or constructability constraints (such as poor condition or unsuitable existing windows and doors or no suitable location for mechanical ventilation), JHCPB will investigate the provision of other treatment options with the owner.

9. Where property owners accept the offer of at-property treatment within the timeframes identified in Section 5.3, and the property inspection confirms that treatments can be implemented, JHCPB will:

- Prioritise the implementation of the Program for high priority receivers within the first 3 months; and
- Implement the Program for all affected receivers within 6 months.

Where property owners accept the offer of at-property treatment outside of the timeframes identified in section 5.3, and the property inspection confirms that treatments can be implemented, JHCPB will arrange a suitable time with the owner to install the treatment, however this may fall outside of the timeframes listed above.

10. Should property owners not accept at-property treatment, JHCPB will consult with the occupier of the property to determine whether other appropriate mitigation measures may be suitable in accordance with the Construction Noise and Vibration Management Plan.

### 3.3. At-property treatment

During the property inspection, analysis will be undertaken by a suitably qualified acoustician to determine which façades are considered noise affected by construction noise at each property. At-property treatments will be implemented where it is confirmed during the property inspection that there are 'habitable zones', as defined by the Building Code of Australia (BCA), along noise affected façades, depending on the building layout, and the orientation of each residence.

Acoustic treatments will only be offered for rooms deemed habitable (such as bedrooms and living spaces). Rooms that are not habitable (such as wardrobes, hallways, laundries, bathrooms and kitchens that do not adjoin an open plan living area) are not eligible for acoustic treatment.

Following the property inspection, a short report will be provided to the owner outlining the inspection outcomes, and a plan of affected rooms and the mitigation measures available, including the location of at-property treatment.

At-property treatments for habitable rooms available as part of this Program are presented in Table 3. All properties identified within this Program will be eligible for treatments listed in Table 3 and will be subject to an assessment to identify appropriate treatment as noted in Section 3.2. Only property owners are able to accept or decline an offer of at-property treatment.

*Table 3 At-property treatments offered by the Noise Insulation Program*

At-property treatments
<ol style="list-style-type: none"> <li>1. Door seals, wall vent seals and windows seals</li> <li>2. Acoustic curtains</li> <li>3. Mechanical ventilation (e.g. 240v Aeropac systems),</li> <li>4. Provision of secondary glazing system (where a second windowpane is installed within an existing window frame, providing additional noise attenuation).</li> </ol>

The installation of mechanical ventilation will only be offered to property owners as an at-property treatment where the installation meets BCA standards.

Where at-property treatment packages cannot be installed at the property, JHCPB will investigate the provision of other treatment options or mitigation measures in accordance with the Noise and Vibration Management Plan.

As outlined in the Roads and Maritime Noise Mitigation Guideline (Roads and Maritime 2015), financial compensation will not be offered in lieu of undertaking at-property treatments.

### 3.4. High priority exceedances

Condition E90 requires the implementation of the Program be prioritised based on the degree and duration of exceedances with the implementation of the Program for high priority exceedances undertaken within three months of the commencement of out of hours construction. As the properties eligible for the Program were selected based on anticipated out of hours impacts (as referred to in Condition E87), high priority properties have been selected based on the degree and duration of the exceedances associated with anticipated out of hours activities occurring within the first six months of construction.

#### *Degree of exceedance criteria*

The Environmental Impact Statement (EIS) (AECOM 2017) considers residential receivers subject to predicted noise levels of 75 dBA or greater as 'highly noise affected'. This Program utilises this definition to apply the degree of exceedance criteria to the detailed noise modelling that has been undertaken. Where the receiver is classified as 'highly noise affected' in the noise modelling and is within the mitigation zone within Appendix D of the Approval, the property has met the degree of exceedance criteria.

JHCPB recognise that this is a technical approach, and therefore where a receiver has properties on either side that are being treated as high priority, the receiver's property will also be treated as such.

#### *Duration of exceedance criteria*

Following a review of the initial out of hours construction program, the Project considers residential receivers to have exceeded the duration criteria where they are anticipated to be subject to more than five out of hours shifts within the first three months of the start of out of hours construction. The location of out of hours works anticipated to occur within the first six months of construction is detailed in Figures 2, 3 and 4.

JHCPB note that when considering this criterion, no properties were exempted from the high priority listing that were identified under the degree of exceedance criterion.

#### *High Priority Receivers*

For high priority receivers the implementation of the Program (e.g. inspections, agreement of property treatment) will be undertaken within three months of the commencement of out of hours construction that would affect the receiver. High priority properties are detailed in Figure 2, 3 and 4.

In certain circumstances some receivers may not meet either or both criteria, however JHCPB may elect to also classify them as a high priority property (e.g. vulnerability due to age, or a severe medical condition). JHCPB will treat each receiver on a case by case basis.

Noting the practicalities of engaging with strata and associated complex processes, JHCPB will make all reasonable efforts to engage with strata managed properties classified as high priority as detailed in Section 5.3, noting however that this is subject to the limitations outlined in Section 7.

## 4. Noise Insulation Program monitoring

JHCPB will monitor and report on the implementation of this Program, with updates provided to the Acoustics Advisor (AA) on a monthly basis.

The update to the AA will include the following information relevant to the implementation of the Program:

Progress of offers:

- › Numbers responded to and accepted, and
- › Numbers declined and no response.

Progress of inspections and reports:

- › Number of inspections carried out and number of residents where access has been denied despite a confirmed booking,
- › Property reports completed including agreed and not agreed, and
- › A summary of differences between what treatment was offered and what has been accepted by the property owner,

Progress of installation:

- › Installation of treatments completed, commenced and to be completed, and
- › Safety aspects and other challenges faced which may put the preferred delivery timeframe at risk.

Where JHCPB has received a complaint from property owners who have received at-property treatments via the Noise Insulation Program and are unable to resolve the complaint in accordance with the Project Communication Strategy (including the mediation process involving the Environmental Representative who will consult with the AA as necessary), the AA and a relevant member of the Program Implementation Team (e.g. Project or Site Engineer) will investigate the complaint. The investigation will review the implementation of the at-property treatment and identify opportunities for improvement within the scope of the Program. Where the investigation finds that the at-property treatment products are faulty or the installation is not satisfactory, rectification works will be carried out within six weeks, subject to property access.

## 5. Communication strategy

### 5.1. Communication aims

The communication aims of the Program are to:

- Raise awareness of the Project and to provide details about the offer of at-receiver treatment to property owners,
- Determine what mitigation (if any) has been previously offered and provided by other projects,
- Explain the process including terms and conditions, obligations and limitations and inspection procedures, and
- Provide stakeholders with a central point of contact with the JHCPB Project Team.

### 5.2. Key messages

The key messages of the Noise Insulation Program are:

- All eligible residential properties (refer to Table 2) will be offered at-property treatment,
- At-property treatment is being offered to minimise the impact of construction noise impacts, and to improve the amenity of identified residential receivers, during out of hours activities,
- The property inspection is free, and is carried out by suitably qualified person who is experienced in the installation of at-property noise treatments, and
- At-property treatments will be implemented at no cost to the owner and will be installed as soon as practicable at the identified residential properties.

### 5.3. Communication and engagement timeframes

A range of communication materials will be used to support stakeholder engagement through the implementation of the Noise Insulation Program. Stakeholders will be given information packs – comprising materials developed by JHCPB and pre-existing Project materials – that will target individual information needs.

All communication materials will be available in printed and electronic formats (translations provided as required), with electronic formats uploaded onto the Project website where appropriate. Table 5 and 6 outlines the series of communication and engagement tools to be used.

All engagement will be documented in accordance with the Communication Strategy.

*Table 5 Non-strata engagement process table*

Engagement	Activity	Timeframe
Offer Letter	<ul style="list-style-type: none"> <li>▪ Introduce Project</li> <li>▪ Advise property owners of their eligibility for treatment under the Noise Insulation Program</li> <li>▪ This “offer letter” will meet the requirements of CoA E87, where at-property treatment must be offered to owners prior to out of hours works commencing</li> <li>▪ Details of JHCPB points of contact (1800 660 248)</li> </ul>	Prior to out of hours works commencing

Engagement	Activity	Timeframe
First attempt:  Detailed Letter of Offer #1	<ul style="list-style-type: none"> <li>Re-introduce Project</li> <li>Advise property owners of their eligibility for treatment and the offer of visual inspection by the Program's NAC</li> <li>Noise Treatment Installation Detailed Letter of Offer #1 provided</li> <li>Details of JHCPB points of contact (1800 660 248) encouraging a response</li> </ul>	Initial contact
Second attempt:  Noise Treatment Installation Detailed Letter of Offer #2 and Doorknock #1 (high priority only)	<ul style="list-style-type: none"> <li>Letter sent via Registered Mail</li> <li>Doorknock</li> <li>Reminder of the offer and encourage property owner to make contact</li> <li>Include advice stating that if the offer is not responded to, the offer will remain open for the duration of out of hours works that affect the receiver, however concurrently the Project construction works will progress as programmed.</li> </ul>	Two weeks after Detailed Letter of Offer #1
Third attempt:  Installation Detailed Letter of Offer #3 and Doorknock #2 (all properties)	<ul style="list-style-type: none"> <li>Letter sent via Registered Mail Doorknock</li> <li>Inform property owners this is the last reminder to accept the offer of noise treatment installation</li> <li>Details of JHCPB points of contact (1800 660 248) encouraging a response</li> </ul>	Two weeks after Detailed Letter of Offer #2 is sent.
Inspection: Phone call	<ul style="list-style-type: none"> <li>Visual inspection by the Program's NAC of properties who have agreed to at-property treatment installation</li> </ul>	Within two weeks of accepting Detailed Letter of Offer.
Treatment Package: Letter Offer	<ul style="list-style-type: none"> <li>Letter sent via Registered Mail / email</li> <li>Details of JHCPB points of contact (1800 660 248) encouraging a response</li> <li>Include advice stating that if the offer is not responded to, the offer will remain open for the duration of out of hours works that affect the receiver, however concurrently the Project construction works will progress as programmed.</li> </ul>	As soon as practicable and no later than four weeks after the inspection outcomes have been provided to JHCPB.
Measurement Inspection	<ul style="list-style-type: none"> <li>Measurement Inspection (measuring walls, doors, and/or windows for sizing of treatment package offer) will be carried out by the Program Implementation Team's builder after acceptance of the treatment has been accepted. This inspection is undertaken to create</li> </ul>	Within two weeks of accepting treatment offer package

Engagement	Activity	Timeframe
	efficiency when the treatment installation is undertaken by confirming dimensions and quantities.	
Treatment Installation: Letter and phone call	<ul style="list-style-type: none"> <li>Scheduled installation of at-property treatments at a time agreed between JHCPB and property owner.</li> </ul>	Installation of treatment at a time agreed between JHCPB and property owner.

Where owners do not respond within the above timeframes, where the offer is initially declined or only partially accepted, the offer will remain open for the duration of out of hours works that may affect the receiver. In these instances, a high priority property will have the Program implementation prioritised within three months of the acceptance of the treatment package. All properties that accept the offer outside of the timeframes will have their treatment implemented within six months of acceptance of the offer.

Table 6 Strata engagement process table

Engagement	Activity	Timeframe
Offer Letter	<ul style="list-style-type: none"> <li>Introduce Project</li> <li>Advise that a number of units in complex are eligible for treatment under the Noise Insulation Program</li> <li>This "offer letter" will meet the requirements of CoA E87, where at-property treatment must be offered to owners prior to out of hours works commencing</li> </ul>	Prior to out of hours works commencing
First attempt: Letter to strata management for units #1 and Offer of Meeting #1	<ul style="list-style-type: none"> <li>Re-introduce Project</li> <li>Advise that a number of units in complex are eligible for treatment and visual inspection by the Program's NAC</li> <li>Details of JHCPB points of contact (1800 660 248), encouraging a response</li> <li>Offer a meeting, if required</li> </ul>	Initial contact
Second attempt: (if no response to Letter #1) Letter to strata management for units #2 and Offer of Meeting #2	<ul style="list-style-type: none"> <li>Letter sent via Registered Mail</li> <li>Reminder of the offer and encourage property owner to make contact</li> <li>Include advice stating that if the offer is not responded to, the offer will remain open for the duration of out of hours works that affect the receiver, however concurrently the Project construction works will progress as programmed</li> <li>Offer a meeting, if required</li> </ul>	Two weeks after Letter #1 if there is no response
Strata/Body Corporate accept/do not accept visual inspection	<ul style="list-style-type: none"> <li>JHCPB to be advised of Body Corporate / Strata's decision.</li> </ul>	-

Engagement	Activity	Timeframe
Inspection	<ul style="list-style-type: none"> <li>Visual inspection by the Program's NAC of properties who have agreed to at-property treatment installation</li> </ul>	At a time agreed between JHCPB and property owner.
Treatment Package: Letter offer	<ul style="list-style-type: none"> <li>Letter sent via Registered Mail / email</li> <li>Include advice stating that if the offer is not responded to, the offer will remain open for the duration of out of hours works that affect the receiver, however concurrently the Project construction works will progress as programmed</li> </ul>	As soon as practicable and no later than four weeks after the inspection outcomes have been provided to JHCPB.
Measurement Inspection	<ul style="list-style-type: none"> <li>Measurement Inspection (measuring walls, doors, and/or windows for sizing of treatment package offer) will be carried out by the Program Implementation Team's builder after acceptance of the treatment has been accepted. This inspection is undertaken to create efficiency when the treatment installation is undertaken by confirming dimensions and quantities.</li> </ul>	Within two weeks of accepting treatment offer package
Treatment Installation: Letter and phone call	<ul style="list-style-type: none"> <li>Scheduled installation of at-property treatments at a time agreed between JHCPB and property owner.</li> </ul>	Installation of treatment at a time agreed between JHCPB and property owner.

This is noting that where Strata do not respond within the above timeframes, where the offer is initially declined or only partially accepted, the offer will remain open for the duration of out of hours works that may affect the receiver. In these instances, a high priority property will have the Program implementation prioritised within three months of the acceptance of the treatment package. All properties that accept the offer outside of the timeframes will have their treatment implemented within six months of acceptance of the offer.

Noting the practicalities of engaging with strata and associated complex processes, JHCPB will make all reasonable efforts to implement treatment at strata managed properties, however this is subject to the limitations outlined in Section 7.

## 5.4. Outstanding Offers

JHCPB will continue to attempt to contact property owners, strata or managing agents who have not responded to offers of treatments under the Program whilst out of hours works occurs on the Project. The Program Implementation Team will maintain a register of eligible receivers and will work closely with the Community Team to ensure that information regarding eligibility would be reiterated to the owner where appropriate.

## **6. Responsibilities for the noise insulation works**

JHCPB is responsible for the project management and installation of the noise insulation works. The JHCPB Program Implementation Team's community advisors will co-ordinate access and liaise with property owners and occupiers. The NAC, who is experienced in the installation of at-property noise treatments and the builder will be involved in the coordination of the installation of the at-property treatment.

JHCPB is responsible for ensuring at-property treatments have been installed in accordance with the BCA and have been completed to an acceptable standard via close-out inspection, undertaken by a relevant member(s) of the Program Implementation Team (e.g. Project or Site Engineer).

## 7. Insulation Program limitations

CoA E90 requires the implementation of treatments as detailed in Section 3.3 for eligible receivers within six months following the commencement of construction which would affect the receiver and within three months for receivers identified as high priority.

JHCPB will continue to make best endeavours to implement the treatments within these timeframes, however JHCPB cannot control the timeframe in which a property owner, strata corporation, strata managers or agent acting on behalf of an eligible property owner responds to offers, agree to offers and provides access to properties, as per the steps detailed in Section 5.3 and Annexure A.

JHCPB will document and track the progress of all installations and will record any delays in the process caused by eligible property owners or the parties detailed above. If eligible receivers or their agents detailed above are unduly delaying the process, then the timeframe within E90 cannot be reasonably met by JHCPB.

Regardless JHCPB will ensure that it or its installation sub-contractor promptly progresses the treatment process detailed in Section 5.3. The AA will also provide progress updates to DPIE-Planning upon request.

Implementation of the Program is dependent on the following limitations:

- Safety of JHCPB personnel is paramount, as such where at-property treatments cannot be installed in a safe manner, the at-treatment offer will be reviewed by JHCPB;
- JHCPB is not responsible for any treatments installed outside of the Program (e.g. NAP); and
- JHCPB is not responsible for electricity costs required to run ventilation systems.

## **8. Program review and amendment**

This Program forms part of the JHCPB Environmental Management System, and as such is subject to the management review process as described in Section 3.12 of the Construction Environmental Management Plan (CEMP). In addition, JHCPB is responsible for updating this Program to reflect lessons learnt and changes required as identified during Program delivery.

Revisions of the Noise Insulation Program will be consulted with the AA and approved by DPE.

## Annexure A Noise Insulation Program engagement process

At-property Noise Attenuation

