

Camden noise insulation – FAQs

These FAQs, the accompanying letter and the noise insulation leaflet should be read with HS2 Information Paper E23: Control of Construction Noise and Vibration, which explains HS2 Ltd's standard noise mitigation package and which can be found on the HS2 website. Go to www.gov.uk and search for "HS2 information paper". If you don't have access to the internet, we can send you a copy of the paper: call our Helpdesk on 020 7944 4908 or email HS2enquiries@hs2.org.uk. Or you can pick up a copy at "HS2 in Euston", 110 Hampstead Road NW1 2LS.

Q1: My home is not identified as part of the noise insulation scheme, but I think it should be. What can I do?

If you think we've missed you out, please get in touch with us using the contact details above.

If you have a particular medical condition that will be affected by the HS2 construction noise, there is provision for you to be considered as a special case. Please contact HS2.

Q2: What is a trigger level?

A trigger level is used to tell us when action needs to be taken. In the case of noise insulation, the triggers relate to noise levels and the durations above which we may offer noise insulation for residents.

Q3: What criteria are used to qualify for noise insulation consideration?

The 'trigger levels' reflect best practice and national policy. For further information, please read Appendix B of Information Paper E23: Control of Construction Noise and Vibration.

Q4: Will I definitely get noise insulation if I have been sent a letter?

The letter you have received indicates that you may qualify for noise insulation in line with the standard mitigation offer, subject to confirmation of the arrangement of your property (eg, if the windows of your living room, bedroom(s), kitchen-diner or dining room are on the affected side of the building).

A subsequent visit will be arranged to confirm these details.

Q5: What else is HS2 doing for residential mitigation at Euston?

The London Borough of Camden (LBC) has raised concerns that some buildings around Euston are susceptible to mould, damp and excess heat - conditions which may be made worse by installing secondary glazing, or keeping windows closed over a long period. Therefore, in line with the assurances provided to LBC, HS2 Ltd is commissioning an

independent survey of properties (whether or not they qualify for noise insulation) which will be carried out over Summer 2016. The results will tell HS2 Ltd whether additional measures are required to protect residents. HS2 Ltd and the London Borough of Camden will provide further information in Summer 2016.

Q6: What kind of work or improvements can you offer?

We will provide secondary glazing or thermal double glazing for living room and bedroom windows on eligible facades. Windows work best to control noise so alternative ventilation - for example, a small electrical ventilator fan located in an outside wall - is usually required to enable windows to be kept closed when noise levels are highest. We will also install blinds on windows on eligible facades where there is a need to control solar glare gain, and provide insulation treatment for external doors on eligible facades.

Q7: What is the process for deciding what mitigation I will receive?

Once you have returned the form enclosed with the letter, HS2 will arrange to visit you in order to discuss the application with you generally; view your home and take any necessary measurements; and identify any special issues or requirements (such as any other approvals that may be required in the case of noise insulation). It is likely that this will take place in Autumn 2016.

This visit will confirm your eligibility and an offer-letter will be provided to you, setting out the details of the noise insulation package or grant which is to be offered.

Any additional requirements arising from the independent surveys commissioned by HS2 will be reflected in the offer made to you.

Q8: I've received a letter about the noise insulation scheme but my neighbour hasn't. Why?

HS2 Ltd has identified and written to properties that are likely to be eligible for the scheme. If someone did not receive a letter, but feels they should be considered for the noise insulation scheme, we are happy to discuss it with them.

Q9: I'm a tenant of the London Borough of Camden. Can I receive noise insulation?

HS2 Ltd is working with the London Borough of Camden and will install the noise insulation package in all tenanted council properties that qualify for the scheme. Please read the enclosed information and complete the form overleaf to provide us with your contact details.

Q10: I'm a leaseholder of a property with the London Borough of Camden. Can I receive noise insulation?

It is up to you whether you want the package, but HS2 and the London Borough of Camden encourage you to take up the scheme to protect you from adverse noise impacts.

Q11: Is secondary glazing the same as double glazing?

No. Secondary glazing is a separate pane of glass, installed 10cm to 20cm inside the existing window. Your existing window remains in place. Double glazing consists of two panes of glass in the same casing, typically around 2cm apart, which replace the existing window.

Q12: When do I have to decide? Can I change my mind?

If you are eligible, you will be able to accept the offer of noise insulation up to six months after the offer has been made in writing to you, or up to one month before the intended installation of other noise insulation at eligible properties affected by the same HS2 construction works. 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, but change your mind later, we may still be able to help – as long as it's within six months after the date is made in writing to you or one month before intended installation of other noise insulation, whichever is sooner.

Q13: What if I already have secondary glazing or thermal glazing installed privately (i.e. not as a result of a grant from another public works)?

If you have had a noise insulation package (i.e. secondary glazing or thermal double glazing, plus ventilation units and blinds) installed privately since the property was constructed and within four years of the noise insulation offer date, it will be inspected to check whether it is adequate to reduce the construction noise as much as it should.

If the noise insulation package meets the specification, the person who incurred the cost of the works can receive a grant in respect of the work already done equivalent to the HS2 scheme.

Q14: What if I already have secondary glazing installed as a result of a grant from another public works scheme?

If your home has already had insulation work carried out, or a grant for such work because of another public works scheme (such as a road or earlier railway works), you will not be eligible for further work or a grant from HS2 Ltd. However, the existing noise insulation will be inspected to ensure that it is adequate to reduce the construction noise as much as it

should. If it is not, the works will be carried out or a grant made to have them carried out to bring the installed noise insulation package up to the appropriate standard.

Q15: What if I already have double glazing?

The noise assessments are based on the expected noise immediately outside the building, so the type of glazing you currently have installed would not affect your eligibility under the scheme. You are not obliged to accept the offer of insulation if you do not think you need it. HS2 will provide advice as to the effectiveness of any installed double glazing, in terms of reduction of external noise compared to the offer of secondary glazing. You may, at your own discretion, choose only to have ventilation units and blinds installed.

Q16: Can I just have thermal double glazing installed instead of secondary glazing?

Yes. However, you will be made aware of the potential shortfall in sound insulation performance of the thermal double glazing compared to the secondary glazing, and be offered a grant to carry out the works yourself.

You will only receive a grant that is equivalent of the HS2 noise mitigation package.

Q17: Can I take the grant and not do the works?

No. If a grant is offered and you accept it, you must have the works carried out to the specification in the offer. Otherwise you must repay the grant. You are not obliged to accept the offer if you do not think you need it.

Q18: What if my landlord/tenant does not want the work carried out, but I do?

HS2 will try to reach agreement between all parties where possible. In any event, the party wishing to have the work carried out is requested to do all that they reasonably can to reach agreement with all other interested parties that can influence whether or not the work can be carried out.

Q19: Will there be a maintenance grant for the noise insulation package?

Yes. All costs of the provision of noise insulation, maintenance and running costs of the ventilation systems at Euston will be made by HS2, which HS2 will calculate.

The details of this will be shared with residents as part of the noise insulation offer.