

## Why is property treatment being offered?

The New M5 Operational Noise and Vibration Review (ONVR) identifies residential properties expected to experience an increase in operational traffic noise as a result of the New M5 project.

The ONVR details the required at-property acoustic treatments for these properties to reduce operational traffic noise. Operational noise mitigation measures may also mitigate construction noise impacts, if implemented during the construction period.

The ONVR has been reviewed and approved by the Department of Planning and Environment and is available on the WestConnex website at [westconnex.com.au/NewM5environment](http://westconnex.com.au/NewM5environment).

## What type of treatments may be offered?

The at-property acoustic treatment package will be outlined in a Scope of Works document following an inspection of your property. In general, the Scope for your property may comprise one of the following packages, depending on the predicted noise exceedance over the criterion defined by Roads and Maritime's (RMS) Noise Criteria Guideline:

| Treatment | Predicted exceedance (dB(A)) | At-property acoustic treatment   |
|-----------|------------------------------|--|
| 1a        | <5                           | Install fresh air mechanical ventilation to affected rooms   |
| 1b        | 6-10                         | Treatment 1a + replace weather seals with acoustic seals on windows and doors + seal wall vents  |
| 2         | 11-15                        | Treatments 1a + 1b + replace existing glazing with thicker laminated glazing + provide solid core doors                                  |
|           | >15                          | Treatments 1a + 1b + install supplementary window fitted with acoustic seals to inner side of existing window + provide solid core doors |

## Accepting At-property treatment offer.

If you wish to accept the offer of at-property treatment, or if you have questions about the work offer then please contact the CPBDS-JV property team on 02 9381 3922 or email [acousticsurvey@newm5.com.au](mailto:acousticsurvey@newm5.com.au).

## For more information

Call **1800 660 248** and ask to speak to the New M5 team. Email [info@newm5.com.au](mailto:info@newm5.com.au)

## Drop in to the Community Information Centre

27 Burrows Road, St Peters

- 9:00am to 5:00pm  
Monday to Friday  
(excluding public holidays)

## We speak your language



Visit [westconnex.com.au](http://westconnex.com.au).

Need an interpreter?

Call the Translating and Interpreting Service on **131 450**.



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### Why isn't my whole property being treated?

The ONVR road traffic noise prediction model identifies all road traffic noise impacts associated with the operation of the New M5.

If no treatment is proposed at a given façade of your property, the noise impacts on this façade have been determined to be compliant with the RMS Noise Criteria Guideline and no treatment is required.

Eligible property facades and the corresponding treatment category are identified at Appendix G of the ONVR.

### Why does my treatment offer differ to my neighbours?

The ONVR road traffic noise prediction model takes into consideration a range of factors which mean the predicted noise impacts will vary from one property to the next. These factors include:

- location and orientation of properties relative to the road
- level/height of properties
- number of facades on a property
- sound "barriers" and "obstruction" i.e. adjacent houses, granny flats, etc.

### Why is air conditioning not offered?

RMS policy (NSW Road Noise Policy 2011) does not include comfort conditioning for residences as part of the noise mitigation packages in the Sydney Metropolitan area. This is because the Sydney Urban climate zone is not considered to experience adverse climate conditions in accordance with the Australian Building Codes Board (ABCB) climate zones maps.

When the windows and doors are shut, fresh air ventilation systems draw air into a building and meet Building Code of Australia requirements.

### Why is my bathroom not being treated?

Only habitable rooms are eligible for treatment.

According to RMS policy, eligible rooms include a bedroom, living room, lounge room, music room, television room, kitchen, dining room, sewing room, study, playroom, family room, home theatre and sunroom.

Non-eligible rooms include bathroom, laundry, water closet, pantry, walk-in wardrobe, corridor, hallway, lobby, photographic darkroom, clothes drying room and other spaces of a specialised nature occupied neither frequently nor for extended periods.

### If the noise from the New M5 is higher than expected once it is operational, would I be eligible to receive further treatment to my property?

As per the New M5 Conditions of Approval, further operational noise and vibration monitoring will be undertaken within 12 months of the commencement of operation of the New M5.

Monitoring will be undertaken at representative locations along the project alignment. This monitoring will compare noise conditions against the modelled predictions outlined in the ONVR. The effectiveness of the noise mitigation measures implemented as outlined in the ONVR will be assessed and detailed in an Operational Noise and Vibration Compliance Report. This report may identify additional feasible and reasonable noise mitigation measures required to meet the criteria outlined in the NSW Road Noise Policy and RMS Noise Criteria Guideline. Should your property be identified as eligible for additional at-property acoustic treatment, you will be contacted to explain the next steps.

Accepting the current offer of at-property treatment by the New M5 contractor does not preclude you from receiving further treatment in the future, if this is determined as being required by the Operational Noise and Vibration Compliance Report.

### Why should I accept my offer if there is the potential for further work to be required in the future?

You are encouraged to accept your offer as soon as possible after receiving your Scope of Works from the New M5 contractor.

Although the treatments are due to be implemented for the operation of the New M5, property owners will also benefit from the noise attenuation provided during the remainder of construction of the New M5 and the M4-M5 Link.

If you wish to accept the offer, or if you have questions about the work offer then please contact the CPBDS-JV property team on **02 9381 3922** or email **acousticsurvey@newm5.com.au**.