



Havant Thicket Reservoir – Main Pipeline Works

HTR-WAB-PI-ZZ-RP-W-0014_Noise Insulation and Temporary Re-Housing Policy

09th October 2025

Rev: A5.C01

For Construction

Ward & Burke Construction Limited,
25-26, Ivor Place,
Marylebone, London,
NW1 6HR

PH: +44 2045 871240
Email: info@wardandburke.com

Issue and Revision Record

Havant Thicket Reservoir – Main Pipeline Works

Document Title: Noise Insulation and Temporary Re-Housing Policy
Project Number: C725
Client Project Number: HTR

Client: Portsmouth Water Limited
Project Location: Meyrick Road, Havant, PO9 1NR

Rev	Date	Originator	Checker	Approver	Description
P01	04/07/25	A. Ford	T. Foster	B. Curran	Initial Release
P02	11/08/25	A. Ford	T. Foster	B. Curran	Amended to Client comments
C01	09/10/25	T. Foster	T. Helen	B. Curran	Revised to Construction Issue

Document Status: A5
Document Reference: HTR-WAB-PI-ZZ-RP-W-0014

Information Class: Standard

This document is issued for the party which commissioned it and for specific purposes connected with the above-captioned project only. It should not be relied upon by any other party or used for any other purpose.

Ward and Burke Construction Limited accept no responsibility for the consequences of this document being relied upon by any other party, or being used for any other purpose, or containing any error or omission which is due to an error or omission in data supplied to us by other parties.

This document contains confidential information and proprietary intellectual property. It should not be shown to other parties without consent from us and from the party which commissioned it.

Contents

Issue and Revision Record 2

1 Introduction 4

 1.1 Works Background 4

 1.2 Scope of Document 5

Appendix A: Noise Insulation and Temporary Re-Housing Policy 7

1 Introduction

The objective of the Havant Thicket Reservoir Project is to provide a new resource to supply drinking water in the water-stressed Southeast of England while maximising the community and environmental benefits of a new raw water reservoir. Ward and Burke Construction Limited (WBCL) have been appointed by Portsmouth Water Limited (PW) to design, construct, and commission a new pipeline connecting Bedhampton Pumping Station to Havant Thicket Reservoir, including an emergency discharge structure at the Hermitage Stream, culvert upgrades and an Under Track Crossing.

1.1 Works Background

Portsmouth Water has outlined seven strategic drivers for this project to ensure continued focus on meeting the Project's objectives.

These project drivers are:

- **Quality:** Quality in procurement, design and delivery to deliver an exemplary project to serve Customers in the short, medium and long term,
- **Timeliness:** In service and operating by 2029 to support a major bulk transfer to Southern Water,
- **Innovation:** Develop best practices in the largest new reservoir project in the southeast for decades. Capture learning from companies working in partnership to deliver better value for Customers,
- **Flexibility:** Create a project that offers multiple uses and enables Portsmouth Water to be a strategic water supplier for the South over the medium and long term,
- **Responsibility:** Realise and build upon our health, safety and well-being goals,
- **Connectivity:** Positive connection for all stakeholders – Customers, the local community, regulators, staff, contractors, shareholders, commercial partners, environmental groups and individuals with a passion for the environment, and
- **Environment:** A positive contribution to local and internationally important habitats. Direct support for the Government's objective to reduce the damaging abstraction of water from rivers.

1.2 Scope of Document

This document includes the following items:

- Noise Insulation and Temporary Re-Housing Policy

This document is required to discharge Condition 5 of permission reference HBC APP/24/00405. The requirements of Condition 5 and where within this document the requirements are addressed are set out in Table 1.1 below.

Table 1.1 – Condition 5 of APP/24/00405

Condition 5 – Noise and Vibration and Rehousing	
<p>(A) The development hereby approved shall be carried out in accordance with the approved Noise & Vibration Management Plan – HTR-WAB-PI-ZZ-PL-W-0005-S4-P04 and Reservoir Noise & Vibration Management Plan.</p> <p>(B) Prior to the commencement of any phase of development a scheme for the installation of noise insulation or the reasonable costs thereof, or a scheme to facilitate temporary rehousing of occupants, as appropriate, will be implemented by the developer, shall be submitted to and approved in writing to the Local Planning Authority.</p> <p>(C) The scheme shall include provision for the notification of affected parties. Noise insulation or the reasonable cost thereof will be offered by the developer to owners, where applied for by owners or occupiers, if either of the following apply to property lawfully occupied as a permanent dwelling:</p> <ul style="list-style-type: none"> • where the predicted noise level exceeds the noise insulation trigger level, as presented in Table E.2* for the corresponding times of day; or • where the total noise (pre-construction ambient plus construction noise) is 5 dB above the existing airborne noise level for the corresponding times of day, whichever is the higher; and • for a period of 10 or more days of working in any 15 consecutive days or for a total of days exceeding 40 in any 6-month period. <p>(D) Temporary rehousing, or the reasonable costs thereof, will be provided by the developer, where applied for by legal occupiers, where the construction of the development causes, or is expected to cause, construction noise levels (pre-construction ambient plus construction noise) to exceed which is the higher of either:</p> <ol style="list-style-type: none"> 10 dB above any noise levels in Table E.2*; or 10 dB above the existing ambient noise level for the corresponding time of day, whichever is the higher; and for a period of 10 or more days of working in any 15 consecutive days or for a total number of days exceeding 40 in any 6-month period. <p>(*Refer to British Standard 5228-1:2009+A1:2014 (Code of practice for noise and vibration control on construction and open site – Noise)</p> <p>(E) The scheme shall include provisions which are to be made for non-residential buildings where the occupants are likely to be particularly sensitive to noise (including educational establishments), subject to individual consideration by the developer upon application by the affected party.</p> <p>Reasons: In the interests of the amenities of local residents and to safeguard the health and well-being of residents and other land users during construction. To accord with policies DM10 & CS15 (Havant Borough Local Plan (Core Strategy) 2011), and the National Planning Policy Framework (2024).</p>	
Detail	Addressed
Scheme for installation of Noise Insulation and Temporary Rehousing	App. A: Section 1
Notification of affected parties	App. A: Section 3.1 Paragraph 4 App. A: Section 5 Paragraph 4
Noise insulation eligibility criteria	App. A: Section 3.1.1 Table 1 App. A: Section 3.1.2
Temporary rehousing eligibility criteria	App. A: Section 3.1.1 Table 2 App. A: Section 3.1.2
Provision for non-residential buildings	App. A: Section 2.1 Paragraph 6

The relevant phase/s of the condition (listed in Table 1.1) this document revision seeks to address are specified in Table 1.2 below. Previously discharged phases of the condition, as well as those to be discharged in future submissions, are also listed.

Table 1.2 – Phase Submission Checklist

Phase Ref	Elements Covered	Discharge in this Submission
1	Pipeline Section P0 [FUW] (Bedhampton, associated infra.)	
2a	Pipeline Section P0 [WAB] Shaft W1 works (ex. Shaft)	✓
2b	Pipeline Sections P1/P2 Shafts W2/W3	✓
3	Pipeline Sections P3/P4 Shafts W3/W4/ED	✓
4	Pipeline Sections P5/P6 Shafts ED/W5/W6	✓
5	Pipeline Sections P7/P8 Shafts W6/W7/W8	✓
6	Pipeline Section P9	✓
7	Pipeline Section P10 [FUW] (Reservoir, associated infra.)	
8	Purbrook Way Culvert	
9	Dunsbury Way Culvert	
10	Middle Park Way Culvert	
N/A	Shaft W1 (<i>subject of separate Reserved Matters Application APP/24/00204 linked to original outline planning permission APP/20/00991</i>)	✓ (Previously Discharged)

Appendix A: Noise Insulation and Temporary Re-Housing Policy

Noise Insulation and Temporary Re-Housing Policy

Sweco UK Limited
1 Bath Road
Maidenhead
SL6 4AQ

Havant Thicket Reservoir Main Pipeline

05/08/2025

Project Reference: 65209354

Document Reference: 65209534-SWE-ZZ-XX-T-U-0002

Revision: C03

Prepared For: Ward & Burke Construction Ltd

Status / Revisions

Rev.	Date	Reason for issue	Prepared	Reviewed	Approved
C00	20/01/2025	For Comment	AF	HM	HA
C01	20/01/2025	First Issue	AF	HM	HA
C02	23/07/2025	Minor Updates	AF	HM	HM
C03	05/08/2025	Planning Updates	AF	HM	HM

Certifying Body

Sweco are full members of the ANC:



© Sweco 2025. This document is a Sweco confidential document; it may not be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, photocopying, recording or otherwise disclosed in whole or in part to any third party without our express prior written consent. It should be used by you and the permitted discloses for the purpose for which it has been submitted and for no other.

Table of contents

1	Introduction.....	1
1.1	Policy Structure	2
2	What is Noise Insulation and Temporary Re-Housing	3
2.1	Overview	3
3	Eligibility Criteria.....	5
3.1	Construction Noise.....	5
3.1.1	Construction Noise Levels.....	5
3.1.2	Construction Works Durations	7
3.2	Construction Vibration.....	7
4	Mitigation to be Offered	8
4.1	Noise Insulation	8
4.1.1	Guidance for Tenants/Landlords.....	10
4.2	Temporary Re-housing	10
4.2.1	Guidance for Tenants/Landlords.....	11
4.3	Reasonable Costs Grants.....	11
5	Application Process.....	12
5.1	Nominated Undertaker Point of Contact.....	14
	Appendix A - Specification of Off-Site Mitigation Measures.....	15

1 Introduction

This Noise Insulation and Temporary Re-housing Policy ('the Policy') sets out the descriptions and processes in place for installation/implementation of off-site mitigation at properties adversely affected by the Havant Thicket Reservoir Main Pipeline construction works. The Policy has been produced on behalf of, and will be actioned by, Ward & Burke Construction Ltd (W&B).

This Policy applies to works undertaken for the Havant Thicket Reservoir Main Pipeline works only; works undertaken within the Havant Ticket Reservoir site have dedicated policies and documentation controlled by other parties.

W&B are acting as Principal Contractor for this project; their UK office address is:

Ward & Burke Construction Limited
25-26 Ivor Place
London
United Kingdom
NW1 6HR
Phone: 02045 871240

The Policy makes reference to a "*nominated undertaker*". This is defined herein as any party acting on behalf of, or reporting to, Portsmouth Water to deliver a scheme of noise insulation or temporary re-housing for these works.

The Policy sets out the noise thresholds and temporal criteria that must be achieved for a property to qualify for noise insulation or temporary re-housing during periods of particularly noisy works.

Furthermore, the Policy describes the noise mitigation measures that will be provided to eligible properties and sets out the process that will be followed upon receipt of an application for noise insulation or temporary re-housing.

The following national and professional guidance has been observed insofar as is reasonable in the production of this Policy:

- Control of Pollution Act, 1974¹
- The Noise Insulation Regulations 1957²
- British Standard 5228-1:2009+A1:2014³ (BS 5228-1)
- British Standard 5228-2:2009+A1:2014⁴ (BS 5228-2)

¹ Control of Pollution Act 1974 (legislation.gov.uk). Accessed September 2024.

² The Noise Insulation Regulations 1975 (legislation.gov.uk). Accessed 11 December 2024

³ British Standard 5228-1:2009+A1:2014 *Code of practice for noise and vibration control on construction and open sites – Part 1: Noise*, 2014, British Standards Institution ('BSI')

⁴ British Standard 5228-2:2009+A1:2014 *Code of practice for noise and vibration control on construction and open sites – Part 2: Vibration*, 2014, British Standards Institution ('BSI')

- Association of Noise Consultants (ANC) Construction Noise – A good practice guide to the preparation, submission and management of Section 61 consents, 2021

Whilst reference has been made herein to the Noise Insulation Regulations 1975, there is no identified statutory requirement for the implementation of off-site mitigation (noise insulation or temporary re-housing) as a result of construction activities for this scheme. Noise Insulation Regulations 1975 has been referenced herein simply as an established and acceptable basis of design.

1.1 Policy Structure

Section 2 provides a description of noise insulation and temporary re-housing and the context for why it may be offered.

Section 3 describes the eligibility criteria for properties to qualify.

Section 4 describes the specific works that will be offered for noise insulation or temporary re-housing.

Section 5 describes the application process for owners/occupants of eligible properties and outlines the expected timelines for implementation.

2 What is Noise Insulation and Temporary Re-Housing

2.1 Overview

Through the submission of a Section 61 application to the Local Authority, W&B have committed to ensuring that noise and vibration emissions from the pipeline construction works are minimised insofar as is possible through the implementation of all reasonable and practicable mitigation measures. This approach is referred to as demonstrating 'Best Practicable Means' ('BPM'), as defined in Section 72 of Control of Pollution Act (CoPA) ⁵.

However, for some dwellings adjacent to the works areas, disturbance or interference with activities may still occur at points in the construction programme.

In accordance with Annex E of BS 5228-1, there are two further provisions that may be made where the construction activities are likely to continue for a significant period of time either continuously or sporadically.

BS 5228 describes these provisions as:

1. **Noise insulation.** This is the provision of secondary glazing to the windows of affected habitable rooms⁶. Additional ventilation provision might also be necessary to allow the windows to be kept closed whilst maintaining the appropriate number of air changes in the room. Secondary glazing increases attenuation and this can provide a significant improvement to the internal noise environment.
2. **Temporary re-housing.** Where construction noise levels are such that noise insulation will not provide sufficient attenuation to prevent disturbance or interference with activities or sleep, then the occupants can be temporarily re-housed away from the construction site.

Noise insulation or temporary re-housing will be offered by the nominated undertaker to properties lawfully occupied as a permanent dwelling where these properties are determined to be eligible (refer to Section 3). Subject to subsequent application and acceptance of this offer by the owner/occupier, the provisions will then be implemented.

Non-residential buildings the occupants of which are likely to be particularly sensitive to noise (these include commercial and educational establishments, hospitals and clinics), will be subject to individual consideration by the nominated undertaker upon application by the affected party.

It is possible for a property to be eligible for both noise insulation and temporary re-housing at different stages of the construction works, subject to programme and

⁵ Control of Pollution Act 1974 (legislation.gov.uk). Accessed September 2024.

⁶ Habitable rooms are herein defined to be any room with a qualifying window or door which are not solely used as a non-occupied space, such as: corridor, kitchen, utility room, bathroom, cellar or sanitary accommodation.

expected noise levels. It is not possible to be eligible for both during the same works period.

3 Eligibility Criteria

3.1 Construction Noise

In accordance with BS 5228-1, for properties to be considered eligible for noise insulation or temporary re-housing, they must be subject to both of the following criteria:

1. Noise levels as measured (or predicted) at 1m from the façade of any habitable rooms (bedrooms, living rooms) are equal to or greater than those described in Section 3.1.1; and
2. The noise levels described in Section 3.1.1 are expected to occur for a duration equal to, or greater than, those described in Section 3.1.2

Meeting the criteria in only one of the above conditions does not qualify a receptor as being eligible.

A schedule of eligible receptors has been pre-determined on this basis following detailed construction noise modelling undertaken to support the Environmental Statement and Section 61 application.

Prior to works commencing, and as soon as it practicable, notification will be made by Portsmouth Water to all properties where noise insulation and/or temporary re-housing eligibility is expected. The notification will provide a summary of the works that the property may be eligible for and include an application form to be completed and returned by the owner/occupant where the mitigation is considered desirable. Refer to Section 5 for further details on the application process.

The list of eligible receptors will be reviewed regularly as works progress in the context of the ongoing site noise monitoring and any changes to programme. Where measured construction noise levels are lower than anticipated, any initial notification of eligibility will not be revoked.

Where all practicable on-site mitigation has been applied in accordance with the Section 61 consents, and construction activities are observed to be louder than anticipated in the pre-works construction noise assessments, and where the programme indicates works will occur for a sufficient duration (as set out in Section 3.1.2), any new receptors identified as being eligible will be offered noise insulation or temporary re-housing where practicable and where the works programme allows.

3.1.1 Construction Noise Levels

Properties will be considered eligible for **noise insulation** where construction noise levels⁷ as measured/predicted at 1m from the façade of a habitable rooms (bedrooms, living rooms) are equal to, or greater than either of the below (whichever is higher):

- the noise levels presented in Table 1⁸ for the corresponding times of day; or

⁷ 'Construction noise' being noise emissions from construction works, plant, and activities, in isolation, without contributions from any pre-existing environmental noise sources.

⁸ Eligibility thresholds as per BS 5228-1 Table E.2

- a noise level 5 dB or more above the existing pre-construction ambient noise level for the corresponding times of day.

Table 1: Time periods and noise levels associated with the determination of eligibility for noise insulation (BS 5228-1 Table E.2)			
Time	Relevant time period	Averaging time, T	Noise insulation trigger level, dB $L_{Aeq,T}$ ^A
Monday to Friday	07.00 – 08.00	1 h	70
	08.00 – 18.00	10 h	75
	18.00 – 19.00	1 h	70
	19.00 – 22.00	3 h	65
	22.00 – 07.00	1 h	55
Saturday	07.00 – 08.00	1 h	70
	08.00 – 13.00	5 h	75
	13.00 – 14.00	1 h	70
	14.00 – 22.00	3 h	65
	22.00 – 07.00	1 h	55
Sunday and Public Bank Holidays	07.00 – 21.00	1 h	65
	21.00 – 07.00	1 h	55
^A All noise levels are predicted or measured at a point 1m in front of the most exposed of any windows and doors in any façade of any eligible dwelling.			

Properties will be considered eligible for **temporary re-housing** where construction noise levels as measured/predicted at 1m from the façade of a habitable rooms (bedrooms, living rooms) are equal to, or greater than, either of the below (whichever is higher):

- the noise levels presented in Table 2⁹ for the corresponding times of day; or
- a noise level 10 dB or more above the existing pre-construction ambient noise level for the corresponding times of day.

⁹ 10 dB over the eligibility thresholds as per BS 5228-1 Table E.2

Table 2: Time periods and noise levels associated with the determination of eligibility for temporary re-housing			
Time	Relevant time period	Averaging time, T	Noise insulation trigger level, dB L _{Aeq,T} ^A
Monday to Friday	07.00 – 08.00	1 h	80
	08.00 – 18.00	10 h	85
	18.00 – 19.00	1 h	80
	19.00 – 22.00	3 h	75
	22.00 – 07.00	1 h	65
Saturday	07.00 – 08.00	1 h	80
	08.00 – 13.00	5 h	85
	13.00 – 14.00	1 h	80
	14.00 – 22.00	3 h	75
	22.00 – 07.00	1 h	65
Sunday and Public Bank Holidays	07.00 – 21.00	1 h	75
	21.00 – 07.00	1 h	65

^A All noise levels are predicted or measured at a point 1m in front of the most exposed of any windows and doors in any façade of any eligible dwelling.

3.1.2 Construction Works Durations

Properties will be considered eligible for noise insulation or temporary re-housing where the construction noise levels (as set out above) are measured, or predicted, to occur for a duration of:

- 10 or more days or nights in any consecutive 15 days; or
- 40 or more days or nights in any consecutive 6 months.

3.2 Construction Vibration

The nature of the pipeline works may result in perceptible vibration within a limited number of dwellings. However, based on the current programme and works methods, on which the Section 61 consents are based, it is expected that construction vibration will result in only short periods of adverse effects at affected dwellings, for a maximum of one to two days.

As such, there is no provision made in this policy for temporary re-housing as a result of construction vibration.

Should the programme or nature of works change, this Policy (and the associated Section 61 consents) will be reviewed and updated to include provision for short-term accommodation for affected dwellings as a means of respite. This will follow the process and descriptions set out herein.

4 Mitigation to be Offered

4.1 Noise Insulation

The noise insulation package comprises:

- The installation of secondary glazing to eligible windows which open directly into habitable rooms;
- Supplementary ventilation where the secondary glazing obstructs existing ventilation routes;
- Blinds on facades where there is a need to control solar gain; and
- Insulation treatment for external doors on eligible facades where these doors open directly into an eligible habitable room.
- Post works completion, and where requested by the occupants of eligible dwellings, the removal and making good of all measures listed above.

Table 3 presents a description/specification of the works to be provided for each.

Table 3: Noise insulation works descriptions	
Element	Description or works to be offered
Secondary glazing	<p>Depending on the type of window currently installed, secondary glazing will usually comprise another pane of glass in its own frame (wood, metal or plastic) approximately 100-200mm inside of the existing window. Secondary glazing may be opened for cleaning or ventilation.</p> <p>The full specification of the secondary glazing shall be as set out in paragraph 4 of Part III of Schedule 1 of the Noise Insulation Regulations 1975. Refer to Appendix A.</p> <p>It is important to note that secondary glazing is not double glazing. Double glazing consists of two panes of glass within a single frame, often used for thermal insulation; secondary glazing is an independent frame behind any existing windows. If an eligible property already has double glazing, this will not affect eligibility under this policy.</p>
Supplementary ventilation	<p>Attenuation through windows is greatest when windows are closed. Therefore, where the secondary glazing reduces the amount of passive ventilation achieved with the existing windows closed, supplementary ventilation will be provided. This may take the form of passive ventilators within the secondary glazing frame, or small electric fans located on an outside wall.</p> <p>Electric ventilation shall be specified as set out in paragraph 6 of Part III of Schedule 1 of the Noise Insulation Regulations 1975. Passive ventilation shall be specified as set out in Paragraph 7 of Part III of Schedule 1 of the Regulations. Refer to Appendix A. Any ventilation measures shall also be specified to comply wholly with Building Regulations Approved Document F, where applicable.</p>
Blinds	<p>On some facades, closed windows may lead to uncomfortable solar gains, with no means of heat dispersal. As such, blinds may be offered to eligible facades to mitigate overheating.</p> <p>The full specification of the blinds shall be as set out in paragraph 5 of Part III of Schedule 1 of the Noise Insulation Regulations 1975. Refer to Appendix A.</p>
Treatment of external doors	<p>Where applicable, a 'secondary' door may be installed to mitigate noise break-in. This will be determined on a case by case basis in accordance with the definition of habitable rooms presented above.</p>

	The full specification of the secondary glazing shall be as set out in paragraph 2e of Part I of Schedule 1 of the Noise Insulation Regulations 1975. Refer to Appendix A.
--	--

There may be circumstances in which it is not possible to fit secondary glazing or alternative ventilation. Such cases will be considered on a case-by-case basis. Temporary re-housing may be offered at the discretion of the nominated undertaker even if the temporary re-housing thresholds are not exceeded.

If a property has already had insulation work carried out or a grant for such work in respect of another public works scheme (such as a road or railway works), the existing noise insulation will be inspected by the nominated undertaker following receipt of an application for noise insulation to ensure that it is in a state adequate to attenuate the construction noise to the appropriate extent. Judgements of existing noise insulation measures will be made against the standards of insulation required under the Noise Insulation Regulations 1975 as a basis of design.

If it is not, the nominated undertaker will offer to carry out the works to bring the existing noise insulation package up to meet the relevant specifications as presented in Table 3. Alternatively, the 'reasonable costs' grant described below may be offered.

The nominated undertaker shall use reasonable endeavours to obtain all relevant consents required to undertake the works defined above. For example, the types of consent required may include:

- a) Planning permissions
- b) Listed building consents
- c) Consent from the landowner
- d) Consent from the landlord
- e) Building regulations.

The nominated undertaker shall not permit any individual work or works, forming part of the development in respect of which mitigation or compensation measures are required, to commence unless, and until, those measures have been fully implemented. This restriction will not apply where:

- a) Access to property for the purpose of implementing or completing the mitigation or compensation measures is refused or unreasonably delayed by the owner or occupier;
- b) Any person entitled to the measures fails to comply to timescales imposed as part of this process (refer to Section 5);
- c) The owner or occupier of the property which qualifies for mitigation or compensation measures objects or confirms in writing to the nominated undertaker that they do not wish those measures to be implemented;

- d) A discretionary offer of temporary re-housing is made where noise insulation is not practicable, but this offer is refused by the owner/occupants.

4.1.1 Guidance for Tenants/Landlords

If an application is made by a landlord or tenant of a property qualifying for noise insulation measures, the nominated undertaker will try to reach agreement between all parties where possible, on their installation. 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 the work can be carried out.

4.2 **Temporary Re-housing**

Where eligibility is determined, the temporary re-housing package will comprise (as appropriate):

- Temporary alternative accommodation suitable for the occupants for the duration of the works that result in eligibility. Subject to the works durations, this may be hotels or rented accommodation;
- Removals;
- Storage and insurance of personal effects;
- Insurance for the vacant dwelling;
- Where appropriate, kennels/catteries for pets¹⁰.
- Where appropriate, the disconnection and later re-connection of gas, water, electricity, etc.

All costs associated with the above will be covered by the nominated undertaker upon owner/occupier acceptance of an offer for temporary re-housing made by the nominated undertaker, where this acceptance is received in line with the application process (Section 5).

The nominated undertaker will also bear any increased costs of maintaining or insuring eligible dwellings where these occur. This includes any additional council tax liability for unoccupied premises.

The nominated undertaker will ensure that all dwellings remain accessible for the duration of the eligibility period for owners/occupiers to visit as required.

Dwellings that are eligible for temporary re-housing are not inherently eligible for noise insulation. However, if temporary re-housing is not practicable (as determined by the owner/occupier), offers of noise insulation may be made, as above. Owners/occupants will be made aware of the outstanding risk of disturbance as a result of noise insulation rather than re-housing.

¹⁰ All reasonable efforts will be made to find temporary accommodation suitable for occupants and pets, however this may not always be possible.

4.2.1 Guidance for Tenants/Landlords

All rights, responsibilities and liabilities between landlord and tenants will remain in place for the duration of any temporary re-housing.

4.3 **Reasonable Costs Grants**

Eligible properties are under no obligation to accept offers of noise insulation or temporary re-housing. Offers may be accepted in whole, or partially, as deemed appropriate by the owner/occupier.

Where an offer is not wholly accepted, the owner/occupier will be offered the 'reasonable cost' of the mitigation offered by way of a grant. The purpose of the grant is to allow owners/occupiers the opportunity to undertake the offered works themselves.

In order to receive a grant, the following conditions must be met:

- The owner/occupier must obtain three written quotations for the mitigation (noise insulation or temporary re-housing), as described above. The quote representing the best value for money will be considered. Quotes that are considered inflated or otherwise not aligned with the mitigation descriptions presented herein will not be accepted.
- Where noise insulation is sought, the acoustic performance of the works must be equivalent to, or greater than, that offered by the nominated undertaker.
- The amount of the grant will be the lesser of either the quotation, or the actual cost of installation/accommodation.
- The nominated undertaker will provide owners/occupiers up to 25% of the estimated cost in advance, with the remainder provided in completion of the works. Note – the nominated undertaker will not pay contractors/suppliers directly.
- The mitigation for which the grant is provided must be completed within 12 months of the advance payment, or prior to the works resulting in eligibility (whichever is sooner). If this condition is not complied with, no further payments will be issued by the nominated undertaker and any advance payments already made shall be returned.
- If a grant is offered and accepted, the works must be carried out to the specifications in the offer. Otherwise, owners/occupants will be required to repay the grant.

The reasonable costs grant scheme cannot be used for remediation works for existing building issues.

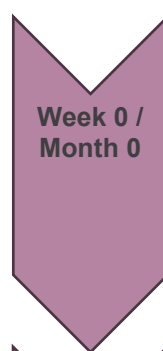
However, the scheme does cover the making good of the existing fabric and decoration (not including curtains) after the installation of secondary glazing, ventilation equipment, and secondary doors, including the adaptation of any existing pelmet and curtain rack. If an eligible owner/occupant wishes to have the noise insulation package removed following the completion of the construction works, the scheme also covers the cost of removal.

5 Application Process

Initial eligibility for noise insulation and temporary re-housing has been determined following a detailed construction noise assessment undertaken by W&B as part of the Section 61 application. Eligibility will be reviewed throughout the construction works subject to ongoing noise monitoring at the works areas.

In accordance with BS 5228-1, the application for noise insulation or temporary re-housing must be made by the owners/occupants of properties that area affected by the construction works.

The application process and timeframes are therefore set out below. The full process is typically expected to take up to 16 weeks. Where applications for mitigation are not made in accordance with the below, the eligible works may have started or been completed prior to mitigation works being feasibly installed. In such a case, applications will be denied.



Notification of Eligibility is Made

- Prior to works commencing, Portsmouth Water will notify owners or occupiers of buildings which, on the basis of the pre-works assessment, are likely to be eligible and will inform the owner/occupants of the type of mitigation (noise insulation or temporary re-housing) they are eligible for. The notification will include the period, duration and working hours of the works that are expected to result in eligibility. Portsmouth Water will send an application form at this stage, which will require owners/occupiers to confirm whether they are interested in receiving the mitigation outlined herein.
- Owners/occupants are under no obligation to accept the mitigation if they do not consider it necessary.



Occupants Confirm Interest in Accepting Offer

- Where owners/occupiers receive such a notice and application form, they should complete and return the form to Portsmouth Water confirming if they are interested in receiving the assistance they are eligible for.
- A decision to accept an offer of noise insulation must be made within a certain timeframe. Specifically, an offer must be accepted no later than 1 month after the date it is made in writing to owners/occupiers or two months before the installation/implementation of other noise insulation at eligible properties affected by the same construction works, whichever is the sooner. In the either case, owners/occupiers will receive notice of the cut-off date for acceptance at the time the offer is made or shortly thereafter. If a response is not received within the time-frame due to circumstances beyond reasonable control (such as extended hospital stays, changes in property ownership or occupancy), due consideration will be given on a case-by-case; however, the construction works will continue as programmed.
- Should delays on accepting an offer result in the period of eligible works being already completed prior to any practical implementation, the nominated undertaker is under no obligation to provide noise insulation or temporary re-housing.

**Week 8 /
Month 2**

Pre-Installation Surveys

- Where owners/occupiers confirm that they are interested in receiving the mitigation, the nominated undertaker will then arrange to visit the property in order to:
 - Discuss the application generally;
 - View the property and in the case of noise insulation 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).
 - The nominated undertaker will then assess the application and constraints in detail and, if it is accepted, notify owners/occupants of:
 - Any further survey likely to be needed at the property and (in insulation cases) the work the nominated undertaker believes is required and their offer to do it; or
 - (in re-housing cases) either the proposals to re-house owners/occupants temporarily or the information and guidance required for owners/occupants to make their own rehousing arrangements. In either case, the proposals will be discussed and owners/occupants are not under any obligation to accept the offer.
- Subject to agreement, the noise insulation package or temporary re-housing plan (as the case may be) is then put into effect. The nominated undertaker will either offer to do the work at their expense, or offer grant aid for you to carry out the works.

**Week 16 /
Month 4**

Implementation of Mitigation

- A date will be booked for the installation of secondary glazing, or for review/assessment of secondary glazing installed by the owner/occupant as a result of the grant scheme.
- The nominated undertaker reimburses owners/occupants for any agreed up-front costs which have been incurred as a result of temporary re-housing (such as removals, storage, kennels, etc) or (in grant cases) pays the balance of the grant. Alternatively, the nominated undertaker pays for noise insulation or removal/re-housing costs where the work has been completed by the nominated undertaker.
- The nominated undertaker will require that owners/occupiers ensure that adequate access is provided for the survey and installation. If any additional costs should be incurred for access arrangements, the nominated undertaker will reimburse owners/occupiers provided the amount is agreed with the nominated undertaker before the cost is incurred.

**Week n /
Month n**

Removal of Mitigation and Making Good

- If requested by the occupants, the nominated undertaker will remove the mitigation measures installed and make good the surrounding area with relation to any penetrations and fixings.

5.1 Nominated Undertaker Point of Contact

Where an owner/occupier considered that their property may be eligible, but a notification has not been received, initial contact shall be made to the following email address with the subject as follows.

- **Contact email address:** havantthicket@portsmouthwater.co.uk
- **Contact phone number:** 023 9249 9888
- **Email subject:** *"Havant Reservoir Pipeline - Application for NITR Eligibility; [Applicant Address]"*

Appendix A - Specification of Off-Site Mitigation Measures

This appendix provides further detail of the specification of the noise insulation measures covered within this policy, as defined within the Noise Insulation Regulations 1975.

Table A1: Specification of Noise Insulation Measures									
Element	Specification as per Noise Insulation Regulations 1975								
Secondary glazing	<p>Paragraph 4 of Part III of Schedule 1 states:</p> <p><i>"4.—(1) The existing window shall either be retained and converted to a double window by the installation of a new inner window, or replaced by a new double window if this is essential, and the following conditions shall be complied with—</i></p> <p><i>(a) subject to the requirements of sub-paragraph (c) below, any gaps in the outer window shall be effectively sealed if this is possible by compressible resilient strip or other means;</i></p> <p><i>(b) the inner window may be framed in wood, metal or plastic, shall be well fitted into the existing window reveal or planted on the wall face round the reveal, with the junction between wall and window frame fully sealed by means of mastic packing, cover strips or other equally effective means, and shall be glazed with glass having a thickness of not less than 3 millimetres;</i></p> <p><i>(c) both the outer and inner windows shall be adequately openable for direct ventilation when required, and the inner window shall be adequately openable for cleaning purposes, but the opening lights of the inner window shall be well sealed round their edges either by compressible resilient strip or other equally effective means;</i></p> <p><i>(d) if the window is a bay window or bow window the inner window shall either follow the shape of the outer window, or shall be taken straight across the bay or bow, and any projecting surround or window board required to close off the window cavity shall have a weight of not less than 10 kilogrammes per square metre;</i></p> <p><i>(e) at least two reveals of the window opening between the outer and inner window shall be lined with sound absorbent material;</i></p> <p><i>(f) the shortest distance, or, in the case of a bay window or bow window where the inner window is taken straight across the bay or bow, the mean horizontal distance, between the glass of the outer window and the glass of the inner window shall not be less than the distance specified in the second column of Table 1 below in relation to the thickness of glass of the inner window specified in the first column of that Table:</i></p> <table border="1"> <thead> <tr> <th colspan="2">TABLE 1</th></tr> </thead> <tbody> <tr> <td><i>Less than 4mm and not less than 3mm thick</i></td><td><i>200 mm</i></td></tr> <tr> <td><i>Less than 6mm and not less than 4mm thick</i></td><td><i>150 mm</i></td></tr> <tr> <td><i>6mm thick or more</i></td><td><i>100 mm</i></td></tr> </tbody> </table> <p><i>(2) Where it is not practicable to comply with any of the specifications in this paragraph the most practicable alternative specification may be used, provided that in every case the windows shall be adequately openable for direct ventilation."</i></p>	TABLE 1		<i>Less than 4mm and not less than 3mm thick</i>	<i>200 mm</i>	<i>Less than 6mm and not less than 4mm thick</i>	<i>150 mm</i>	<i>6mm thick or more</i>	<i>100 mm</i>
TABLE 1									
<i>Less than 4mm and not less than 3mm thick</i>	<i>200 mm</i>								
<i>Less than 6mm and not less than 4mm thick</i>	<i>150 mm</i>								
<i>6mm thick or more</i>	<i>100 mm</i>								
Supplementary ventilation - mechanical	<p>Paragraph 6 of Part III of Schedule 1 states:</p> <p><i>"6. The ventilator system shall consist of a sound attenuating ventilator unit and an air supply duct protected by a cowl (or grille). The air supply duct and cowl (or grille) may be of separate construction from the ventilator unit or integral with it, but the following conditions shall be complied with—</i></p>								

	<p>(a) the air supply duct and cowl (or grille) shall be designed to allow the passage of air between the ventilator unit and the external air at all times and shall be so constructed that when installed in a cavity wall exposed to the weather—</p> <p>(i) the weather resistance of the cavity is retained, and</p> <p>(ii) the external cowl (or grille) provides protection against the passage of snow, rain and vermin;</p> <p>(b) the ventilator unit shall consist of a controlled variable-speed inlet fan with sound attenuating duct and cover, shall be fitted with an easily removable and washable air filter on the inlet side of the sound attenuating duct to afford adequate protection for the acoustic lining, and shall be capable of supplying fresh air to the room directly from outside by means of the supply duct and cowl (or grille);</p> <p>(c) the ventilator unit shall be securely fixed to the wall in such a position that the air filter can be easily removed and the junction between the ventilator unit and the face of the wall shall be fully sealed by means of compressible strip or other equally effective means;</p> <p>(d) the air supply duct and cowl (or grille) shall be securely fixed to the wall and the junction between the air supply duct and the internal leaf shall be fully sealed by suitable means;</p> <p>(e) the ventilator unit shall be electrically safe in operation and maintenance and shall not present a fire hazard;</p> <p>(f) the ventilator unit (with air filter in position), by itself or with an integral air supply duct and cowl (or grille), shall be capable of giving variable ventilation rates ranging from—</p> <p>(i) an upper rate of not less than 37 litres per second against a back pressure of 10 newtons per square metre and not less than 31 litres per second against a back pressure of 30 newtons per square metre, to</p> <p>(ii) a lower rate of between 10 and 17 litres per second against zero back pressure; and if there is no continuous control of the ventilation rate, the following intermediate settings shall be provided—</p> <p>(i) a ventilation rate of more than 31 and less than 33 litres per second against a back pressure of 10 newtons per square metre; and</p> <p>(ii) a ventilation rate of more than 21 and less than 26 litres per second against a back pressure of 10 newtons per square metre;</p> <p>(g) the effective area of the air path through the ventilator system, with the fan switched off and the air filter in position, shall be not less than 3,250 square millimetres and shall be ascertained by measuring the static pressure difference across the ventilator system for various air flow rates through the ventilator system and calculating the effective area from $1270 Q/\Delta p$ (where Q is the measured air flow rate through the ventilator system in litres per second and Δp the measured static pressure difference across the ventilator system in newtons per square metre): effective areas shall be calculated for air flow through the ventilator system in both directions and the lower calculated value shall be taken for the effective area;</p> <p>(h) the ventilator unit, by itself or integral with the air supply duct and cowl (or grille), shall be so constructed that—</p> <p>(i) when it is in operation in any room the sound level in the room due to the operation of the unit at a ventilation rate of 31 litres per second against a back pressure of 10 newtons per square metre, measured at any point not nearer than 1 metre to the unit or to any of the room surfaces and normalised by the subtraction of $10\log(10/A)$ (where A is the measured sound absorption in the room in square metre units at each $\frac{1}{3}$ octave frequency interval from 100 to 3150 Hz), does not exceed 35 decibels on the A scale, and at the maximum ventilation rate of the unit against a back pressure of 30 newtons per square metre does not exceed 40 decibels on the A scale; and</p> <p>(ii) the sound pressure level difference measured in accordance with British Standard specification for the measurement of sound transmission in buildings published on 31st May 1956 under the number BS2750: 1956 between two rooms separated by a solid wall (of area of not less than 10 square metres and of average mass, calculated over</p>
--	--

	<p>any portion of the wall measuring 1 square metre, of not less than 415 kilogrammes per square metre) incorporating the ventilator unit, normalised by the addition of $10\log(10/A)$ (where A is the measured sound absorption in the receiving room in square metre units at each $\frac{1}{3}$ octave frequency), is not less than the figure shown in Table 2 below except for total adverse deviations (at all $\frac{1}{3}$ octave frequencies) not exceeding 32 decibels and an adverse deviation at any one $\frac{1}{3}$ octave frequency not exceeding 8 decibels.</p> <p>TABLE 2</p> <table> <tr> <th>1/3 octave frequency band centre (Hz)</th><th>Normalised sound pressure level difference (Decibels)</th></tr> <tr><td>100</td><td>30</td></tr> <tr><td>125</td><td>33</td></tr> <tr><td>160</td><td>36</td></tr> <tr><td>200</td><td>39</td></tr> <tr><td>250</td><td>42</td></tr> <tr><td>315</td><td>45</td></tr> <tr><td>400</td><td>48</td></tr> <tr><td>500</td><td>49</td></tr> <tr><td>63</td><td>50</td></tr> <tr><td>800</td><td>51</td></tr> <tr><td>1000</td><td>52</td></tr> <tr><td>1250</td><td>53</td></tr> <tr><td>1600</td><td>53</td></tr> <tr><td>2000</td><td>53</td></tr> <tr><td>2500</td><td>53</td></tr> <tr><td>3150</td><td>53</td></tr> </table>	1/3 octave frequency band centre (Hz)	Normalised sound pressure level difference (Decibels)	100	30	125	33	160	36	200	39	250	42	315	45	400	48	500	49	63	50	800	51	1000	52	1250	53	1600	53	2000	53	2500	53	3150	53
1/3 octave frequency band centre (Hz)	Normalised sound pressure level difference (Decibels)																																		
100	30																																		
125	33																																		
160	36																																		
200	39																																		
250	42																																		
315	45																																		
400	48																																		
500	49																																		
63	50																																		
800	51																																		
1000	52																																		
1250	53																																		
1600	53																																		
2000	53																																		
2500	53																																		
3150	53																																		
Supplementary ventilation – passive vents	<p>Paragraph 7 of Part III of Schedules 1 states:</p> <p>"7.—(1) Every permanent vent shall consist of a sound attenuating purpose-made opening or duct which is designed to allow the passage of air between the room and the external air at all times, and shall have an external cowl (or grille) for protection against the passage of snow, rain and vermin. It shall be so constructed that when installed in a cavity wall exposed to the weather, the weather resistance of the cavity is retained and the acoustic performance of the vent is not impaired.</p> <p>(2) The effective area of the air path through the permanent vent shall be ascertained by the method described in paragraph 6(g) above, save that for the words "ventilator system" in that paragraph there shall be substituted "permanent vent".</p> <p>(3) When installed the permanent vent shall be securely fixed to the wall and the junction between the vent and the face of the wall shall be fully sealed by means of compressible strip, mastic packing, cover strips or other equally effective means and where the vent has an air supply duct traversing a cavity wall the junction between the supply duct and the internal leaf shall be fully sealed by suitable means to prevent the passage of air to or from the cavity.</p> <p>(4) Permanent vents shall be so constructed and installed as not to present a fire hazard.</p> <p>(5) Every permanent vent shall either</p> <p>(a) Vent type A</p> <p>(i) have an effective area, ascertained in accordance with sub-paragraph (2) above, of not less than 3250 square millimetres and not more than 6500 square millimetres; and</p> <p>(ii) be so constructed that the sound pressure level difference, ascertained by the method described in paragraph 6(h)(ii) above, complies with the requirements of that paragraph, save that for the words "ventilator unit" in that paragraph there shall be substituted "permanent vent"; or</p> <p>(b) Vent type B</p>																																		

	<p>(i) have an effective area, ascertained in accordance with sub-paragraph (2) above, of not less than 3250 square millimetres; and</p> <p>(ii) be so constructed that the sound pressure level difference, ascertained by the method described in paragraph 6(h)(ii) above, complies with the requirements of that paragraph, save that for the words “ventilator unit” in that paragraph there shall be substituted “permanent vent” and after the words “(where A is the measured sound absorption in the receiving room in square metre units at each $\frac{1}{3}$ octave frequency)” there shall be added “and the addition of 10log(S/3250) (where S is the measured effective area of the permanent vent type B in square millimetres)”.</p>
Blinds	<p>Paragraph 5 of Part III of Schedule 1 states:</p> <p>”5.—(1) A venetian blind, where fitted, shall be placed between the panes of double windows, and the following conditions shall be complied with—</p> <p>(a) the slat surface shall be white or near white;</p> <p>(b) the ratio of width to spacing of slats shall be between 1.15:1 and 1.25:1;</p> <p>(c) the blind shall have horizontal slats capable of being raised or lowered, and the angle of tilt of the slats shall be adjustable, the control being either—</p> <p>(i) by a single continuous cord operating both the raising and lowering and tilting mechanisms from one end of the blind box, or</p> <p>(ii) by controls for the raising and lowering and tilting mechanisms at either end of the blind box;</p> <p>(d) the controls specified in sub-paragraph (c) above shall, where practicable, be readily accessible within the room with the windows fully closed;</p> <p>(e) the opening for control cords shall be sealed or kept to the minimum necessary for smooth operation;</p> <p>(f) the blind box shall be fitted to the top window reveal or framehead between the panes of the double windows; and</p> <p>(g) the length of the slats shall be between 10 millimetres and 30 millimetres less than the width of the recess at its narrowest point, and the blind shall be capable of extending to the lowest level of the glazing of the outer window.</p> <p>(2) Where it is not practicable to comply with any of the specifications in this paragraph the most practicable alternative specification may be used.</p>
Treatment of external doors	<p>Paragraph 2e of Part 1 of Schedule 1 states:</p> <p>”[The insulation works shall include] the provision where practicable of a second door behind each qualifying door, the shortest distance between the two doors to be not less than 150 millimetres, and at least one of the doors to be weather stripped, and the ceiling and walls between the doors to be lined with sound absorbent material; or, where it is not practicable to provide a second door, either—</p> <p>(i) the provision of a new single door with improved noise insulation properties and, where appropriate, the weather stripping of the new door, or</p> <p>(ii) the fitting of a second panel of glass behind any existing glazed panel in an existing door and the weather stripping of the door;”</p>