

**To: Cllr Meric Apak, Cabinet Member for Better Homes  
Cllr Nasim Ali, Regents Park Ward Member  
Cllr Heather Johnson, Regents Park Ward Member  
Cllr Nadia Shah, Regents Park Ward Member  
Cllr Samata Khatoon, St Pancras & Somers Town Ward Member  
Cllr Roger Robinson, St Pancras & Somers Town Ward Member  
Cllr Paul Tomlinson, St Pancras & Somers Town Ward Member**

**Cc: Cllr Danny Beales, Cabinet Member for Investing in Communities  
Katy Mann, HS2 Programme Lead**

**From: Moira Ugoji, Community Liaison Manager**

**Date: November 2018**

**Re: Noise Insulation and HS2 Noisy Works**

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## **1. Introduction**

1.1 The following action was raised at the September Camden DMC meeting.

*A response was sought in relation to concerns from the DMC that the Council was not taking a strong enough stance on HS2 undertaking works while noise insulation has not been installed on the vast majority of affected homes due to get it and full monitoring is not in place.*

*The Cabinet Member for Better Homes asked that a briefing be circulated to councillors in relation to this.*

1.2 This briefing provides the response to the above action.

## **2. Background**

2.1 As part of the Council's assurances from government, HS2 Ltd is required to install a noise insulation (NI) package in over 1,300 homes identified as affected by HS2 construction noise. Assurance 10.4 states:

*"...those qualifying properties have the appropriate mitigation installed before commencement of those 'HS2 Works' that trigger the need for noise insulation"*

2.2 The NI package includes secondary glazing, mechanical ventilation and, where necessary, solar blinds.

## **3. Noise Insulation delivery to date**

3.1 The main driver for the timing of the installation of the noise mitigation package is the commencement of HS2 works that exceed the statutory trigger levels that require the need for noise insulation as set out in HS2 Ltd's noise insulation policy<sup>1</sup>.

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<sup>1</sup> HS2 Information Paper E23: Control of Construction Noise and Vibration  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/672398/E23 - Control of construction noise and vibration v1.7.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/672398/E23_-_Control_of_construction_noise_and_vibration_v1.7.pdf)

- 3.2 So far, HS2 Ltd. has not breached the assurances linked to noise insulation as the 'noisy works' that are likely to trigger the need for noise insulation have not happened yet<sup>2</sup>.
- 3.3 Nevertheless, we believe that noise insulation should be installed at all qualifying properties as soon as possible, regardless of what the assurance says, as residents are still experiencing some level of noise from construction works which they find disturbing. The Council is deeply concerned about the lack of progress on the NI installations and has been pressing HS2 Ltd to improve delivery of the programme.
- 3.4 To date, 178 properties have received the noise insulation package. See paragraph 4.1 below for more information.
- 3.5 It is worth noting that, by January 2019, there will be only 14 properties out of the 1,300+ that would have met the criteria trigger levels for noise insulation as set out in HS2 Ltd's noise insulation policy. These properties are located on Cobourg Street and the HS2 work that triggers the need for noise mitigation is linked to the removal of a basement slab at the Ibis hotel and is expected to take place in January. Some of these properties already have noise insulation in place and the others are to be prioritised as the noisy works are imminent.
- 3.6 The following set of HS2 works that are likely to trigger the need for noise insulation is some of the demolition planned at Regents Park Estate. This work is due to start in March 2019.

#### **4. Monitoring NI installations**

- 4.1 We have been monitoring the number of installations since they began in earnest in February this year. This summer, following a healthy rise of installations, officers noticed that the overall number of installations had begun to plateau. Officers immediately began challenging HS2 on this in a variety of forums and held several meetings to understand the barriers to delivery. As a result, HS2 have refreshed the programme resource which seemed to be part of the issue and are conducting an internal review to identify any other barriers to delivery. The outcome of this review will be communicated back to the council in November.
- 4.2 Of the installations that have taken place, officers have undertaken post-fit inspections on Regents Park Estate, Amptill Estate and Silsoe House to check the quality of the installations.
- 4.3 During these post inspections, poor fittings were identified, and officers have reported these back to CSJV for them to undertake further visits with Council officers. CSJV remedied the issues within four weeks. Going forward, CSJV are now ensuring they do checks on all fittings to ensure quality control is high.
- 4.4 In view of the findings communicated back to CSJV following the inspections, they have also committed to engaging with residents at the end of installations and explaining how windows work, which they had failed to do previously.

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<sup>2</sup> HS2's noise insulation policy (E23) denotes that in order to trigger noise insulation the noisy works need to have occurred for a period of 10 or more days of working in any 15 consecutive days during construction; or for a total of 40 days or more in any six consecutive months during construction. This approach was signed off as part of the HS2 Act

## **5. Council support to HS2 Ltd and CSJV**

- 5.1 The Council continues to challenge and support HS2 Ltd and CSJV to improve their performance and progress their noise insulation programme. The following sections demonstrate the areas where attention is most focussed.

### **Mechanical ventilation**

- 5.2 Due to community and Council concerns about the information that residents were receiving from HS2 Ltd and CSJV about mechanical ventilation, officers wrote to all homes identified as qualifying for the NI package explaining what mechanical ventilation consisted of and what residents' options are.
- 5.3 Council officers will continue to review NI offers and support residents to ensure that, where mechanical ventilation has not been offered to them, the resident is cognisant of all relevant information in order to make an informed decision about whether to accept the offer. This would include understanding the reason that mechanical ventilation has not been offered if this is the case.
- 5.4 The Council will continue to challenge CSJV over their position on mechanical ventilation on individual properties and will ensure that the offers made to residents meet the necessary standards in terms of Environmental Health requirements and Building Regulations.
- 5.5 In addition, there are ongoing planning pre-application and in-application discussions over planning process for applications for mechanical ventilation grilles to large blocks on Regents Park Estate because CSJV have not had access to all flats within blocks.

### **Amphill Estate**

- 5.6 There is an ongoing issue with identifying appropriate ventilation solutions for Amphill Estate high-rise. The standard installations require a hole to be created in the facade of a building to install the ventilation grilles. However, this is not possible for Amphill high-rise because of the existing cladding which the council does not wish to alter in any way. Officers are providing extensive support to resolve this matter.
- 5.7 Council engineers discussed fire prevention measures, already in situ in the existing windows, and a potential solution ventilation for Amphill high-rise by fitting additional mechanical slot ventilators into the existing trickle vent system which would in turn ensure that the cladding is not disturbed.
- 5.8 The Council has given access to both Amphill high-rise (and low-rise) properties for CSJV to investigate the make-up of the existing windows in situ, and how they might fit both secondary glazing and mechanical ventilation. The Council has also given HS2 Ltd and CSJV access to void properties on Amphill Estate to test for secondary glazing where Council property can be made accessible.

### **Heritage properties**

- 5.9 There are regular meetings between the Council's planning and conservation officers, HS2 Ltd and CSJV on the proposed secondary glazing solutions for all

buildings, including those in conservation areas and listed buildings. These meetings often form the basis of informal planning pre-application discussions.

- 5.10 In June, officers conducted a walkabout of Mornington Terrace with HS2 Ltd and CSJV to try to identify locations on heritage buildings where mechanical ventilation grilles might be acceptable where it is necessary to provide it. What is appropriate on each building must be considered on a case by case basis, but the work was intended to provide some ideas and parameters to assist in the preparation of future applications. We are awaiting CSJV's response to this.
- 5.11 Generally, HS2 Ltd's position is that it will resist making applications to the Council for external glazing on heritage buildings because of the harm that would be caused by those works. Officers are also concerned about harm to heritage buildings, but consider that each case must be considered on its own merits (whilst seeking to minimise harm) and that the general policy application that HS2 is trying to apply is not appropriate. Officers will continue to challenge HS2 Ltd's current position and work with them to consider solutions for NI packages for heritage buildings.

### **Asbestos**

- 5.12 The Council has recently provided HS2 Ltd and CSJV free asbestos data base training and given both organisations access to the Council's asbestos survey data to ensure that they are aware if asbestos is present in NI eligible properties.

### **General NI programme communications and engagement**

- 5.13 A significant proportion of households eligible for the NI package have not engaged with HS2 Ltd or CSJV and take-up levels are lower than anticipated.
- 5.14 Officers have phoned residents to assist Everest and Granada (HS2 Ltd's NI sub-contractors) to gain access to these properties. Using the Council's resources to gain access where door knocking and letters have failed to warrant a response from the residents. The latest list given to the Council by HS2 Ltd included some 250 properties, which they would like to gain access to before 2019.
- 5.15 Officers have also asked for Everest and Granada personnel visiting Camden properties to undergo diversity training, as reports from residents indicate that ethnic minority householders are treated differently to their White British neighbours who are provided with more information. CSJV has agreed to roll-out this training and officers have provided them with information about available courses.
- 5.16 Officers pushed HS2 Ltd/CSJV to share the information that is given to residents about the NI package to ensure that they were providing the correct information and to ensure that an appropriate offer was also being made i.e. secondary glazing, an effective ventilation solution and, where appropriate, solar blinds.

## **6. Strategic challenge**

- 6.1 As well as the operational interventions detailed above, the Council has been challenging HS2 at a strategic and political level:
- On 6 December 2017 and 7 February 2018, the Leader of the Council wrote to Mark Thurston HS2 Ltd's Chief Executive to raise our concerns about the delays to the NI programme

- David Joyce, Director for Regeneration & Planning wrote to Rob Carr, HS2 Ltd's Programme Director Phase 1 South on 6 August to raise concerns about ongoing community feedback that, in some cases, HS2 is not offering mechanical ventilation to homes eligible for noise insulation.
- At the Euston Integrated Programme Board meeting in July 2018, the NI programme delays were raised by the Council as a key risk for the borough.
- Katy Mann, HS2 Programme Lead, and Bethany Cullen, Head of Development Management, are meeting the new senior lead of the programme at HS2 on 6 November to further unlock any barriers to delivery
- David Joyce and Katy Mann continue to meet with representatives from the community on a monthly basis to ensure that resident feedback on the NI Programme are captured and fed back to HS2 at a senior level.

## **7. Going forward**

- 7.1 The Council will continue to provide a robust challenge to HS2 Ltd and CSJV on our and community concerns about the noise insulation programme. Where needed, we will provide HS2 Ltd and CSJV with officer support and advice to progress the programme.

**END**