

# **CONSTRUCTION NOISE MANAGEMENT PLAN FOR 68A QUEENSCLIFF ROAD, QUEENSCLIFF**

Following is a Noise Management Plan for the demolition, excavation and construction for proposed works to be carried out at the above mentioned address. The aim of the plan is to outline ways to minimise noise impact to surrounding developments.

A copy of the noise management plan is to be kept on site.

***Hours of demolition, building, and associated site works (including deliveries) on the site shall be those stated in the Development Application Approval, being;***

***Firstly subject to Council DA conditions***

***or alternatively***

***7.00am to 5.00pm Monday to Friday inclusive,***

***8.00am to 4.00pm on Saturdays. No excavation, jack hammering, pile driving or vibration compacting or the like.***

***All building works are strictly prohibited on Sundays and Public Holidays***

## **Notification Before and During Construction**

Provide, reasonably ahead of time, information such as total building time, what works are expected to be noisy, their duration, what is being done to minimise noise and when respite periods will occur. For works outside standard hours, Council is to be notified first and approval sought. Inform affected residents and other sensitive land use occupants between five and 14 days before commencement if Council approves any building works outside the normal hours.

Provide information to neighbours before and during construction through media such as letterbox drops, meetings or individual contact.

- Use a site information board at the front of the site with the name of the organisation responsible for the site and their contact details, hours of operation and regular information updates. This signage should be clearly visible from the outside and include afterhours emergency contact details.
- Maintain good communication between the community and project staff.
- Contact phone number for enquiries during the works.
- Facilitate contact with people to ensure that everyone can see that the site manager understands potential issues, that a planned approach is in place and that there is an ongoing commitment to minimise noise.
- For larger projects only, appoint a community liaison officer where required and consider a regular newsletter with site news, significant project events and timing of different activities.

- Contact potentially noise affected neighbours at the earliest possible time before any site work begins.
- Inform potentially noise affected neighbours about the nature of the construction stages and the duration of noisier activities – for example, excavation and rock-breaking.
- Describe any noise controls, such as walls to be built first that will reduce noise, temporary noise walls, or use of silenced equipment.
- Keep potentially noise affected neighbours up to date on progress.
- Ask about any concerns that potentially noise affected neighbours may have and discuss possible solutions.

### **Demolition, Excavation & Construction**

Demolition, excavation and construction work shall be carried out in such a way as to minimise noise effects on the surrounding environment. This includes:

- Minimise the effects of noise pollution. Strict adherence to local councils' development consent conditions and other guidelines issued by other relevant authorities.
- Operate plant in a quiet and efficient manner.
- Where practical, undertake the noisiest works during the recommended standard hours.
- Turn off plant that is not being used.
- Examine, and implement where feasible and reasonable, alternative work practices which generate less noise – for example, use hydraulic rock splitters instead of rock breakers, or electric equipment instead of diesel or petrol powered equipment.
- Examine, and implement where feasible and reasonable, the use of silenced equipment and noise shielding around stationary plant (such as generators), subject to manufacturers' design requirements.
- Ensure plant is regularly maintained, and repair or replace equipment that becomes noisy.
- Ensure road plates are properly installed and maintained.
- Arrange the work site to minimise the use of movement alarms on vehicles and mobile plant.
- Locate noisy plant away from potentially noise affected neighbours or behind barriers, such as sheds or walls.
- Involve workers in minimising noise.
- Avoid dropping materials from a height, dropping or dragging road plates.
- Talk to workers about noise from the works at the identified land uses and how it can be reduced.
- Use radios and stereos indoors rather than outdoors.

### **High Noise Level Equipment**

Where very annoying activities are proposed, the builder should carefully consider feasible and reasonable alternative work methods to minimise noise impacts and provide justification for the method selected.

### **Motorised Equipment**

Motorised equipment such as trucks, excavators, loaders, bobcats, etc shall not be left unattended while running.

Noise emanating from the site during works shall be minimised by the use of appropriately silenced plant and equipment, where applicable.

In the event that unacceptable noise levels are reached, the builder shall take appropriate action. This action may include the alteration of operations, the restriction of particular operations to specified times, as well as the use of alternative equipment or the supplementing of silenced equipment.

### **Noise Complaints**

Keep staff who receive telephone complaints informed regarding current and upcoming works and the relevant contacts for these works.

Handle complaints in a prompt and responsive manner.

Where there are complaints about noise from an identified work activity, review and implement, where feasible and reasonable, actions additional to those described above to minimise noise output.

Complaints handling;

- Give complaints a fair hearing.
- Have a documented complaints process, including an escalation procedure so that if a complainant is not satisfied there is a clear path to follow.
- Call back as soon as possible to keep people informed of action to be taken to address noise problems.
- Call back at night-time only if requested by the complainant to avoid further disturbance.
- Provide a quick response to complaints, with complaint handling staff having both a good knowledge of the project and ready access to information.
- Implement all feasible and reasonable measures to address the source of complaint.
- Keep a register of any complaints, including details of the complaint such as date, time, person receiving complaint, complainant's contact number, person referred to, description of the complaint, work area (for larger projects), time of verbal response and timeframe for written response where appropriate.
- Where assistance or a resolution to the complaint cannot be rendered, contact the Principal Certifying Authority to assist in reaching a **feasible** and **reasonable** resolution.

Prepared by Classic Plans July 2019