

# Respite, relocation and noise management for residents during construction



State Library Station concept image

Residents living close to Metro Tunnel construction sites may be affected by construction noise and vibration. Noise and vibration impacts will vary depending on the location of your property and the type and duration of construction activity.

Melbourne is Australia's fastest growing city, with the population projected to almost double by the year 2050.

The Metro Tunnel Project will cater to this growth, with more frequent and reliable train services making it easier to travel to the CBD and move around the city for work, leisure, shopping, tourism and events.

During construction of the Metro Tunnel, we aim to minimise and manage the impacts of construction on local communities and the environment.

## Managing potential impacts to residents

Safeguards are in place to reduce and manage the Metro Tunnel's construction impacts on residents and the community.

These Environmental Performance Requirements (EPRs) have been approved by the Minister for Planning and define outcomes that must be achieved during the design, construction and operation of the project.

This includes levels of construction noise, dust and vibration. Compliance with these standards will be monitored by RPV and an independent auditor.

Metro Tunnel contractors are required to demonstrate they have plans in place to meet these standards and take steps to manage any areas of non-compliance.

The EPRs are set out in the Metro Tunnel Environmental Management Framework, which is available at [metrotunnel.vic.gov.au/planning](https://metrotunnel.vic.gov.au/planning)

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**VICTORIA'S BIG BUILD**



Arden Station under construction

## What is construction noise?

- **Airborne noise:**  
Most construction noise is caused by open-air work and vehicles. Most people will be familiar with airborne construction noise from day-to-day life in Melbourne.
- **Ground-borne noise:**  
A lower frequency ‘rumbling’ sound can be generated by vibration through the ground into a building. Ground-borne noise is usually caused by tunnelling and excavation works.

Noise impacts depend on the source of the noise, how close it is and existing background noise. People may have varying reactions and sensitivities to noise.

Lower frequency sound can be more disturbing to people than higher frequency sound, which means there are stricter limits for ground-borne noise during the evening and night than for airborne noise.

There is more information on EPRs and guidelines for airborne and ground-borne noise in the Metro Tunnel Environmental Management Framework.

## Guidelines for airborne noise levels

The Metro Tunnel Project has Airborne Construction Noise Guideline Targets, as set out in the EPRs.

Table 1 (below) shows noise levels that require us to put noise management measures in place.

Those measures are outlined in our Residential Impact Mitigation Guidelines. The full guidelines can be viewed on the Planning

Approvals section of the Metro Tunnel website.

The guideline noise levels apply outside the façade of a residence, which means that noise inside the residence will usually be lower.

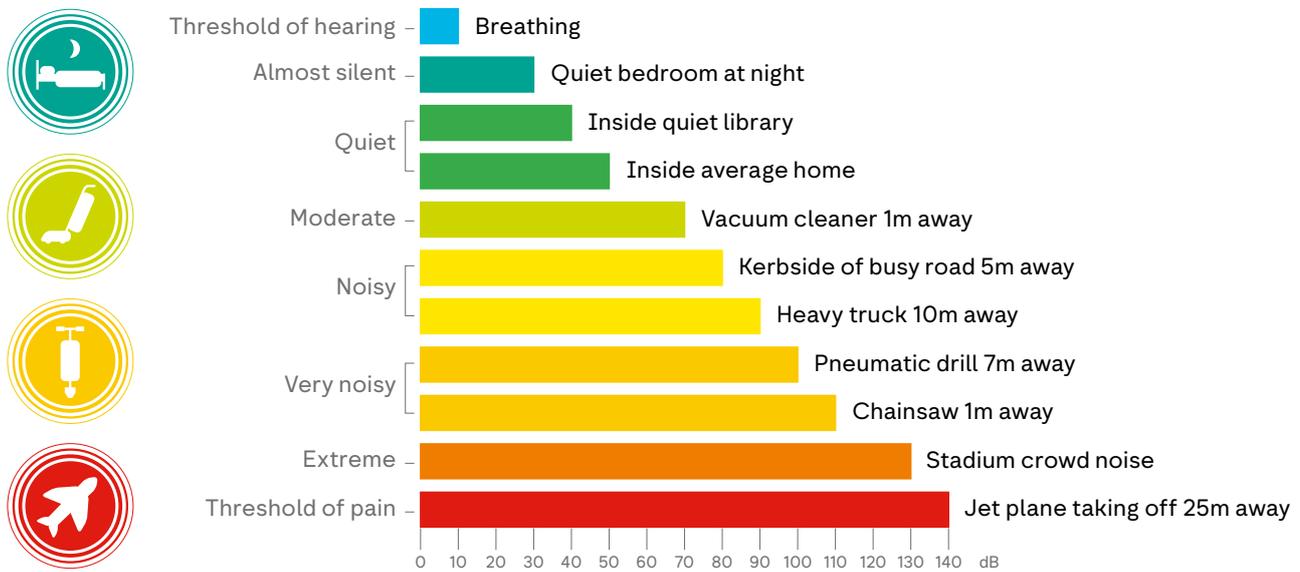
Table 1

Time period	Guideline noise level
<b>Normal working hours</b> Monday to Friday: 7am–6pm Sat: 7am–1pm	A noise management level of 10dB(A) above background noise* level applies.  For works exceeding 75dB(A) respite periods may be required to restrict the hours that very noisy activities can occur
<b>Weekend/evening work</b> Monday to Friday: 6pm–10pm Saturday: 1pm–10pm Sunday and public holidays: 7am–10pm	10dB(A) above background noise* level in residential premises for the first 18 months, 5dB(A) above background noise levels in residential premises thereafter
<b>Night works</b> 10pm–7am	Noise is to be inaudible within a habitable room of any residential premises.

\*Background noise is the average level of pre-existing noise measured over a 15 minute period.

# What do these levels actually mean?

The graphic below compares decibel levels with day-to-day noises.



## What are Unavoidable Works?

At times we will need to undertake noisy construction work outside normal work hours – this is called ‘Unavoidable Works’.

Generally noise from construction activities at night should not be heard by residents within bedrooms and living rooms. Unavoidable Works are an exception to this in our EPRs because they:

- Need to take place without a break, such as concrete pouring
- Require delivery of essential, oversized plant or equipment
- Involve time-sensitive maintenance or repair of public infrastructure
- Involve rail line disruptions or work that would cause a significant traffic hazard if done during the day
- Involve tunnelling underground
- Are emergency works due to unforeseen circumstances.

## Management measures for airborne noise

If Metro Tunnel construction noise exceeds guidelines, affected residents may be eligible for measures including:

- Offers of respite, such as tickets to cultural or sporting activities
- Alternative accommodation if residents meet the relevant criteria
- Earplugs, as some residents may prefer to stay at home during works.

## Alternative accommodation

Residents may also be eligible for alternative accommodation, where the total airborne noise created due to Unavoidable Works at night meets both of the following criteria, when measured outside and 1m in front of an exposed door or window to a habitable room in any façade of a residence:

- Noise exceeds either 65dB(A) in total, or 10dB(A) above pre-existing ambient noise level (whichever is higher).
- The noise is experienced between 10pm and 7am on any day of the week and
- the noise occurs on at least 10 days in any 15 consecutive days or
- 40 days in any six consecutive months.

## How will I know if I am eligible for respite or relocation?

The contractor will determine an eligibility zone based on construction works and the anticipated impacts on nearby residents. Residents in the zone will be notified by:

- Email and letterbox notifications
- Telephone calls
- Door knocking residents, where possible.

More information on the eligibility criteria for respite and relocation can be found in the Residential Impact Mitigation Guidelines on our website.

### What if I am not notified but believe that I should be offered respite or relocation?

Residents who are particularly sensitive to airborne noise or vibration can request respite or relocation while the works are being undertaken, by calling the project information line on **1800 105 105**. Requests will be assessed on a case-by-case basis.

### Keeping you informed

We are committed to keeping residents and the community informed about Metro Tunnel works in their local area and changes to traffic conditions. We will regularly provide extra information to help minimise inconvenience during Metro Tunnel construction.

### About the Metro Tunnel Project

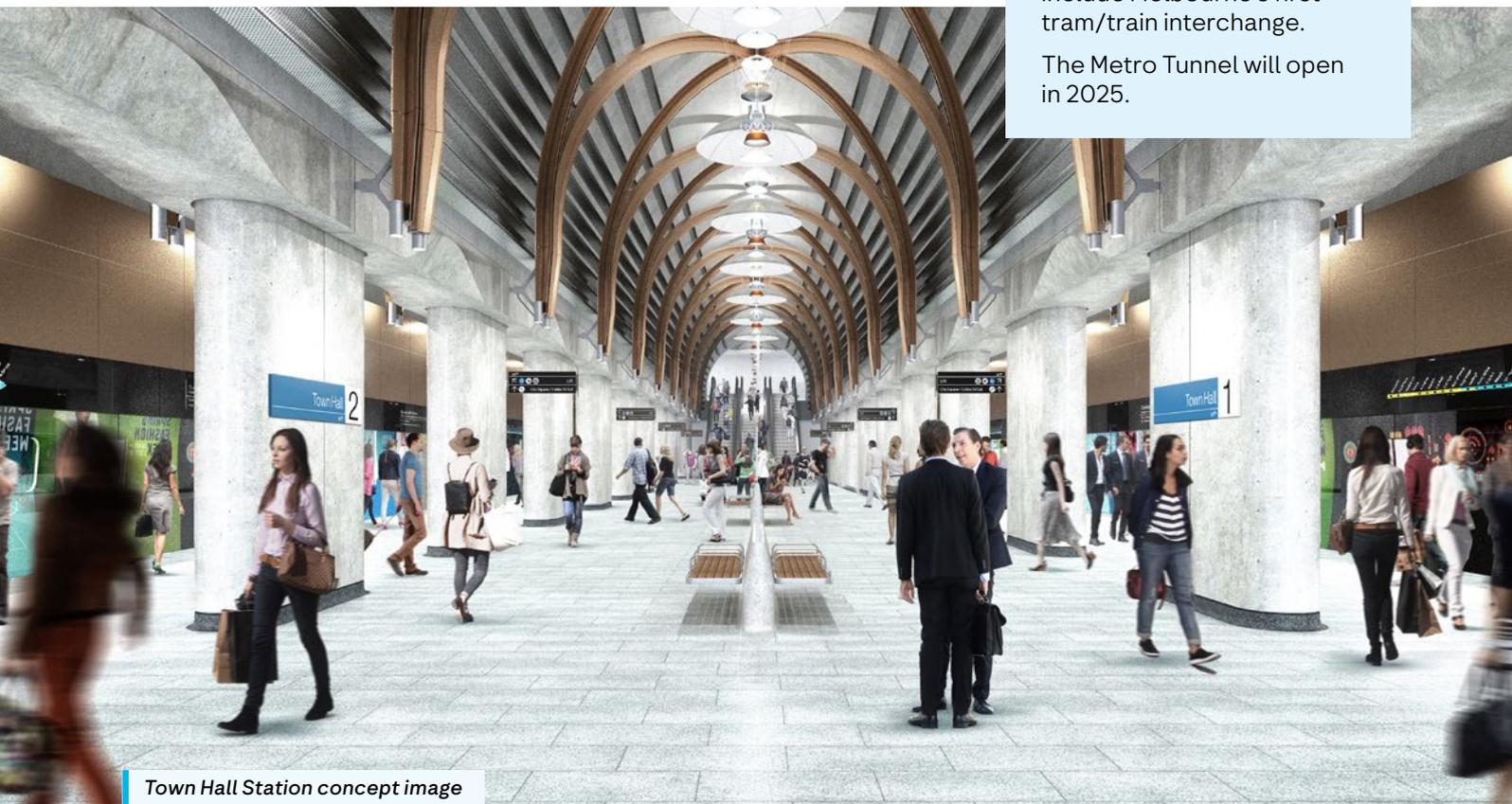
The Metro Tunnel will create a new end-to-end rail line from Sunbury in the west to Cranbourne/Pakenham in the south-east, via a new tunnel under Melbourne's CBD.

It will include five new underground stations at Arden, Parkville, State Library, Town Hall and Anzac.

Bigger and more modern trains will run on the line, along with next generation signalling for turn up and go services.

The new stations will give Melburnians rail access to Parkville's medical and education precinct and the St Kilda Road employment hub for the first time and include Melbourne's first tram/train interchange.

The Metro Tunnel will open in 2025.



Town Hall Station concept image

Find out more

[metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au)

1800 105 105 (call anytime)



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