



Information Paper

## F3 – COMMUNITY RELATIONS

### 1. Introduction

1.1 The nominated undertaker will have a detailed plan for community relations before and during construction. The framework and general principles are set out in the Crossrail Construction Code (CCC) (for further information see Information Paper D1 *Crossrail Construction Code*). Liaison arrangements will be discussed with local authorities, community representatives and other affected parties throughout construction.

### 2. Position Statement

2.1 The Promoter is committed to achieving and maintaining good relations with the community in all areas where works will be carried out.

2.2 The Crossrail helpdesk, which can be contacted by telephone 24-hours a day, 7-days a week and by post, fax and e-mail, will continue to operate throughout construction. All calls to the helpdesk will be logged and a reference number provided to the caller. If the enquiry cannot be dealt with immediately, the nominated undertaker will aim to deal with it no later than 24 hours after the initial contact. The helpline will be widely advertised on site signboards, information sheets and general correspondence. It will also be possible to contact the helpline via the Crossrail website.

2.3 An independent Complaints Commissioner will be appointed to investigate complaints against the nominated undertaker and its contractors, should the complainant decide that it has not been satisfactorily addressed by them, or has become the subject of a dispute between parties (see Information Paper F5 *Complaints Commissioner*).

2.4 As part of the process of obtaining powers through a Parliamentary Bill, the scheme expects to enter into undertakings and assurances with petitioners, local authorities, property owners, utilities providers and other statutory bodies. These undertakings and assurances may be project-wide and general, or site specific. The Promoter will require the nominated undertaker to ensure that undertakings and assurances are complied with.

2.5 The nominated undertaker will be expected to maintain a professional and helpful relationship with the community and with local authorities throughout construction. The nominated undertaker will have the following responsibilities:

- i. monitor contractor and subcontractor compliance with undertakings and performance against commitments, local agreements and specific community requirements throughout the project;
- ii. maintain regular communication to ensure that the community and all other stakeholders and affected parties are kept well informed. The nominated undertaker will be required to produce information sheets of the works to be carried out, detailing expected disruptions and the measures being taken to minimise or mitigate adverse effects of these works, at least two weeks prior to construction activity taking place. Information sheets will also be

APPROVED

Version 1 – 09/12/05

**Table 1: Construction<sup>1,2</sup> and Operational Groundborne Noise Criteria**

Building	Level/Measure
Residential buildings	40dB L <sub>Amx,S</sub>
Offices <sup>3</sup>	40dB L <sub>Amx,S</sub>
Hotels <sup>3</sup>	40dB L <sub>Amx,S</sub>
Theatres	25dB L <sub>Amx,S</sub>
Large Auditoria/Concert Halls	25dB L <sub>Amx,S</sub>
Sound recording studios	30dB L <sub>Amx,S</sub>
Churches	35dB L <sub>Amx,S</sub>
Courts, lecture theatres	35dB L <sub>Amx,S</sub>
Small Auditoria/halls	35dB L <sub>Amx,S</sub>
Schools Colleges	40dB L <sub>Amx,S</sub>
Hospitals, laboratories	40dB L <sub>Amx,S</sub>
Libraries	40dB L <sub>Amx,S</sub>

**Notes**

1. Excluding the groundborne noise from the passage of the tunnel boring machine (TBM) (refer to section 2.4 in the main text below).
2. Significance with respect to the construction railway/ is assessed subject to paragraph 2.11.
3. Significance criteria not included in the Scope and Methodology set out in Appendix A2, Vol. 5 of the Crossrail Environmental Statement, added here for clarification.

2.4 These criteria will be adopted as the performance specification for the railway as the detailed design is developed. They do not apply to the noise of the tunnel boring machine (TBM) passage, including other tunnelling related activities, which is short-term and transitory and which was therefore qualitatively described in the Crossrail Environmental Statement and assessed as likely to have no significant impact.

2.5 The potential impact for construction and operation of the railway is set out in the Environmental Statement. The assessment assumes that where necessary, the potential impact is mitigated. For the temporary railway during construction the mitigation measures available were assumed to be:

- use of new rail (smooth track without corrugations or discrete irregularities) installed at the start of the works with joints achieving variation in rail height of not more than 2mm;
- where appropriate the use of resilient rail pads to fasten rails to the sleepers, or adequate elasticity to the support of the track system, between the rail foot and the sleeper, or tunnel invert, in order to reduce the transmission of vibration and groundborne noise from the passage of rail vehicles;
- a speed limit on construction trains of 15km/h;
- all diesel locomotives used will be fitted with efficient exhaust silencers; and
- a maintenance programme that ensures the condition of the track does not deteriorate over time thereby causing noise in breach of the agreed threshold.

## 5 NOISE AND VIBRATION

## 5.1 GENERAL

5.1.1 The nominated undertaker will, as far as reasonably practicable, seek to control and limit noise and vibration levels so that affected properties and other sensitive receptors are protected from excessive noise and vibration levels associated with construction activities. The nominated undertaker will apply Best Practicable Means (BPM), as defined under Section 72 of the Control of Pollution Act (CoPA) 1974, to all activities.

## 5.1.2

The nominated undertaker will obtain consents from the relevant local authority under the Control of Pollution Act 1974, Section 61 on noise limits (and vibration limits where relevant) for the proposed construction works. Site specific management and mitigation requirements for noise and vibration, both on and off-site, will be defined in the Section 61 consents. By exception certain activities not anticipated to be noise sensitive such as site investigation and site set up may be agreed with the local authority that a Section 61 will not be necessary.

## 5.1.3

A noise and vibration policy has been published which defines trigger levels for noise insulation and temporary rehousing.

## 5.2

*PROCEDURES**Monitoring*

## 5.2.1

The nominated undertaker will undertake appropriate monitoring as agreed in advance with the relevant local authority.

## 5.2.2

The results of any noise and vibration monitoring will be made available, as required, to relevant local authorities. Access to the sites will be facilitated at all reasonable times for inspection and/or noise measurements by the local authority environmental health personnel, following appropriate site specific induction and/or health and safety training.

## 5.3

*SPECIFIC PROVISIONS**Selection and Use of Equipment*

## 5.3.1

The nominated undertaker will require that each item of plant used on the project complies with the noise limits quoted in the relevant European Commission Directive 2000/14/EC/United Kingdom Statutory Instrument (SI) 2001/1701.

## 5.3.2

The nominated undertaker will adopt the recommendations set out in Annex B of Part 1 of BS 5228 and Sections 7.3 and 9.2 of Part 4 of BS 5228 with regard to noise and vibration mitigation options. Where alternative authoritative guidance and procedures are thought to be more reasonable and have been