



## **Acoustic Advisory Service and Noise Management Incentive Scheme Operating Guidelines**

**Approved:** Council endorsement (*13 September 2016*)

**Owner:** Associate Director, Planning and Development  
8203 7756

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## 1. Program Objective

The Council offers an Acoustic Advisory Service to **eligible** property owners concerned about external noise. The service consists of a consultation with an acoustic engineer who will assess and report on possible physical changes to a property to assist with noise attenuation. Financial assistance is available under the Noise Management Incentive Scheme as a contribution to implementing the report recommendations.

The principles of the Acoustic Advisory Service and Noise Management Incentive Scheme are to:

- Ensure quality living environments for residents in the City by effectively reducing unacceptable noise levels generated by activity such as traffic, anti-social behaviour and operational commercial sites particularly late night entertainment premises;
- Encourage the implementation of measures that achieve noise attenuation levels sought by the Adelaide (City) Development Plan;
- Minimise noise conflict between residential and non-residential land uses to ensure that the vitality of the City and residential amenity are compatible;
- Encourage building owners to undertake noise attenuation works when they may not otherwise do so by offering free advice and a reimbursement for a proportion of the costs involved; and
- Ensure noise attenuation work is of acceptable quality and will effectively reduce exterior noise from entering the residence.

## 2. Scheme Categories

There are two aspects to the scheme:

### The Acoustic Advisory Service

This service provides:

- A free consultation consisting of one (1) phone call or site visit by Council's external acoustic engineer of up to 30 minutes duration.
- A copy of the engineer's report listing recommended noise attenuation measures for the relevant residential property and noise concern/s.

### The Noise Management Incentive Scheme

The Scheme provides:

- A one off reimbursement of 50% of the total cost of approved **Noise Attenuation Works** up to a maximum value of \$1,100.

## 3. Eligibility Criteria

### Acoustic Advisory Service

Owners of a residential property are eligible for this service if:

- The resident is the owner or owner/occupier of the residential property;
- The residential property is privately owned and occupied;
- The residential property is in the Adelaide City Council area;
- The advice is sought for an existing residential property;
- Advice has not been sourced via this service for this residential location previously;
- The resident signs the access waiver to allow the Acoustic Engineer to enter their property to undertake this service; and
- The advice is sought for external noise concerns.

## Noise Management Incentive Scheme

Owners of a residential property are eligible for this scheme if:

- The resident has contacted the Acoustic Advisory Service and received initial advice via site visit or phone call;
- The **Noise Attenuation Works** are consistent with works recommended as part of the Acoustic Advisory Service;
- The **Noise Attenuation Works** acoustically treat the entire space/room;
- The **Noise Attenuation Works** have received the relevant development approvals (if required);
- The **Noise Attenuation Works** have not commenced installation;
- The total cost of the **Noise Attenuation Works** is equal to or greater than \$500;
- There is no form of debt or charge outstanding in favour of Council on the part of either the building or the owner; and
- The **Noise Attenuation Works** improve the amenity of a City residence by significantly and effectively reducing external noise in accordance with the noise attenuation levels set in the Adelaide (City) Development Plan.

Examples of **Noise Attenuation Works** include:

- Upgrading windows by installing high quality perimeter acoustic seals; replacing existing glass with a thicker glazing pane, laminated glass, double glazing or retrofit double glazing by affixing an additional pane.
- Upgrading doors by installing a sound rated door that is sealed air tight or installing high quality acoustic seals around the head, jamb and foot of glazed and standard doors.
- Installing wall and ceiling insulation through methods such as noise control batts.
- Installing high quality mechanical or non-mechanical noise attenuated ventilation systems; and
- Sealing junctions of exterior walls and roof sealing systems.

## **4. Application and Approval Process**

### How to Apply

The Acoustic Advisory Service is available to eligible residents following an initial discussion with Council's Noise Management Project Officer. Contact details are provided at [www.cityofadelaide.com.au/noise](http://www.cityofadelaide.com.au/noise) or phone Council's Customer Service on (08) 8203 7203.

Applications for funding under the Noise Management Incentive Scheme can only be submitted following a consultation with the Acoustic Advisory Service. The application must be in writing and on the appropriate form which can be obtained from Council's website or by requesting a hard copy from Council's Customer Service. The property owner or owner/occupier must ensure all questions have been completed; all supporting documentation is included; and sign or endorse the form.

Applicants must acknowledge that the application and all supporting documentation may be made available for public viewing as part of Council reporting requirements.

### Supporting Documentation

Details of the proposed Noise Attenuation Works must be attached to the application, including quotes detailing the nature and scope of the works planned together with any sound insulation specifications and technical notes. Quotes submitted must be in accordance with the Noise Attenuation Works recommended by the engineer at the time of the Acoustic Advisory Service consultation.

There must be at least two written quotes attached to the application, unless the company providing the quote is a sole supplier in which case the one quote will be acceptable.

The applicant is required to submit and obtain any requisite statutory approvals before funding can be allocated to the project and works can commence. For example, some acoustic works may require a development authorisation under the *Development Act 1993* (SA), particularly if the building is a listed heritage place in the Adelaide (City) Development Plan or located in the North Adelaide Historic (Conservation) Zone. It is recommended that the applicant commence the process of seeking these approvals concurrently with the lodgement of the Noise Management Incentive Scheme application. Applicants are encouraged to contact Council's Planning Department to determine if a Development Application is required on (08) 8203 7185.

### Assessment of the Application

Once submitted, an application will be assessed by Council in accordance with:

- The eligibility criteria;
- Limitations applying to the scheme;
- Available funding; and
- Relevant approvals obtained.

Once an assessment is complete, Council will notify the applicant in writing of the approval and the allocation of funding available to them.

Where an application is incomplete or inaccurate, the applicant will be contacted and asked to rectify the deficiencies in the application within one (1) month. Where rectification is not completed within this timeframe, the application will be ineligible for funding.

### Funding

There is a limit to total funding available each year for the scheme. Once these funds have been exhausted, no further applications can be approved.

Funds will be allocated to the project for a period not exceeding six (6) months, after which funding automatically expires.

The amount of funding allocated to Noise Attenuation Works will not be reassessed if the property owner wishes to apply for an increased allocation.

### Undertaking Noise Attenuation Works, Verification and Payment

Once funding has been allocated to the project and approval confirmation is received in writing from Council, the applicant can proceed to commission the work. The work must be substantially completed and paid for within six (6) months of Council's approval of the application and allocation of funding.

Upon completion, the applicant, once satisfied with the work, must notify Council's Noise Management Project Officer to arrange a final site inspection. At this stage, the applicant must submit proof of payment (i.e. detailed receipts made out to applicant from the contractor showing a zero balance).

Council's external acoustic engineer will inspect the Noise Attenuation Works to ensure the work has been carried out in accordance with the application (including supporting documentation and additional approvals).

Council will arrange payment of the allocated amount.

## 5. Limitations

Advice and funding will **not** be provided for:

- Projects that do not meet the eligibility criteria;
- The cost of labour if the acoustic works are undertaken by the property owner;
- Works that form part of normal ongoing maintenance;
- Works that do not acoustically treat the entire space/room;
- Non-residential buildings;
- Buildings that are either owned or occupied by an agency, authority or statutory entity of Local, State or Commonwealth Government;
- Owners, developers, builders or architects seeking advice or funding in relation to proposed/future development
- Owners, developers, builders or architects seeking advice or funding in relation to a Development Application or Change of Use Application;
- Residences outside of the Adelaide City Council area;
- A tenant or occupant who does not have written consent from the owner of the building for the service or works to occur;
- Advice or works associated with internal noise transfer i.e. noise transfer between one enclosed space and another enclosed space located in the same dwelling, different dwelling or common areas;
- Work commenced prior to the provision of an Acoustic Advisory Service consultation or approval of an application for funding under the Noise Management Incentive Scheme. That is, no retrospective approval for funding can be provided;
- Works which are not completed within six (6) months of funding approval;
- Properties where advice and funding have previously been provided through the Acoustic Advisory Service and Noise Management Incentives Scheme in relation to the same dwelling;
- The installation of works where no acoustic data or proof of acoustic testing can be provided by the manufacturing/installation company; and
- The installation of non-noise attenuated ventilation systems such as air-conditioning units and roof or wall mounted exhaust fans.