What if my landlord / tenant does not want the work carried out, but I do?

Crossrail will try to reach agreement between all parties wherever possible. In any event, the party wishing to have the work carried out is requested to do all that they reasonably can to reach agreement with all other interested parties that can influence whether or not the work can be carried out.

Will there be a maintenance grant for the noise insulation package?

No. There will be no obligation to repair, maintain or make any payments in respect of any equipment or apparatus installed under the application of the Crossrail Noise and Vibration Mitigation Scheme, or to pay for the running costs, which will be minimal for mechanical ventilation units. However, should equipment such as the ventilation units fail after installation of the noise insulation package through no fault of the resident, and this occurs during Crossrail construction works, the failed apparatus will be repaired or replaced as necessary.

Further information

The Crossrail Noise and Vibration Mitigation Scheme is detailed within Information Paper D9, part of the Crossrail Act. This can be found on our website at www.crossrail.co.uk

If you have any questions or would like more information about Crossrail please contact the 24-hour Public Helpdesk on: 0345 602 3813 or email: helpdesk@crossrail.co.uk

What if I choose not to accept the offer of noise insulation but subsequently wish to adopt it?

A decision to accept an offer of noise insulation must be made within the following time-frames (whichever is sooner):

- No later than six months after the date it is made in writing to you, or
- One month before the intended installation of other noise insulation at eligible properties affected by the same Crossrail construction works.

In the latter case, you will receive notice of the cut-off date for acceptance.

If you do not respond within the time-frame due to circumstances beyond your control, due consideration will be given to your case but the construction works will continue as programmed. You will receive notice of the cut-off date for acceptance.

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Can I take the grant and not do the works?

No. If a grant is offered and you accept it, you must have the works carried out to the specification in the offer in order to receive the grant. You are not obliged to accept the offer if you do not think you need it.
Crossrail is an exciting new railway for London and the South East. Crossrail will make travelling in the region easier and quicker and will reduce crowding on London’s transport network. It will operate with main line size trains, carrying more than 10,000 passengers in each train during peak periods.

The construction of Crossrail will cause noise and vibration in some locations. This will be controlled as far as possible from within the construction site, however there will be circumstances in which noise impacts arise which need to be alleviated further.

One of the ways Crossrail has committed to reduce these noise impacts is to provide a noise insulation package to eligible properties close to the works, as detailed in Crossrail Information Paper D9 - The Crossrail Noise and Vibration Mitigation Scheme.

This guide explains the scheme. If you think you need it.

Am I eligible for the scheme?

To be eligible for the scheme, you must own or occupy a private dwelling, or other building lawfully used for residential purposes, in which the predicted or actual construction noise exceeds the relevant "noise trigger level" as set out in Information Paper D9 (available on the Crossrail website). These trigger levels follow the precedents established by recent and similar construction projects.

If I already have secondary glazing or double glazing?

The noise assessments are based on the expected noise immediately outside the building so the type of noise you currently have installed would not affect your eligibility under the scheme. You are not obliged to accept the offer of insulation if you do not think you need it.

What is the Noise Insulation Package?

The package will consist of:

- Secondary glazing for living room and bedroom windows on eligible façades of the building.
- Secondary glazing works best when closed – so additional ventilation is often required.
- If possible, double glazing in place of secondary glazing.

Who does the insulation work and on what terms?

Once an initial survey has been conducted and details of the insulation for your property are preselected, or offered grant aid for you to carry out the works.

In the cases where a grant is offered so that you can have the work done yourself, the grant would be made on the following conditions:

- You must first obtain three independent written quotations.
- You must select the quote that represents the best price for complying with the relevant specifications.
- You must obtain the consent of any other person or body that may be required to permit the carrying out of insulation work (e.g. your landlord if you are a tenant, or any consents required from your local authority such as listed building consent or conservation area approval).
- The work must comply with relevant specifications, which will be provided.
- You must provide adequate access for the survey and installation.
- The survey and installation must be completed within the agreed time frame.

The scheme also covers making good the existing fabric and decoration (not including curtains) after the installation of secondary windows, ventilation equipment, and secondary doors, including the adaptation of any existing pelmet and curtain rack.

The scheme cannot be used for work needed to remedy existing building defects.

Please specify other language

Please return to: FREEPOST CROSSRAIL
No stamp or address required.
E-mail: helpdesk@crossrail.co.uk
Helpdesk: 0345 602 3813
(24-hours, 7-days a week)