

ACOUSTIC ADVISORY SERVICE & NOISE MANAGEMENT INCENTIVE SCHEME OPERATING GUIDELINES

16 June 2023

PARENT DOCUMENT: N/A

PURPOSE

The Noise Management Program provides information, advice and assistance to residents seeking to reduce the impact of external noise which they subjectively experience within their homes. The Noise Management Program includes a service provided in two stages: an Acoustic Advisory Service and a Noise Management Incentive Scheme.

The City of Adelaide offers an Acoustic Advisory Service and Noise Management Incentive Scheme to **eligible** property owners concerned about external noise.

The Acoustic Advisory 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 then made available under the Noise Management Incentive Scheme as a contribution to implementing the report recommendations.

The program objectives are to:

- Minimise noise conflict between residential and non-residential land use to ensure that the mixed-use vitality of the city and residential amenity are compatible.
- Ensure quality living environments for residents 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 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.
- Encourage the implementation of measures that achieve noise attenuation levels sought under the Planning and Design Code.
- Ensure noise attenuation works are of acceptable quality and will effectively reduce exterior noise from entering the affected residence.

OPERATION

▪ **Scheme Categories**

Acoustic Advisory Service

This service provides:

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

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 \$3,000 (2023-2024), increased annually to account for the consumer price index.

- **Eligibility Criteria**

Acoustic Advisory Service

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

- The resident is the owner or owner/occupier of the residential property, or the tenant has written consent of the property owner;
- The residential property is privately owned and occupied.
- The residential property is in the City of Adelaide area.
- The residential property has no remaining defects and liability period as a newly constructed or renovated property.
- The advice is sought for an existing residential property.
- Advice has not been sourced via this service for this residential location within the previous three (3) years.
- The resident signs the access waiver to allow the Acoustic Engineer to enter their property to undertake this service.
- The advice is sought for noise impacts that are being experienced from existing external noise sources.

Noise Management Incentive Scheme

Residents 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 total cost of the Noise Attenuation Works is greater than \$500.
- There is no form of debt or charge outstanding in favour of the City of Adelaide on the part of either the building or the owner.
- The noise attenuation works:
 - are consistent with works recommended as part of the Acoustic Advisory Service.
 - acoustically treat the entire space/room.
 - have received the relevant development approvals (if required).
 - have not commenced installation.
 - improve the amenity of a city residence by significantly and effectively reducing external noise in accordance with the noise attenuation levels set in the Planning and Design Code.

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 airtight 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.
- Sealing junctions of exterior walls and roof sealing systems.

▪ **Application and Approval Process**

How to Apply

The Acoustic Advisory Service is available to eligible residents following an initial discussion with City of Adelaide's City Policy and Heritage Team. Contact details are provided [online](#) or phone 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 [submitted online](#). The property owner or owner/occupier must ensure all questions have been completed and all supporting documentation is included.

Applicants must acknowledge that the application and all supporting documentation may be made available for public viewing as part of City of Adelaide 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 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 *Planning, Development and Infrastructure Act 2016*, particularly if the building is a listed heritage place in the Planning and Design Code's Historic Area Overlay.

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 use the [Plan SA's Approval Wizard](#) and to contact the City of Adelaide's Development Assessment Team on (08) 8203 7185 to determine if a Development Application is required.

Assessment of the Application

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

- Eligibility criteria
- Limitations applying to the scheme
- Available funding
- Relevant approvals obtained.

Once an assessment is complete, an applicant will be notified 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 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 annual funding available as determined by the City of Adelaide Annual Business Plan and Budget. 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.

Undertaking Noise Attenuation Works, Verification and Payment

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

Upon completion and once satisfied with the work, the applicant must notify the City of Adelaide's City Planning and Heritage Team 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).

The City of Adelaide's external acoustic engineer will inspect the noise attenuation works to ensure the work is in accordance with the application (including supporting documentation and additional approvals).

The City of Adelaide will arrange payment of the allocated amount.

▪ **Limitations**

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

- Works that do not acoustically treat the entire space/room;
- Buildings where the primary use is non-residential;
- 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;
- 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, a development application or change of use application;
- Residences outside the City of Adelaide 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 within the previous three (3) years;

- The installation of works where no acoustic data or proof of acoustic testing can be provided by the manufacturing/installation company;
- Where regulatory or compliance processes involving noise are underway; and
- The installation of non-noise attenuated ventilation systems such as air-conditioning units and roof or wall mounted exhaust fans.

OTHER USEFUL DOCUMENTS

[Planning & Design Code](#)

GLOSSARY

Noise Attenuation Works - works recommended by the acoustic engineer at the time of the Acoustic Advisory Service and commissioned by the property owner that reduce unwanted sound (i.e. noise) entering the residential property.

ADMINISTRATIVE

As part of Council's commitment to deliver the City of Adelaide Strategic Plan, services to the community and the provision of transparent information, all policy documents are reviewed as per legislative requirements or when there is no such provision a risk assessment approach is taken to guide the review timeframe.

This Operating Guideline will be reviewed every five (5) years unless legislative or operational change occurs beforehand. The next review is required in 2028.

Review history:

Trim Reference	Authorising Body	Date/ Decision ID	Description of Edits
ACC2023/61999	Associate Director, Park Lands, Policy and Sustainability	16 June 2016	Administrative update completed as part of a review of the Noise Management Program in June 2023 (ACC2023/64144)
ACC2016/135778	Council	13 Sept 2016	Council endorsed at meeting on 13 September 2016

Contact:

For further information contact the City Planning and Heritage Team

City of Adelaide
 25 Pirie Street, Adelaide, SA
 GPO Box 2252, ADELAIDE SA 5001
 +61 8 8203 7203
city@cityofadelaide.com.au