

Noise Mitigation Scheme

IMPORTANT INFORMATION FOR PROPERTY OWNERS

SCHEME BOOKLET 2023



Sizewell C

The power of good for Britain

£4 billion
construction spend
in the East of England

1500
Apprenticeships

Partnerships
with all local
further
education
institutions

Power
6 million
homes
for 60 years

40%
women in
Nuclear by
2030

19%
biodiversity
net gain

70%
UK
content spend

70,000 UK
Jobs

£250 million
invested in the
local region
as part of the Deed of Obligation

We'll save
9 million
tons of
carbon
every year

Sizewell C
The power of good for Britain

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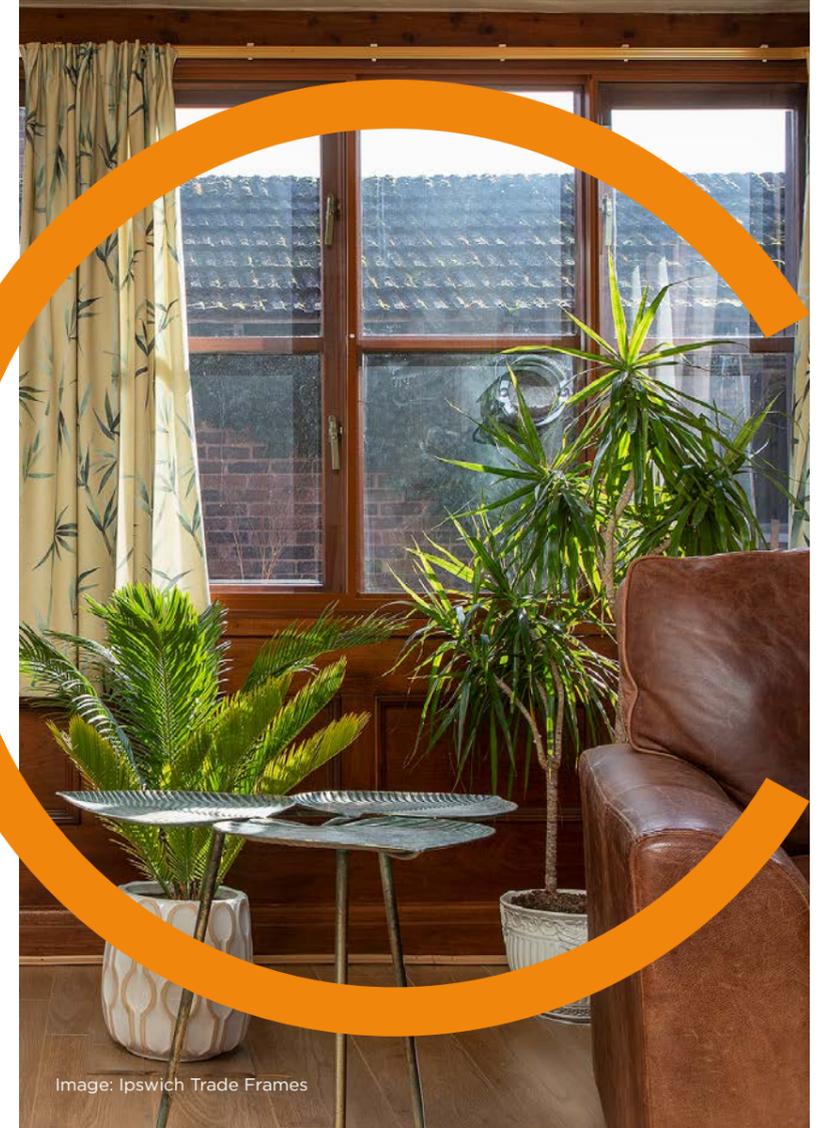


Image: Ipswich Trade Frames

Sizewell C – the power of good for Britain

Sizewell C is a proposed new nuclear power station on the Suffolk coast, near Leiston and to the north of the existing Sizewell A and B power station complex.

Development consent was granted in July 2022, and in November 2022 the UK government announced its decision to invest in the project. Sizewell C is now progressing towards financial close, following which the 9-12 year construction programme will commence.

Minimising any potential disruption to the community as a result of the project is our priority and Sizewell C has committed to a series of measures to limit noise and vibration effects, such as controls over the construction process, limits on HGV movements and restrictions on rail movements. In addition to these commitments, Sizewell C is offering a Noise Mitigation Scheme to address any remaining noise and vibration effects of the project.

The scheme is being offered to residential properties that meet eligibility criteria which have been agreed with the local planning authorities. **You are receiving this information because your property has been identified as meeting the criteria for Noise Insulation (glazing and / or ventilation) under the Noise Mitigation Scheme.** Only the property owner may participate in the Noise Mitigation Scheme. If you are not the property owner, please pass this information on to the property owner as quickly as possible.

The scheme only applies to habitable rooms, which means rooms used for sleeping, living or dining purposes. For some properties, only one or two sides of the building will qualify, for others all sides will qualify. The final offer of noise insulation will be subject to confirmation by a surveyor that your property would benefit and that any measures may be practically and safely installed.

We will be working with a range of companies to deliver the Noise Mitigation Scheme and it will be administered by Dalcour Maclaren, Sizewell C's land and property consultants.

Sizewell C is committed to making an offer (in the form of a Scheme Agreement) to property owners **three months ahead of any potential noise disturbance** that gives rise to eligibility under the scheme, providing that the procedure and timings detailed in this booklet have been followed.

To benefit from the scheme, please follow the steps detailed on pages 5 and 6 of this booklet. If you have any questions, please do not hesitate to contact us (details are at the back of this booklet).

Best wishes,

Nigel Cann and Julia Pyke
Managing Directors, Sizewell C



How it Works

● Actions Sizewell C undertakes

● Actions the property owner undertakes

**STEP A
(COMPLETE)**
Sizewell C produces updated noise assessments.

**STEP B
(YOU ARE HERE)**
Provisional Offer Letter and Scheme Booklet sent to property owner by Sizewell C.

STEP C
Property owner to return Application Form.
Within 28 days of date of Provisional Offer Letter.

STEP D
The surveyor contacts the property owner to arrange a date and time to survey the property.
Within five working days of receipt of Application Form.

STEP E
The surveyor undertakes the survey.
Within 28 days of first surveyor contact.

STEP F
Sizewell C sends Proposed Specification to property owner and a list of approved installers.

STEP G
Property owner to secure two quotations and return these to Sizewell C.
Within 28 days of the date of the Proposed Specification.

STEP H
Sizewell C to send Scheme Agreement to the property owner.
Three months ahead of the start of "noisy" works giving rise to eligibility under the scheme.

STEP I
Property owner to sign the Scheme Agreement and return it to Sizewell C.

STEP J
Sizewell C to send Scheme Agreement confirmation letter to confirm property owner can instruct works.
Within 14 days of receipt of Scheme Agreement.

STEP K
Property owner to arrange for works to be undertaken. Surveyor may revisit to check works comply with the Scheme Agreement.

How to Participate

Please Note:

The timings of the scheme, as these are important.

Only the property owner may participate in the Noise Mitigation Scheme.

If you are not the property owner, please pass this information on to the property owner as quickly as possible. Sizewell C may request proof of ownership / identity at any stage in the process.

A glossary of terms highlighted in orange is provided at the end of this Scheme Booklet.

STEP A

Sizewell C's noise consultants, Resound Acoustics and Aecom, undertake updated noise assessments to determine which residential properties are eligible under the Noise Mitigation Scheme. A report setting out the outcomes of the updated noise assessments is submitted to East Suffolk Council or Suffolk County Council (road noise only) for approval.

STEP B ← YOU ARE HERE

Once the updated noise assessments have been approved by either East Suffolk Council or Suffolk County Council (road noise only), Sizewell C issues the owner of the eligible property with a **Provisional Offer Letter** and **Scheme Booklet** (this document).

STEP C ← NEXT STEP

Property owners who wish to benefit from Sizewell C's commitment to offer noise insulation measures three months ahead of noisy work commencing must complete and return the **Application Form** to Sizewell C within 28 days of the date of the **Provisional Offer Letter**.

The easiest way to return the application form is to scan the QR code on the **Provisional Offer Letter** and complete the form electronically. Alternatively, a paper copy of the form is enclosed with this **Scheme Booklet** and may be returned in the envelope provided.

STEP D

When we receive your **Application Form**, one of Sizewell C's appointed building surveyors will contact the property owner within five business days to arrange an appointment to visit the property.

Please ensure that daytime contact details are provided on the **Application Form**, including a mobile phone number and email address if available, so that the surveyor is able to get in touch.

Property owners who wish to benefit from the commitment of an offer of noise insulation measures three months ahead of noisy work commencing need to ensure that they allow the surveyor access within 28 days of first contact from the surveyor. Sizewell C will pay the building surveyor directly.

STEP E

The surveyor will visit the property to identify which rooms are eligible for noise insulation, understand what glazing and ventilation the property already has and what additional measures could be practically installed to meet the aims of the Noise Mitigation Scheme. The surveyor will consider the need for planning permission or listed building consent for any works. Finally, the surveyor will

note any potential risks associated with the property, such as proximity to a main road and access, to ensure that the proposed measures may be installed safely.

STEP F

Following the survey, the surveyor will report the findings to Sizewell C. Where the survey identifies that glazing and / or ventilation will be of benefit and may be practically and safely installed at the property, Sizewell C will provide a **Proposed Specification** to the property owner, setting out what measures Sizewell C will fund.

Where glazing is offered, a list of approved installers who can provide quotations for this work will be included. Where ventilation is offered, details of the ventilation unit offered and the means of installation will be included.

STEP G

For glazing, the property owner will be required to seek two quotations from a list of approved installers. Property owners who wish to benefit from the commitment to offer noise insulation measures three months ahead of noisy work commencing must submit these quotations to Sizewell C within 28 days of receiving the Proposed Specification.

The fastest way to provide quotations will be by email to szc-nms@dalcourmaclaren.com. Alternatively, paper copies may be returned in the envelope provided.

Quotations for the installation of ventilation will not be required as Sizewell C will make the necessary arrangements on behalf of the property owner; the property owner simply confirms whether they wish to accept the offer of ventilation, if applicable, at Step I.

STEP H

Upon receipt of the two glazing quotations, Sizewell C will check that they are aligned with the **Proposed Specification** and, if so, select one. Sizewell C will then issue a **Scheme Agreement** which will confirm which quotation has been chosen and that Sizewell C will pay for the works. The Scheme Agreement will also confirm the ventilation solution that Sizewell C will fund, and the arrangements for installation of the ventilation will be set out.

The **Scheme Agreement** will set out Sizewell C's and the property owner's responsibilities in respect of the works, including (if applicable) obtaining planning permission, Listed Building Consent, building regulations approval etc. and arranging for any remedial works in respect of existing structural defects that may be required.

STEP I

The property owner must sign the **Scheme Agreement** and return it to Sizewell C.

STEP J

Within 14 days of receipt of the signed **Scheme Agreement** from the property owner, Sizewell C will send a **Scheme Agreement confirmation letter** setting out that the owner may instruct the glazing and / or ventilation installers to carry out the works. Sizewell C will pay any deposits needed directly to the installer and will also pay the final invoice.

Responsibility for obtaining and complying with any planning permission or listed building consent in respect of the works will remain with the property owner.

STEP K

Once the works have been completed, Sizewell C may send its appointed surveyor to inspect the works and confirm that they have been completed as per the **Scheme Agreement**.

FAQs

OVERVIEW

CAN MY PROPERTY BENEFIT?

A Sizewell C appointed surveyor will visit your property to determine whether the property will benefit from the installation of glazing and ventilation under the Noise Mitigation Scheme. The surveyor will consider whether measures may be practically and safely installed and if planning permission or listed building consent may be needed.

WHY HAS MY NEIGHBOUR NOT RECEIVED THIS INFORMATION?

The Noise Mitigation Scheme is being rolled out in phases and it may be that your neighbour will be included in the next phase or may not currently be eligible. Should they wish to discuss this further, we can be contacted via the details at the back of this booklet.

Sizewell C may review the list of eligible properties in the future if there is a change to construction methods or programme or as a result of noise monitoring information. ESC or SCC may also require that Sizewell C carry out a review of a specific property or properties for the reasons above or as a result of a complaint. Offers of noise insulation may then be made to additional properties.

Please note that the Noise Mitigation Scheme is a residential property scheme and the offer is not available to commercial property or agricultural buildings.

WHAT HAPPENS NEXT?

The Provisional Offer Letter sets out the communication channels for participation in the scheme. Where a written response is needed this can be by post or electronically by scanning the QR code on the letter. If anything is unclear, if you need further assistance or if you have any questions at any stage then please contact us via the details on the back of this booklet.

TIMINGS

WHAT IF I DO NOT WANT TO APPLY FOR THE SCHEME NOW?

The property owner may apply to the scheme at any time whilst the scheme is open and while the source of noise which makes the property eligible for the scheme remains. Please note that if the timings and procedure set out in this Scheme Booklet are not adhered to, Sizewell C will not be bound by the commitment to offer a Scheme Agreement three months ahead of any potential noise disturbance that gives rise to eligibility for the scheme.

THE SURVEYOR VISIT

WHAT WILL THE SURVEYOR'S VISIT ENTAIL?

The surveyor will require internal access to all habitable rooms on eligible sides of the property. They will examine the existing windows to determine what glazing is already in place and what noise reduction properties these may have; note any ventilation already installed; identify the need for any remedial work to be carried out by the property owner, for example a repair to lintels, and consider practical issues such as access, proximity to an electrical supply etc. They will note any potential hazards so that the work may be undertaken safely.

The surveyor may also require external access to consider potential methods of installation.

The surveyor may find it useful to take some photographs and ask some questions - such as if the house is listed or to understand any previous applications for listed building consent. The surveyor will be able to answer questions on the products offered under the scheme.

DO I HAVE TO ACCOMPANY THE SURVEYOR WHEN THEY VISIT?

Other than ensuring that someone is available to let the surveyor in, it would be useful to have someone in attendance who knows the property well and is able to direct the surveyor to different rooms. The property owner may ask a tenant or other friend or relative to host the visit if they are not available.

HOW WILL I KNOW THE SURVEYOR IS LEGITIMATE?

The surveyor will be from either Ridge (ridge.co.uk) or Richard Jackson Ltd (richardjackson.uk.com) both of whom were selected through a competitive interview process and have experience of delivering similar schemes. Both firms are accredited and regulated by the surveying industry's governing body, the Royal Institution of Chartered Surveyors and are required to follow strict rules of professional conduct.

The surveyor should identify what company they are from when they make initial contact and when they arrive at the property. A follow-up email confirming the appointment will be sent and the surveyor will carry photographic identification. In no circumstances will a surveyor just turn up at the property without making an appointment first, so if you have any suspicion that contact is not legitimate please contact Sizewell C directly.

WHAT IF I NEED TO CANCEL OR CHANGE THE SURVEYOR'S APPOINTMENT TIME?

We understand that sometimes plans change, but please let the surveyor know as soon as possible if you are not able to make the agreed time and the surveyor will offer you another time as soon as possible. Sizewell C will expedite the process as quickly as possible, but this may fall outside the 28 day period of the scheme in which case we will not be bound by the commitment to offer a Scheme Agreement three months ahead of any potential noise disturbance that gives rise to eligibility for the scheme.



PRODUCT OFFERING

WHAT WILL I BE OFFERED?

Most offers for noise insulation will include secondary glazing, but in some cases replacement windows may be more appropriate. Where an external door opens directly into a habitable room, this may also be included. Most offers for ventilation will be for a mechanical ventilation unit.

WHAT IS SECONDARY GLAZING AND WHY ARE YOU OFFERING THIS?

Secondary glazing is a fully independent window system retrofitted on the room side of an existing primary window.

Sizewell C will predominantly be offering secondary glazing as this is likely to achieve the greatest level of noise reduction, while avoiding the need for planning permission in most instances. Secondary glazing requires less building work or other physical interventions.

As the Noise Mitigation Scheme only applies to habitable rooms and, for most properties, will only apply to certain sides of the property, secondary glazing is the most effective means of not altering the external appearance of the property, and can be removed, if required.

CAN I CHOOSE A DIFFERENT SOLUTION, SUCH AS REPLACEMENT WINDOWS OR LOFT INSULATION OR A CASH PAYMENT INSTEAD?

Replacement windows will only be offered where the surveyor considers these the most appropriate solution. Loft insulation is not included - this only provides noise mitigation where overhead noise exists, such as aircraft noise. There will be no cash payments made to property owners.

WHAT IS VENTILATION AND WHY ARE YOU OFFERING THIS?

For the majority of properties, Sizewell C will be offering a sound attenuating wall-mounted fan, which provides mechanical input ventilation when switched on and background trickle ventilation when switched off. Typically one fan per room will be offered.

Sizewell C is offering ventilation to enable windows to be kept closed to avoid noise disturbance.

ARE YOU OFFERING HEAT INSULATION?

The NMS does not offer heat insulation but you may be able to benefit from free insulation measures (subject to income and property energy efficiency criteria) from Warm Homes Suffolk to improve the energy efficiency of your home. Visit www.warmhomessuffolk.org to check your eligibility and apply.

If you are interested in finding ways of reducing the amount of energy your home uses (and the amount you pay for bills) or how to reduce your carbon footprint, you can find some helpful energy saving tips at the following websites:

Tips from EDF:

www.edfenergy.com/energy-efficiency

Carbon reduction measures from Net Zero Leiston,

a community focused carbon reduction scheme:

www.netzeroleiston.info/net-zero-actions

A free community advice service, tailored to your needs:

www.greensuffolk.org/green-communities/communitysupport



Example of ventilation unit
Image: Titon Sonair 3



Example of secondary glazing
Image: Hadleigh Glass



Example of secondary glazing
Image: Ipswich Trade Frames

INSTALLATION

WHICH COMPANIES CAN I USE FOR INSTALLATION?

Sizewell C will provide a list of approved installers from which two quotes should be secured for the glazing measures set out in the Proposed Specification. Sizewell C will then choose one quote, so please ensure you would be happy with both installers you secure quotes from.

Sizewell C has worked closely with the Suffolk Chamber of Commerce Sizewell C Supply Chain Team to source suitable local and regional installers.

These companies have been selected following a thorough procurement process that has considered product range and quality, sourcing and manufacturing, reputation and reviews, credit status and insurance, and health and safety standards. All glazing installers have been interviewed and their premises visited by Sizewell C, Dalcour Maclaren, the surveyors and Sizewell C's specialist noise consultant from Resound Acoustics.

For ventilation it will not be necessary to secure quotations – Sizewell C will provide the contact details for an approved local installer who has also been selected in line with the process set out above.

HOW WILL PAYMENT WORK?

Sizewell C will pay for the installation of glazing and ventilation so long as the work is in line with the Scheme Agreement. Sizewell C will also pay reasonable costs of securing planning permission and / or listed building consent if required, so long as these costs are agreed in advance.

WILL SIZEWELL C PAY FOR ANY COSMETIC / REMEDIAL WORKS?

Sizewell C will not provide funding towards any cosmetic or aesthetic enhancements or remedial works required in respect of existing structural defects at the property, including any costs in relation to asbestos.

The Scheme Agreement will set out the property owner's responsibilities in respect of the works.

CAN I USE MY OWN INSTALLER?

Only the installers on the Sizewell C list of approved installers, which will be sent with the Proposed Specification, may be used.

PLANNING AND CONSENTS

WILL I NEED PLANNING PERMISSION OR A LISTED BUILDING CONSENT?

Most properties will not need planning permission for glazing or ventilation. However, there are some exceptions, including flats and listed buildings. The surveyor will discuss with you if this may apply to your property.

WHO IS RESPONSIBLE FOR SECURING PLANNING PERMISSION OR LISTED BUILDING CONSENT?

Wherever possible, the surveyor will avoid proposing a solution that will require planning permission and / or listed building consent. Where this is unavoidable, the property owner must make any applications needed and make sure that the relevant consents are in place before work commences.

Sizewell C will offer property owners reasonable support and assistance upon request.



Glossary of Terms

Application Form – a form enclosed at Step B requesting property owner contact details and confirmation that the property owner wishes to proceed to the next step of the scheme. To be returned electronically or in hard copy by the property owner at Step C.

Glazing – used to refer to any window treatment proposed as part of the scheme. For most properties the offer will be for secondary glazing but another solution such as replacement windows or acoustic glass may be proposed.

Proposed Specification – the letter sent at Step F setting out the works the Project will fund for a property, by room, informed by the surveyor's visit. Where glazing is offered, a list of approved installers who can provide quotations for this work will be included. Where ventilation is offered, details of the ventilation unit offered will be included.

Provisional Offer Letter – the letter sent at Step B setting out that the property is eligible for noise insulation, subject to survey, and requesting that the property owner return the Application Form should they wish their property to benefit from the scheme.

Scheme Agreement – the letter sent at Step H which will confirm which quotation has been chosen for glazing, the ventilation solution (both in line with the Proposed Specification) and that Sizewell C will pay for the works. If applicable, the Scheme Agreement will set out the property owner's responsibilities in respect of the works, including obtaining planning permission, listed building consent, building regulations approval etc and arranging for any remedial works in respect of existing structural defects that may be required. A copy of the Scheme Agreement must be signed and returned electronically or in hard copy by the property owner at Step I.

Scheme Agreement Confirmation Letter – the letter sent at Step J confirming that the property owner may instruct the works.

Scheme Booklet – this document, sent with the Provisional Offer Letter at Step B, setting out information on how the scheme works, a flow chart, contact details and questions and answers.

Surveyor – a building surveyor from either Ridge or Richard Jackson Ltd who will visit each property to ascertain what glazing and ventilation measures should be offered to meet the requirements of the Noise Mitigation Scheme.

Ventilation – used to refer to a means of ventilation that enables the property owner to keep the windows closed, thereby avoiding or reducing noise ingress. For most properties the offer will be for a sound attenuating wall-mounted fan, which provides mechanical input ventilation when switched on and background trickle ventilation when switched off, but another solution may be offered, particularly for listed buildings.

WHAT IF I HAVE FURTHER QUESTIONS ABOUT THE SCHEME?

We can help if you have additional questions, require this information in a different format or need support filling in the application form and arranging the surveyor visit:

Please send us an email at info@sizewellc.com or call freephone **0800 197 6102**. Alternatively, our Information Office on Leiston High Street is open weekdays between 9:30am and 5pm:

Sizewell C Information Office, **48-50 High Street, Leiston IP16 4EW**

*9am–5pm Monday-Friday. Calls from to 0800 numbers are free from UK landlines. Call costs from mobile and international numbers may vary.

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