

30 May 2011

Our reference: N0112

Dear resident,

Re: Night work at the Norfolk Tunnel

The Hills M2 Upgrade will widen the existing motorway between Windsor Road, Baulkham Hills and Lane Cove Road, North Ryde and will deliver four new ramps to improve access to the motorway. The project aims to provide efficient and integrated transport for the community of Sydney's North-West. Major work started in January 2011 and is expected to take around two years to complete.

As part of the upgrade, the Norfolk Tunnel will be widened to provide three lanes and a breakdown lane in each tunnel tube. To facilitate this work, a section of the temporary mesh safety screens and concrete barriers that were installed earlier this year will be relocated three metres towards the rock walls on both approaches of the eastbound tunnel.

This work involves small cranes removing the safety screens that are attached to the top of the concrete barriers. The cranes will then shift the concrete barriers closer to the rock walls.

This work requires a full closure of the eastbound tunnel tube and will be undertaken at night due to the high volume of traffic during daytime periods. Eastbound traffic will be diverted to the westbound tube which will operate with one lane in each direction. Hours of work will be from 8pm to 5.30am. Night work will take place on the dates shown over the page.

Machinery and equipment used will include lighting towers, trucks with cranes, light vehicles and hand tools. You may experience increased noise levels as a result of this work. The project team will take measures to keep this to a minimum, including:

- Using non-tonal reversing alarms, which make a "quacking" sound instead of a "beeping" sound.
- Shrouding all stationary equipment and using hoarding where possible.

For more information about how we will manage noise, please refer to the *M2 Upgrade Noise Management Fact Sheet* which is available on the project website www.hillsm2upgrade.com.au

The community complaints and information line 1800 196 266 will be attended day and night during construction. Complaints received will be responded to within two hours and we will investigate the complaint as soon as possible. If you have any questions or would like to provide feedback please contact us on the 1800 number or email enquiries@hillsm2upgrade.com.au.

Kind regards,

Sanjin Muhic

Hills M2 Upgrade Community Relations Manager



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to telephone the M2 Upgrade project information line on 1800 196 266. Our business hours are 8.30am to 5.00pm Monday to Friday.

Cantonese

若你需要口譯員，請致電**131 450**聯絡翻譯和口譯服務署 (TIS National)，要求他們致電 1800 196 266 聯絡 M2 Upgrade project information line。我們的工作時間是 8.30am to 5.00pm Monday to Friday。

Mandarin

如果你需要口译员，请致电**131 450**联系翻译和口译服务署 (TIS National)，要求他们致电1800 196 266 联系 M2 Upgrade project information line。我们的工作时间是 8.30am to 5.00pm Monday to Friday。

Korean

통역사가 필요하시면 번역통역서비스 (TIS National)에 131 450으로 연락하여 이들에게 1800 196 266 번으로 M2 Upgrade project information line에 전화하도록 요청하십시오. 저희의 근무시간은 8.30am to 5.00pm Monday to Friday 입니다.



M2Upgrade project

A team consisting of The Roads and Traffic Authority of NSW, The Hills Motorway Limited and Hills Motorway Management Limited (as trustee of the Hills Motorway Trust)

Go to: www.hillsm2upgrade.com.au

Live traffic: <http://www.livetrafficnsw.com.au/>

Email: enquiries@hillsm2upgrade.com.au

Call: 1800 196 266 (free call)

Post: PO Box 379, North Ryde BC NSW 1670

Dates of night work: June 2011

June											
Date	6	7	8	9	10	11	12	13	14	15	16
Night work western & eastern portal											

Dates of night work Contingency (wet weather) dates



