

CORRESPONDENCE FROM MEMBER OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. A member of the public has written to the Committee about the noise that they have experienced from trams passing their property at Wilford. Since the issue was raised, the tram operator has been in communication with the resident and modified its maintenance regime at this location. As a consequence of the actions taken, the levels of noise have reduced significantly.

2. RECOMMENDATION

- 2.1. It is RECOMMENDED that the Committee notes the report.

3. DETAILS OF CORRESPONDENCE AND ACTIONS TAKEN

- 3.1. The Committee Governance Officer received an email from a member of the public on 23rd March 2021, stating that trams have been generating a loud screeching noise as they pass around the two track curves at Wilford, and that this could be heard from his property. He had complained to the operator, Nottingham Trams, on a number of occasions, following which, greasing of the tracks had been undertaken, however this only provided mitigation for a short period, before the noise returned.
- 3.2. Noise from wheel squeal can sometimes occur on tram systems, due to the interaction of the wheels on the steel rails as the trams pass around low radius curves; its presence and extent at any location, and on any day, can vary significantly depending on atmospheric conditions, such as the amount of moisture in the air. The accepted method of mitigating against wheel squeal is to apply a lubricant, such as a grease, to the tracks, and Nottingham Trams confirmed that greasing was being undertaken at the curves at Wilford, in response to the complaints that had been made.
- 3.3. In response to the resident's email of 23rd March, Nottingham Trams agreed to establish a regular regime of greasing the tracks at both curves at Wilford, on a three times a week basis, and to monitor the results. Following the commencement of this regime, at the end of April, noise levels have reduced significantly. Nottingham Trams have remained in close contact with the resident to ensure that he is satisfied with the actions taken; if further complaints are received, additional greasing of the tracks will be undertaken. It is intended that monitoring of noise levels will continue to take place at this location.

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