

CORRESPONDENCE FROM A MEMBER OF THE PUBLIC

1. SUMMARY OF ISSUES

1. A member of the public has written to the Committee complaining about noise and vibration at their property, caused by trams passing over points. They have requested that tram speeds are reduced at this location, to mitigate the issue.

2. RECOMMENDATION

- 2.1 The views of the Committee are sought.

3. DETAILS OF THE COMPLAINT

- 3.1 A member of the public has written to the Committee complaining about the levels of noise and vibration that are experienced at their property whenever trams pass over points that are located immediately south of Bulwell Tramstop. The property is separated from the tram tracks by the Robin Hood Line. The complainant states that the issue has caused him to lose sleep and to suffer from stress, and that his mental health has been affected. He alleges that the vibration has led to cracks appearing in his home, and is concerned that this will cause a devaluation in the property's value.
- 3.2 The complainant has written to NET Customer Services on a number of occasions, requesting that tram speeds are reduced, which he considers would mitigate the issue, but they have responded by saying that there is no fault with the tracks, and that tram drivers are not exceeding the speed limit.
- 3.3 A copy of the complainant's letter can be found at Appendix A.

4. RESPONSE OF NOTTINGHAM TRAMS

- 4.1 Nottingham Trams have undertaken an investigation of the matters raised, and a copy of their report can be found at Appendix B. They have undertaken inspections of the tracks and have been unable to find any faults with this section of the line; monitoring of trams has not detected any excessive speeding by drivers. Nottingham Trams consider that it is highly unlikely that vibrations caused by the tram could result in damage to the property, and they are not aware of any other complaints from neighbouring property owners, or from other members of the public, with regard to noise and vibration at this location.

Andy Holdstock, NET Project, Nottingham City Council