



## NOISE MITIGATION PROGRAMME FY23 (JULY 2022 – JUNE 2023) ANNUAL REPORT

### Introduction

Auckland Airport offers owners of homes most affected by aircraft noise a noise mitigation package to reduce the potential impact of aircraft noise inside their homes.

The noise mitigation package includes a ventilation system that circulates fresh air throughout the home, a heat pump to provide heating during winter or cooling during summer and a kitchen extraction fan to remove cooking odours, allowing residents to maintain a healthy home while keeping windows closed.

The financial contribution offered by Auckland Airport depends on where the home is located within the Annual Aircraft Noise Contours. Within the High Aircraft Noise Area (HANA) Auckland Airport will pay the full cost of noise mitigation package. Within the Medium Aircraft Noise Area (MANA) Auckland Airport pays 75% of the cost of installing the noise mitigation package. The homeowner needs to pay the remaining 25% of the cost. New homes built after 10 December 2001 do not qualify for the noise mitigation package.

Every year Marshall Day Acoustics calculates (on behalf of Auckland Airport) the average level of aircraft noise that is expected from the Airport's operations in the following 12 months and develops corresponding Annual Aircraft Noise Contours (AANC).

Condition 10 of Designation 1100 sets out that properties inside the HANA become eligible for the offer if the property falls inside the 65 dB Ldn contour of the AANC. Homes in the MANA become eligible for the mitigation offer if the property falls inside the 60 dB Ldn contour of the AANC.

### FY23 Noise Mitigation Uptake

The FY23 offer was made to 147 properties in September 2022. This offer was sent to both the landowner and the tenant of the property with the aim of improving uptake. Uptake has been very low with only five homes (2 in the HANA, 3 in the MANA) having a noise mitigation package installed in FY23. This may be in part because Auckland Airport has not been in a position to actively drive engagement in the Noise Mitigation Programme or respond in a timely manner to enquiries over the last 6 months due to substantial changes in personnel. This has been addressed for the FY24 offer.

### FY24 Noise Mitigation Offer

International and domestic travel at Auckland Airport is increasing but remains below pre COVID-19 pandemic levels. This is reflected in the FY24 AANC which is still smaller than the FY20 AANC. Therefore, all properties within the FY24 AANC have all previously been offered mitigation and no new mitigation offers are explicitly required. Nonetheless, as part of its ongoing commitment to being a good neighbour, Auckland Airport intends in FY24 to make offers to all properties within the FY20 AANC MANA and the full extent of the HANA for the existing runway as mapped under the Unitary Plan.

## Delivery of the Noise Mitigation Programme

Auckland Airport has revisited how it delivers the Noise Mitigation Programme, including via internal or external project management support. Auckland Airport has selected to outsource project management of the installation components of the Noise Mitigation Programme as this will better enable a timely and efficient customer experience. This outsource model will be closely monitored by Auckland Airport and reviewed throughout the year.

The FY24 process is as follows:

- FY24 Annual Aircraft Noise Contour (AANC) developed by Marshall Day (complete)
- Notice of AANC published on Auckland Airport website, in NZ Herald and Manukau Courier and provided to Auckland Council
- Auckland Airport sends letter to homeowners and tenants of eligible properties in October
- Interest registered with Auckland Airport which advises the Project Manager that a pre-inspection is required
- Project Manager arranges for all contractors to undertake the pre-inspection, ideally on one day
- Following pre-inspection the Project Manager issues to Auckland Airport a quote for the property
- Formal offer letter sent to homeowner by Auckland Airport setting out what equipment will be installed and where
- Homeowner accepts the offer in writing
- Process commences to register covenant on the property's Certificate of Title
- Once the covenant has been confirmed as registered, Auckland Airport advises Project Manager that the Noise Mitigation Package can now be installed
- Project Manager liaises with the homeowner/tenant to arrange installation. Project Manager is the key contact during the installation phase
- Project Manager has a post-installation meeting with the homeowner. Owner to sign to completion. Project manager provides homeowner documentation for relevant guarantees and instructions for the items installed
- Project Manager provides a post-installation report to Auckland Airport
- Auckland Airport sends a closure letter to the homeowner

The Noise Mitigation Programme information brochure has previously been translated into multiple languages to help increase awareness of the Noise Mitigation Programme. Additional communication tools are being considered as part of the FY24 offer. These include:

- Creating content for sharing on Auckland Airport, Local Board, Auckland Council, and community social media accounts. This content may include videos and transcribed interviews with property owners who have already received a noise mitigation package
- Placing posters and brochures in public areas, churches, and community halls within the AANC
- Placing notices in school newsletters to parents
- Holding information sessions in a public space located in or near the eligible area, such as a library or community hall and/or a virtual community information session via an online platform