

# Memo

To: Aircraft Noise Community Consultative Group

From: Matthew Dugmore – Statutory Planner Auckland Airport

Date: 19 December 2022

Subject: Noise Mitigation Programme – 2022 Quarter 4 Report

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Auckland Airport is required to manage and mitigate the effects of aircraft noise generated by its operation. Condition 10 of Auckland Airport Designation 1100 sets out the requirements for how Auckland Airport should manage the effects of aircraft noise through the implementation of a Noise Mitigation Programme.

Auckland Airport monitors the implementation of the Noise Mitigation Programme. The purpose of this memo is to provide the Aircraft Noise Community Consultative Group (“**ANCCG**”) a quarterly update on the implementation of the noise mitigation programme. This report provides a summary for Quarter 4 of 2022 (September – December 2022).

## 2022/2023 Offers

Auckland Airport sent out the 2022/2023 Offers via post on 18 September 2022 147 properties (29 tenanted) located within the Future HANA.

Given the relatively low number of eligible properties within this offer round and the increased interest created through the awareness campaign, Auckland Airport has agreed to honor offers made in 2019 which has a much larger eligible area. While this will not be expressly advertised to the community as there is a limited budget allocated, should a property owner contact Auckland Airport and found not to be eligible currently but had been eligible in 2019, Auckland Airport will still make an offer to the property owner. This decision was made on the basis that Auckland Airport want to allow interested and previously eligible property owners the ability to apply for a Noise Mitigation Package as it is likely they will become eligible again the next two years.

## Awareness Campaign Progress

As part of the continuous effort to increase community uptake of the Noise Mitigation offer, Auckland Airport has been considering ways to increase awareness of the Programme by the South Auckland Community. As part of the 2022/2023 Offer, Auckland Airport placed posters in public areas within the general Papatoetoe area (an example of this poster is included in Attachment 1), including the Papatoetoe RSA Club, Pukeko Pre-School and Papatoetoe School. Papatoetoe School also made mention of the Programme in its School Notice.

The 179 2022/2023 Offer letters were also rebranded to match the look and feel of the poster, so to provide consistency across the collateral.

Two rounds of social media posts were uploaded to Auckland Airport’s Facebook and LinkedIn profiles to reach a wider audience. The Community Information Sessions were also held at the Papatoetoe War Memorial Library on 5 October 2022, which is a more public and accessible space compared to previous years. This provided a great opportunity for “passer-byers” and library staff to ask more questions about the Programme. Eligible property owners also had the option of requesting to attend an on-line Community Information Session, which was proposed for 12 October 2022. However, Auckland Airport did not receive any requests from property owners wishing to attend.

As a result of this year’s efforts, Auckland Airport received 51 queries by community members wanting further information or to check if they were eligible. This is a positive increase compared to recent years.

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 **Auckland  
Airport**

While uptake remains low yet steady, Auckland Airport is considering further ways in which it can reach eligible property owners to advise them of the Programme. Recent discussions with some property owners who have taken up the Airport's offer has provided some valuable insight as to why some people may be eligible but apprehensive to take up the offer. Feedback has largely been based on that Auckland Airport is perceived as a big corporate and that there may be an ulterior motive or a "catch" to the Programme. Others said that process may be thought of as too onerous or daunting to undertake.

Auckland Airport is therefore considering that further awareness campaign material may include video and transcribed interviews with property owners who have received a package, with these presented in the form of social media posts or statements included in the Noise Mitigation Programme brochure. Auckland Airport believe that presenting feedback on the Programme, its process and "what it was like to go through" from actual community members may assist in others feeling more comfortable to take up the offer.

### **Pre-inspections**

There have been 12 pre-inspections have been undertaken by Hometech and an Auckland Airport representative during the reporting quarter.

### **Acceptance of Mitigation Packages**

Once the property has been inspected, a formal offer letter is sent to the homeowner who can either accept or decline the offer. In the last quarter, 2 packages have been accepted (1 HANA and 1 MANA).

### **Covenant Registrations**

Once an offer has been accepted, the homeowner enters into a covenant with Auckland Airport which is registered on the certificate of title. The purpose of the covenant is to provide notice that the Noise Mitigation Package has been installed, that the effectiveness of the package cannot be lessened, and that the equipment cannot be removed without permission from Auckland Airport. Currently, there are 2 properties awaiting covenant registration.

### **Installation of Mitigation Packages**

When the covenant has been registered, the Airport then prepares an "Order to Proceed to Install". Following this, the packages on average are installed one month later. In the last quarter, 3 Noise Mitigation Packages have been installed (3 HANA).

**Attachment 1 - Community Poster**



# Auckland Airport Noise Relief Packages

## *Are you eligible?*

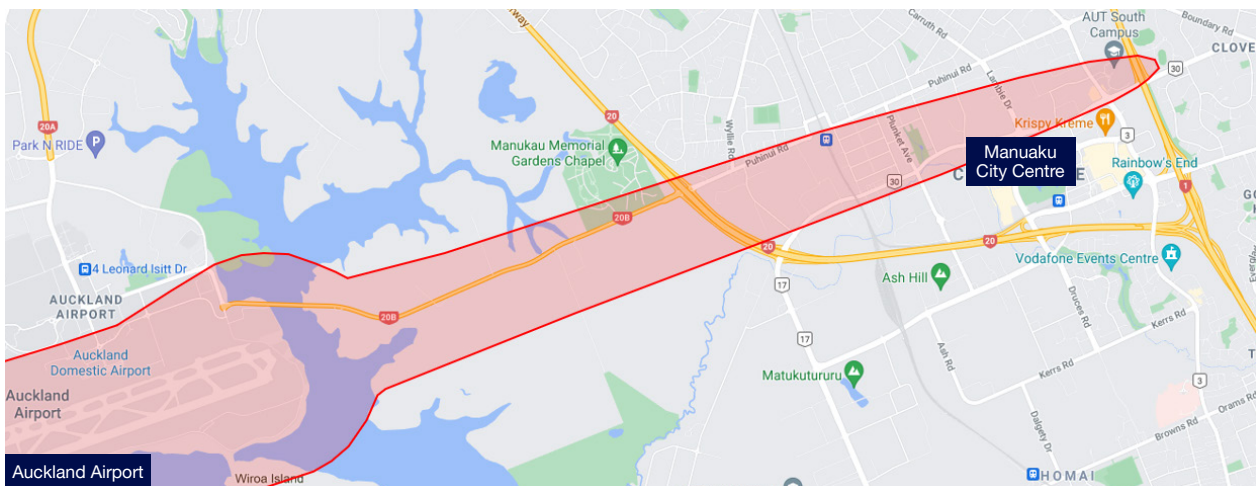
Auckland Airport's annual offer is on! If your home is eligible, Auckland Airport will install a Noise Relief Package which enables you to close your windows and doors in any weather, creating a quieter and more comfortable home.

The Noise Mitigation package may include:

- A fresh-air whole home ventilation system
- A heatpump
- A mechanical extractor fan in your kitchen
- Ceiling insulation
- Window and door treatment/maintenance

Auckland Airport will pay 100% of the total cost of the package or 75% depending on where your property is located within the 2022 Annual Aircraft Noise Contour.

Eligible properties for this year are located in the red area below.



If your property is eligible, look out for the letter which will be posted to you soon. Alternatively, contact Auckland Airport's Noise Mitigation team at [nmp@aucklandairport.co.nz](mailto:nmp@aucklandairport.co.nz) or phone 09 257 7055.

You can also scan the QR code which will take you to our website for more information.

