

## FAQ

### Do I have to accept the offer?

No, you do not have to accept the offer, but Auckland Airport is required to make an offer every year.

### What happens once I agree to the formal offer?

If you are in the Moderate Aircraft Noise Area, you will be required to pay a deposit. Auckland Airport will then prepare the legal documents to register a covenant on the property title of your home and pay the reasonable costs of covenant registration. After registration of the covenant, if your home is within the Moderate Aircraft Noise Area you will need to pay 25% of the total cost of the package before installation of the noise reduction package can begin.

### If I am in the Moderate Aircraft Noise Area, how much will the remaining 25% cost me?

Auckland Airport will only know the final costs once the pre-inspection has been carried out. The average landowner contribution to the cost of a noise reduction package in the Moderate Aircraft Noise Area in 2024 was \$2300 + GST. You may be eligible for financial assistance from the Auckland Airport Community Trust to help cover the 25% contribution.

### How do I apply to the Auckland Airport Community Trust to help cover the 25%?

Auckland Airport will provide you with information relating to the financial assistance eligibility criteria and a Trust application form for you to fill out. This information is also available online at [aucklandairportcommunitytrust.org.nz/noise-mitigation/what-we-fund/](https://aucklandairportcommunitytrust.org.nz/noise-mitigation/what-we-fund/)

### What if I have tenants in my home?

It is recommended that you talk through the terms and conditions of the noise reduction package with your tenant, including the scoping and install process and who would be responsible for the ongoing maintenance and operating costs.

### How long will it take to have my noise reduction package installed?

Auckland Airport will arrange for an inspection of your home as soon as possible after you confirm your interest in a noise reduction package. Following the initial inspection and if your home is eligible, Auckland Airport will make a formal

offer to you. Once you sign and return this offer, Auckland Airport will commence the covenant registration process which typically takes three months. Following successful registration, the package is typically installed within a month.

### Is double glazing offered as part of the noise reduction package?

Double glazing is not offered as it is not needed to meet the noise reduction requirements.

### What will this noise reduction package cost me to run?

The total cost of operating the package will depend on power prices, the hours of use and the size of the ventilation system and heat pump installed.

### Who is responsible for the ongoing operating and maintenance costs of the noise reduction package?

You will be responsible for the ongoing maintenance and operating costs of the noise reduction package. Home ventilation and heating systems perform best when they are regularly serviced. Your installer will advise you on how often to service the noise reduction package. Auckland Airport will provide all relevant warranties and manuals upon installation of the package.

### What else is being done to manage aircraft noise?

Auckland Airport is mindful of the effects of airport noise on the local community, and we are committed to continuous monitoring and management initiatives. These initiatives include designing smarter flight paths that generate less noise over residential areas, minimising new and intensified residential development in the contours, providing direct and timely access to aircraft noise information, and supporting the health and well-being of communities which are most affected by aircraft noise.

Scan the QR code below to find out more information about how Auckland Airport manages aircraft noise.



# Aircraft Noise Reduction Programme



 Auckland Airport

[aucklandairport.co.nz](https://aucklandairport.co.nz)

# Aircraft Noise Reduction Package

Auckland Airport is committed to managing the effects of aircraft noise. Part of that commitment is offering a noise reduction package to qualifying homes.

The noise reduction package has been designed by noise experts to achieve specific internal noise levels when external windows and doors are closed. It may include:

- A ventilation system to circulate fresh air;
- A heat pump to provide heating or cooling;
- A kitchen extraction fan to remove cooking odours and steam.

Window and door treatment and ceiling insulation may also be included for homes in the High Aircraft Noise Area.

## Are you eligible?

You are likely eligible for a noise reduction package if your home:

- Is located within the current aircraft noise contours available via the QR code on the left;
- Was built or granted resource consent prior to 10 December 2001; and
- Has not previously received the package.

## How much does it cost?

The financial contribution offered by Auckland Airport depends on where your home is located within the aircraft noise contours. Conditions apply, but in principle Auckland Airport will:

- Pay the full cost of installing the noise reduction package for homes in the High Aircraft Noise Area.
- Pay 75% of the cost of installing the noise reduction package for homes in the Moderate Aircraft Noise Area. You will need to pay the remaining 25%.

## Is there financial assistance available?

If your home is located in the Moderate Aircraft Noise Area, you may be eligible for financial assistance from the Auckland Airport Community Trust to help with the remaining 25%. For more information, scan the QR code on the left.

# What is involved?

## Step 1: Checking your home

If you are interested in a noise reduction package, Auckland Airport will arrange an inspection of your home to confirm:

- Eligibility;
- The type of noise reduction package to be installed;
- How it will be installed; and
- Cost.

## Step 2: Formal offer and acceptance

If your home is eligible for a noise reduction package, Auckland Airport will provide you with a formal offer letter. The formal letter will include details of the package, any costs payable by you, and the terms and conditions of the agreement. You will need to complete and return a signed copy of the formal offer letter to us.

You may wish to seek legal advice in relation to the offer before you sign and return it to us. Auckland Airport will pay the reasonable costs of this legal advice.

## Step 3: Finalising the agreement

Before the noise reduction package can be installed, you will be required to sign a legal agreement. The agreement includes a requirement to register a covenant against the property title of your home to record that a noise reduction package has been installed.

Auckland Airport will cover the reasonable legal costs of this process and work with your lawyer to facilitate it. If your home is located in the Moderate Aircraft Noise Area, and you are not eligible for funding from the Auckland Airport Community Trust, you will need to pay a deposit to confirm your commitment to the package.

## Step 4: Installation and completion

Auckland Airport will arrange a time with you to install your noise reduction package. If you are in the Moderate Aircraft Noise Area, you will need to pay your 25% contribution before we can start.

Once your noise reduction package is installed, you will be asked to confirm completion of the work. You will be responsible for the ongoing maintenance and operating costs.

If you would like more information about our noise reduction packages or a translation of this brochure you can email [nmp@aucklandairport.co.nz](mailto:nmp@aucklandairport.co.nz).

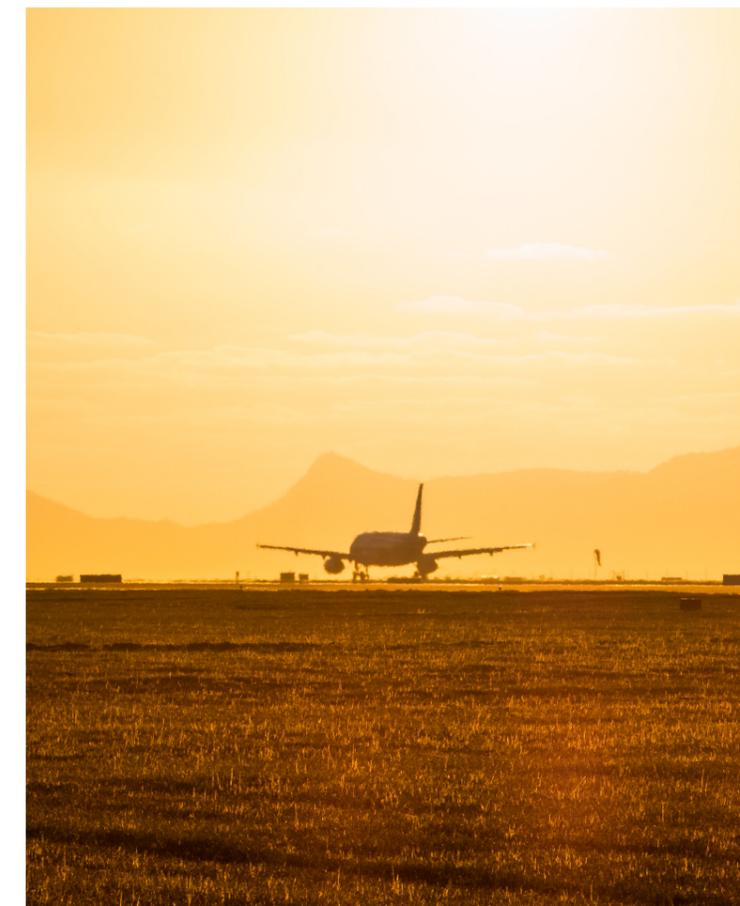
Mēnā ehara te reo Pākehā i tō reo tuatahi, ka whakaritea e mātou tētahi whakamāoritanga o tēnei reta mōu. Whakapā atu ki a [nmp@aucklandairport.co.nz](mailto:nmp@aucklandairport.co.nz) kia whai whakamāoritanga o tēnei tuhinga.

Afai ole Igilisi e lē o lau gagana muamua, e mafai ona matou fa'atulaga se fa'aliliuga o lenei tama'itusi mo oe. Fa'amolemole fa'afeso'ota'i mai i le emeli lea [nmp@aucklandairport.co.nz](mailto:nmp@aucklandairport.co.nz).

Kapau 'oku 'ikai mahino lelei 'a e lea 'Ingilisi kiate koe, te mau lava 'o liliu faka-Tonga 'a e tohi ni ma'au. Katakaki fakafetu'utaki imeili ki he [nmp@aucklandairport.co.nz](mailto:nmp@aucklandairport.co.nz) ki ha paaki 'o ha tohi kuo liliu ki he lea faka-Tonga.

अगर आपकी पहली भाषा अंग्रेजी नहीं है, तो हम आपके लिए इस चिट्ठी का अनुवाद कर सकते हैं. अनुवादति दस्तावेज़ का अनुरोध करने के लिए [nmp@aucklandairport.co.nz](mailto:nmp@aucklandairport.co.nz) से संपर्क करें।

如果英语不是您的第一语言，我们可以为您安排一份本信函的翻译译本给您。请发送邮件至 [nmp@aucklandairport.co.nz](mailto:nmp@aucklandairport.co.nz)，以获取翻译版本。



Scan this QR code for more information  
on the Noise Reduction Programme