

Annual Noise Mitigation Programme Report

2020/2021



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Introduction

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 report is to provide the Aircraft Noise Community Consultative Group ("**ANCCG**") a collated annual update on the implementation of the Noise Mitigation Programme for the past twelve months being July 2020 to July 2021.

COVID-19's Effect on the Programme

Delays and Backlogs

The Noise Mitigation Programme ("**NMP**") requires Auckland Airport staff and contractors to enter properties in the community to undertake pre-inspections, installations and equipment maintenance. This involves engaging with homeowners and tenants, and cross-organisational interaction (i.e. 2 different contracting companies present at once).

Although social distancing can be achieved, it was clear the level of interaction and engagement required by the Programme may pose a risk to the south Auckland community, Auckland Airport staff and its contractors where the risk varied depending on the COVID-19 Alert Level.

During the first lockdowns over the last twelve months (level 4, 3 and 2) the Programme was put on hold. During these periods, a record was kept of next steps required for each property and ranked in terms of priority (based on the total delay the applicant has/will experience). As the Programme recommenced in July 2020 at Alert Level 1, these priority items were acted on in the first instance and the backlog was resolved by September 2020.

Following this experience, it was clear that a plan needed to be developed and implemented to ensure any further backlogs could be minimised and allow the continued delivery of a high-quality Programme despite the risks posed by COVID-19.

Response Plan

A COVID Response Plan was developed in July 2020 which provided clarity on how the Programme should be delivered at various COVID-19 alert levels. This Response Plan provided guidance on how to operate in such a way that the allowed the Programme to continue in each alert level whilst keeping the community, Auckland Airport staff and its contractors as safe as possible. As a result, Auckland Airport have been able to continue undertake installations in the last twelve months under the Response Plan and will continue to implement the Programme under its guidance. A summary of the response plan is shown below:

Figure 1: Auckland Airport NMP COVID Response Plan Summary

Alert Level	Activities
1	- Full Programme implementation following level 1 guidelines
2	

3	<ul style="list-style-type: none"> - Continue to respond to enquiries / tentatively book scopings and installs (based on priority) - Registration of covenants to continue [minimal contact between lawyer and homeowner] - No scopings or installations to take place in occupied properties (installs can take place in unoccupied properties)
4	Programme put on hold (all contractors/service providers to stand down)

Smaller Noise Contours

COVID-19 has had an unprecedented impact on the aviation industry causing a steep decline in aircraft movements compared to previous years resulting in the 2020/2021 Annual Aircraft Noise Contour ("AANC") being significantly reduced in size. As the AANC ultimately determines which properties are eligible for an annual offer from Auckland Airport, its decreased size meant that there were no eligible properties for the 2020/2021 annual offer of noise mitigation packages. This is because no properties (being residential properties built before December 2001) were forecast to be exposed to sufficiently high enough noise levels to warrant an offer from Auckland Airport. Despite this, Auckland Airport has decided that in this circumstance it would continue to make annual offers to properties which were instead located in the Future HANA noise contour. Auckland Airport considered it very important that the Programme continues, and its benefits be available to the community especially during a time when our community has likely been exposed to hardships of COVID.

Furthermore, despite the introduction of the Trans-Tasman bubble and various other quarantine free travel arrangements (and the associated increase in flight movements and noise), the forecasted growth projections for 2021/2022 still remain at a historic low. This has meant that the new 2021/2022 AANC still remains at such an extent that there are no eligible properties within it. Again, despite this, Auckland Airport will continue to make the 2021/2022 annual offer round as part of its ongoing commitment to being a good neighbour and contributing corporate citizen.

Opportunity to Realign Timeframes

One opportunity that had presented itself during the twelve months was to be able to readjust the timeframes of the Noise Mitigation Programme, specifically when the annual offer would be made and when reporting is required. It was found that the current timeframes were misaligned to the financial year causing difficulties in undertaking accurate reporting and setting budgets. Auckland Airport decided that offers should be made as close to the start of the financial year (being July to July). As a result, Auckland Airport will now look to make annual offers in August/September every year.

In order to transition into the new timeframes, a staged approach to the annual offers and reporting was required:

- As the 2019/2020 offers expired in March 2021, Auckland Airport offered the 2020/2021 round in March 2021 (**Stage 1 March Offer**);
- Another offer round was required to occur in August/September to bring it closer to the start of the financial year and would be based on the outcomes of the 2021/2022 AANC (being the **Stage 2 September Offer**);
- The Auckland Council progress report (which is required under Condition 10 of Designation 1100) was submitted in March 2021 (in line with previous timeframes). A second progress report

is proposed to be submitted in September 2021 in line with the Stage 2 September Offer. Reporting timeframes will then shift from March to September in the future.

Annual Offers

Stage 1 March 2021 Offer

Although the retracted 2020/2021 AANC meant that there were no eligible properties, Auckland Airport decided – despite not being obliged to under its Designation – to make the 2020/2021 offer to eligible properties located within the Future HANA noise contour as part of its ongoing commitment to being a good neighbour. In doing so also meant that the Programme would be better placed to respond to any rapid increase in air traffic movements and an expansion of the AANC. The Stage 1 offer was made in March 2021 to 190 properties.

Stage 2 September 2021 Offer

Auckland Airport proposed to base the Stage 2 September offers on the FY22 AANC. If the FY22 AANC did not extend past the Future High Aircraft Noise Area (“**HANA**”), Auckland Airport would still reoffer to eligible properties within the Future HANA extent (as the same as the Stage 1 March offers). It is clear that Auckland Airport will reoffer the Stage 1 offer in Stage 2 as the FY22 AANC extent remains considerably less than previous years and does not extend past the Future HANA. The choice to continue to offer noise mitigation packages to properties which would otherwise not be eligible shows again the Airports commitment to being a good neighbour and an ongoing contributor to the community. The Stage 2 September offer will be made to approximately 156 HANA properties (of which 20 are tenanted properties based on the information available).

Improvement Initiatives

Since 2016, the general uptake of the Programme by the community has remained low (typically 10-15% of offers made each year are accepted). Throughout the last three years, improvement initiatives have been developed and put in place to improve the level of uptake by the community. These have included:

- Surveying homeowners who have had a package installed to assess whether there are areas for improvement;
- The development of a “Post-Installation Folder” which is given to both homeowners and tenants once the installation is complete. The folder contains important contact details and information about the package and also includes the operation manuals for the equipment. A common trend found through the survey was that homeowners were unsure of who to contact should they have any issues or questions about the equipment;
- The creation of a “Covenant Fact Sheet” which explains the purpose of the covenant and answers common questions. This was developed in response to apprehensive homeowners who did not fully understand the implications or purpose of the covenant; and
- Undertaking annual reviews of collateral to ensure they are up to date and easy to understand.

In the last twelve months, further improvement initiatives have been put in place to increase uptake and reduce potential barriers. These include:

Targeting Tenants

Auckland Airport now send offer letters directly to the eligible property address as well as the property owner – this should assist in increasing tenant’s awareness of the Programme.

A Community Awareness Campaign

Auckland Airport remain committed to raising awareness of the Programme within the community. As a result, an awareness campaign has been developed and implemented, which includes:

- Improving the look and feel of the offer envelopes with Auckland Airport branding and messaging so to better entice recipients into opening the envelope;
- Placement of community notices in places such as churches, schools and community halls;
- The development of a series of social media posts which will be posted prior to and after sending out the offers. These posts will also be able to be shared by any Local Board/Auckland Council's social media accounts as necessary.

Translating Key Collateral

All key collateral has been translated in Samoan, Tongan, Hindi, Mandarin and Te Reo Maori and translated documents will be available to the community as required.

Undertaking Covenant Registration Tracking

One of the most common delays within the Programme come from the time taken by external lawyers to undertake registration of the covenants against the property's certificate of title. Frequently homeowners nominate a lawyer or law firm which do not specifically practice in covenant registrations leading to extensive delays. These delays are now being recorded through a "Covenant Registration Tracker" which records when the covenant registration documents were provided to the lawyer/law firm. The nominated lawyers are then followed up by Auckland Airport every 3 weeks and offered any support required to ensure a timely registration of the covenant.

Making Community information Sessions better available to the public

Previous community information sessions were by invitation only (only those who had received an offer from Auckland Airport could attend). However, in the last three years there has been a relatively low attendance at these sessions and it not exactly clear what the cause of this is.

However, for the Stage 2 September Offer, the community information sessions will be held in a different location which is more public and accessible. This will provide the opportunity not just for eligible homeowners and tenants to ask questions about the Programme but for the wider community too, which should raise the overall level of awareness of the Programme and increase uptake over time as more properties become eligible while the aviation industry recovers and the AANC expands.

Auckland Airport will also look to trial a "Virtual Community Information Session" via Microsoft Teams to broaden accessibility to the sessions. The session will be available for eligible homeowners to access online or via telephone to ask any questions they may have about the Programme. Details of how to access this session will be included in the offer letter.

Undertaking a Market Assessment and Diversifying Suppliers

Homotech Limited have been the sole supplier to the Programme since 2016. As their contract was due to expire in August 2021, Auckland Airport decided to undertake a market assessment to ensure the services received under the existing supplier framework were competitively priced and up to date with any available innovations/quality improvements. This would ensure that both Auckland Airport as well as the community get the best equipment at the best prices and more importantly create a potential reduction in the average 25% homeowner contribution for MANA properties.

Following a robust process selection process, Auckland Airport have decided to proceed with a panel of suppliers (being Homotech and InZone Industries) to install ventilation systems, rangehoods and heatpumps. Auckland Airport consider that diversifying suppliers through a panel will ensure there is enough resource to deliver the Programme in a timely manner at any time of the year as well as keep prices competitive, which will ultimately have a positive effect on the community.

Overall Programme Summary

The following table provides an overall summary of the number of pre-inspections, offers accepted, covenant registrations and installations which have occurred of the last twelve months:

Table 1: Overall Programme Summary

Pre-Inspections	29
Offers Accepted	25 (including one where the homeowner decided not to proceed)
Covenants Registered	19 (7 awaiting registration)
Installations	24

