

FAQs

If I am entitled to a Type 2 offer should I wait until I am entitled to a Type 1 offer?

As aircraft noise increases, the Ldn 65 dBA AANC will move further into the community. As that AANC moves, homes in the HANA that are currently entitled to a Type 2 offer will become entitled to a Type 1 offer.

If your home is located within the HANA and it is near to the current Ldn 65 dBA AANC, a Type 1 offer could occur in about 5 years. Homes near to the outer edge of the HANA may receive the Type 2 offer in 10 to 20 years.

Homes outside the HANA will never receive the Type 1 offer as they are outside any future Ldn 65 dBA AANC.

If your home is located within the HANA and you are entitled to a Type 2 offer, but think that you may become entitled to a Type 1 offer in the future, you do not have to accept Auckland Airport's Type 2 offer now. You will have the opportunity to accept a Type 1 offer later if the Ldn 65 dBA AANC reaches your property.

If you do take up a Type 2 offer now and later received a Type 1 offer, you would not receive a refund for the costs that you had previously paid. However, Auckland Airport would pay 100% of the costs of any further work required (conditions apply).

How long will the process take?

The process is expected to be completed within three months of you executing the covenant. Actual installation at your property is likely to take around two weeks.

The process may take longer if you receive a Type 1 offer and take the option of reducing the level of noise in your home from Ldn 45 dBA to Ldn 40 dBA.

What if I have tenants in my home?

You need to explain the details of the offer to your tenants before you accept the offer. The tenants need to abide by the terms and conditions of the offer. For example, contractors will need access to the property to install the equipment. The property must also be kept in a way that is safe for the contractors to work.

Who will install the equipment?

Auckland Airport has appointed Hawkins Construction to install the Acoustic Treatment Packages. Hawkins Construction has extensive experience in the construction and project management industry, including extensive home maintenance work. Hawkins Construction will agree to meet access conditions that will be included in the airport's offer letter.

Auckland Airport reserves the right to appoint an alternative construction company of similar standing to install the Acoustic Treatment Packages if Hawkins Construction is unable to undertake the work. Any contractor engaged by Auckland Airport will agree to meet access conditions as outlined above.

Can I have different or additional equipment installed?

If you want alternative equipment installed instead of, or in addition to, the Acoustic Treatment Package standard equipment this may be able to be arranged. For example, you may wish to install air-conditioning. The alternative equipment must be acceptable to Auckland Airport and must meet the requirements of the Manukau District Plan.

Prior to installation you will need to pay 100% of the difference in cost between the standard equipment offered by Auckland Airport and the equipment you choose.

What are the other terms and conditions of the offer?

The purpose of this brochure is to explain and highlight the key parts of Auckland Airport's offer to install an Acoustic Treatment Package in your home. The full terms and conditions of the offer are detailed in the offer letter that you will receive shortly. We recommend that you read and consider this offer letter carefully.

Do I have to accept the offer?

No – you do not have to accept Auckland Airport's offer.

When can I talk to you about the offer?

Contact details will be provided to you in the formal offer letter, which you will receive soon. You can discuss any aspect of the Acoustic Treatment Package with Auckland Airport at that time. You do not need to contact us now.

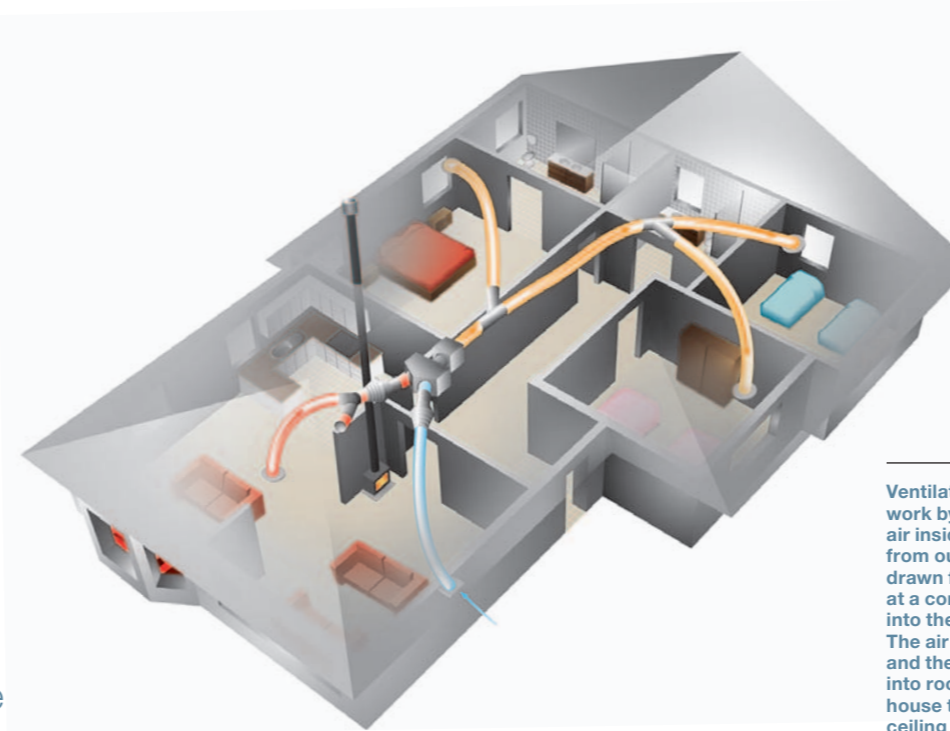
How long is the offer open for?

The offer will last for 12 months. You will have 12 months from the time you receive the offer letter from Auckland Airport to decide if you wish to accept it.

Testimonial – Clover Park resident

"We are pleased with the acoustic treatment programme and the products installed in our home last year – in particular, the moisture master ventilation system from Condensation Control. It is very effective both in controlling condensation and the temperature. The home is definitely easier to heat and we feel more energy efficient. Before the treatment programme was installed our house was very damp now it is dry and we believe much healthier."

Natalya Mowatt, Clover Park resident.



Ventilation systems work by replacing air inside with air from outside. Air is drawn from outside at a controlled rate, into the roof space. The air is filtered and then circulated into rooms in the house through ceiling diffuser outlets.

Testimonial – South Auckland Seventh-day Adventist School

"The teachers have noticed the children have an increased level of concentration due to the controlled temperature and reduced noise. The children just love their new classrooms, they are buzzing with admiration."

School principal Rosalie McFarlane, South Auckland Seventh-day Adventist School. 11 classrooms at the school were acoustically treated by Auckland Airport last year.



The students, contractors and teachers involved in the acoustic treatment project at South Auckland Seventh-day Adventist School are all smiles with the finished product.

Noise treatment packages

April 2009

Turn down the volume & relax

As part of the Manukau District Plan, Auckland International Airport Limited (Auckland Airport) is offering home owners who are affected by a specified level of aircraft noise the opportunity to have an Acoustic (noise) Treatment Package installed in their home.

This brochure explains who is eligible for these offers, and how the offers work.



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This is printed with soy-based inks on 140gsm ecoStar. Manufactured using 100% post-consumer, recycled, FSC CoC certified pulp.

For more information on Auckland Airport visit www.aucklandairport.co.nz

About Acoustic Treatment Packages

This page, far right: Example of a ceiling diffuser outlet.

Outdoor intake vent of a ventilation system.

Kitchen extractor fan.

An Acoustic Treatment Package is a set of equipment designed to reduce the level of aircraft noise inside your home.

You will still hear some noise from aircraft in your home. Acoustic Treatment Packages are not designed to reduce other types of noise.

Over the past few years Manukau City Council and Auckland Airport have undertaken a pilot study in selected homes. This study confirmed that the best way to reduce aircraft noise within a home is to keep doors and windows closed. The Acoustic Treatment Package is basically a home ventilation package.

It allows you to keep your doors and windows closed, thereby reducing noise but keeping your home ventilated.

The Acoustic Treatment Package

Depending on the design of your home, the Acoustic Treatment Package will include at least the following equipment:

- a mechanical ventilation system to allow airflow through your home
- thermal-grade ceiling insulation, if this is not already installed
- a kitchen extractor fan, if an appropriate fan is not already installed.

Acoustic Treatment Package equipment was trialled during the pilot study and it has been certified to reduce noise to meet the requirements of the Manukau District Plan.



Centre page, left:

Aircraft noise monitoring station.

Homes that qualify for an Acoustic Treatment Package

Manukau City Council and Auckland Airport have done a series of studies to measure how much aircraft noise your home is exposed to now and how much it is likely to be exposed to in the future.

Your home will qualify for the offer if it is deemed to be affected by a specified level of aircraft noise. Your home must also have been built on or before 10 December 2001.

Your home's location determines the level of aircraft noise that is deemed to affect your property. The map below shows the relationship between aircraft noise and location.

The map shows three shaded areas. These areas are called:

- High Aircraft Noise Area (HANA)
- Moderate Aircraft Noise Area (MANA)
- Aircraft Noise Notification Area (ANNA)

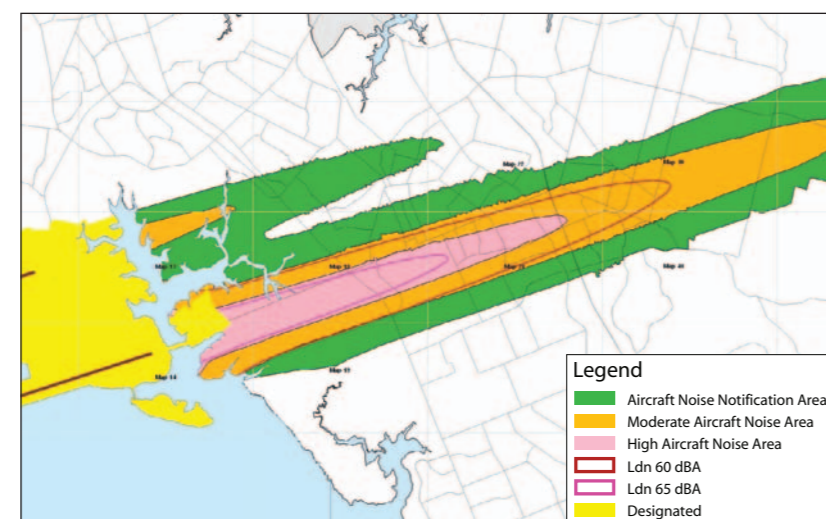
Under the Manukau District Plan a different level of aircraft noise is allowed in each area.

The lines on the map are called Annual Aircraft Noise Contours (AANCs). AANCs show the predicted average day/night level (Ldn) of aircraft noise that is expected to affect an area in the coming year.

There are two important AANCs:

- Ldn 60 dBA AANC
- Ldn 65 dBA AANC.

New AANCs are published every year. They move depending on whether aircraft noise increases or decreases in any year. As aircraft noise increases, the AANCs will extend further into the community. However, the Ldn 65 dBA AANC will not extend past the boundary of the HANA, and the Ldn 60 dBA AANC will not extend past the boundary of the MANA.



Offer Types and Costs

The type of offer that Auckland Airport must make depends on the location of your home within the shaded areas and AANCs shown on the map.

- If your home is located in the HANA and within the current Ldn 65 dBA AANC, then you are entitled to a Type 1 offer to install an Acoustic Treatment Package.
- If your home is located within the current Ldn 60 dBA AANC you are entitled to a Type 2 offer to install an Acoustic Treatment Package.



Offer Types

Type 1 offers

- Under a Type 1 offer Auckland Airport will pay 100% of the costs of installing the Acoustic Treatment Package in your home (conditions apply). The Acoustic Treatment Package aims to reduce the noise level from aircraft in your home to Ldn 45 dBA.

- If you are entitled to a Type 1 offer you also have an option to have extra equipment installed in your home. The objective is to reduce the level of noise in your home from Ldn 45 dBA to Ldn 40 dBA.

- If you choose to take up this option you need to pay an amount equal to 25% of the cost of reducing the noise level in your home from Ldn 45 dBA to Ldn 40 dBA (conditions apply). Auckland Airport will pay the remaining 75% of these costs.

- Payment of an up-front deposit (to cover scoping costs) is required. Additional equipment and improvements may be needed for homes that qualify for a Type 1 offer. These improvements could include better door and window seals, and will be part of the package.

Type 2 offers

- The Acoustic Treatment Package offered by Auckland Airport aims to reduce the noise level from aircraft in your home to Ldn 45 dBA.
- Under a Type 2 offer you must pay an amount equal to 25% of the costs of installing the Acoustic Treatment Package in your home (conditions apply). Auckland Airport will pay for the remaining 75% of the costs (conditions apply).

- The maximum cost to you is likely to be \$2600. Payment of an up-front deposit of \$1000 is required.

Financial assistance

If you can prove significant financial hardship then you may be entitled to receive financial assistance from the Auckland Airport Community Trust. This will help pay for your share of the cost of installing an Acoustic Treatment Package in your home.

www.aucklandairportcommunitytrust.co.nz

Other costs

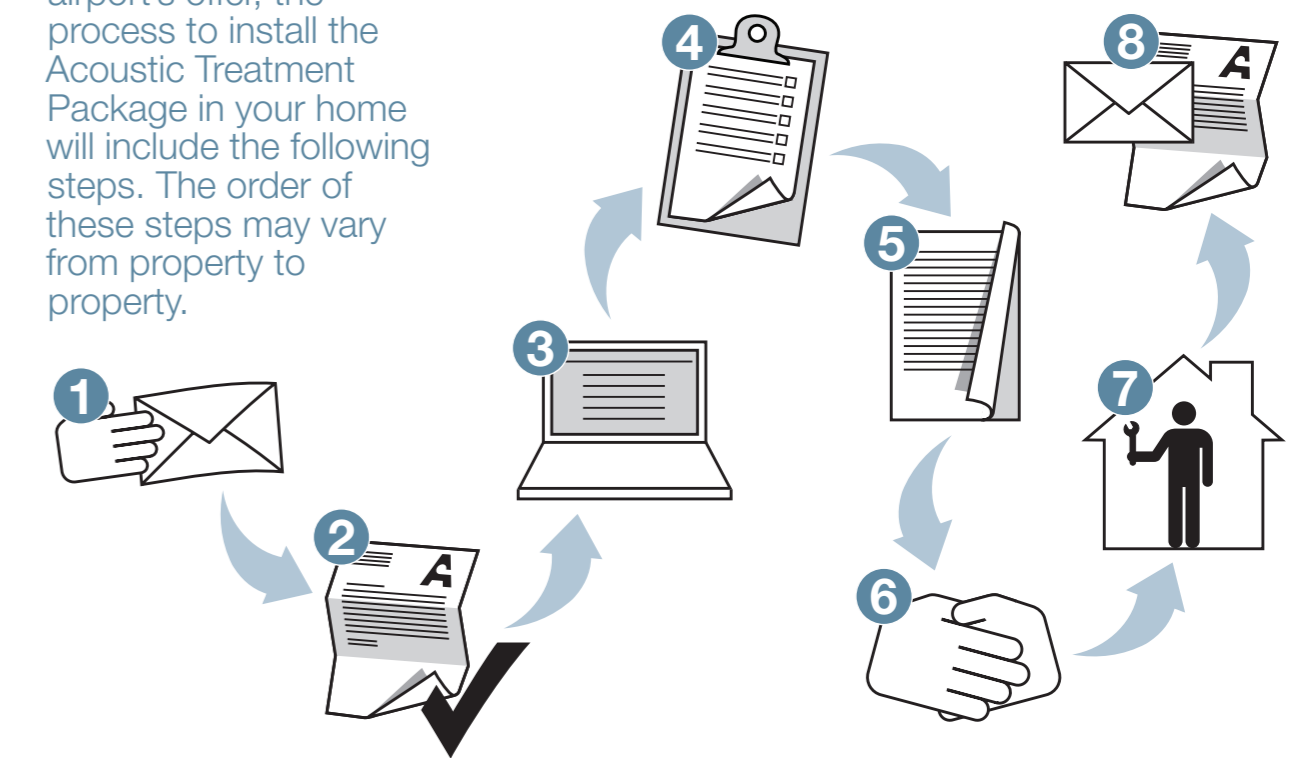
If you accept Auckland Airport's offer to install an Acoustic Treatment Package you will be responsible for paying the ongoing maintenance and operating costs associated with the Acoustic Treatment Package. The cost of running the equipment in the Acoustic Treatment Package could be between 5 and 20 cents per day. Annual maintenance costs for the Acoustic Treatment Packages are expected to be less than \$100.

Other requirements

If you accept Auckland Airport's offer you must enter into a covenant (a legal agreement) with Auckland Airport. This covenant will be registered against the title to your property. It provides notice to future purchasers of your property that an Acoustic Treatment Package has been installed in your home, and that it may not be removed except in certain circumstances.

The installation process

If you accept the airport's offer, the process to install the Acoustic Treatment Package in your home will include the following steps. The order of these steps may vary from property to property.



1 Offer letter

You will receive an offer letter from Auckland Airport for the installation of an Acoustic Treatment Package in your home. The offer letter details the terms and conditions that will apply to the installation of the package.

2 Acceptance of offer

If you decide to accept Auckland Airport's offer, you must sign and return a copy of the offer letter to the airport. You need to include:

- an up-front deposit if required, and
- a copy of the current Certificate of Title for your property.

Further details about the payment of the up-front deposit and how to apply for financial assistance will be provided in the offer letter.

3 Preliminary assessment

Auckland Airport may access the Manukau City Council records for your property to confirm its suitability for the installation of the Acoustic Treatment Package.

Installation of the package may not be able to proceed if your home does not

comply with building regulations in force when the home was built or modified. You must upgrade your home to meet those requirements before installation can begin.

4 Physical inspection

An inspection of your property will be done to find out whether your home is suitable for installation of an Acoustic Treatment Package, and if so, what package is suitable for your home. If the standard Acoustic Treatment Package is not suitable, an individual package will be proposed.

More than one inspection of your property may be needed if you decide to take up the option of additional equipment to reduce the noise level from Ldn 45 dBA to Ldn 40 dBA. This option is available if you receive a Type 1 offer.

5 Consultation

After the inspection you will be provided with details about the Acoustic Treatment Package that is best suited to your home and an estimated installation cost.

6 Execution and registration of covenant

When Auckland Airport and you agree on the package and estimated costs, the company will prepare the covenant, require you to execute it, and it will be registered against the title to your property.

7 Installation

Auckland Airport will then arrange for its contractor to install the Acoustic Treatment Package in your home.

8 Payment of costs

Auckland Airport will send you notice for payment for an amount equal to 25% of the cost of installing the Acoustic Treatment Package in your home, less any previous payments you have made. This applies if you are:

- entitled to a Type 2 offer, or
- if you are entitled to a Type 1 offer and choose the option of reducing the level of noise in your home from Ldn 45 dBA to Ldn 40 dBA.

Payment terms are outlined in full in the offer letter.