

26 April 2022

Kia Ora [REDACTED]

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 27 March 2022. You requested the following information:

- A copy of any discussions, documents and correspondence regarding any noise complaints made in relation to Wellington International Airport Limited or their users over the last three years.

Wellington City Council has **granted** your request for information. Attached is a copy of the noise complaints received by Wellington City Council and the discussions and outcomes of each complaint over the last three years.

Below are the documents that fall in scope of your request and my decision to release the document.

Item	Document name/description	Decision
1.	WIAL Noise Enquiries Summary	Release in full

### Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Asha Harry

**Official Information**

## Noise Enquiries Summary

Date	Time	Suburb	Query	Source / Action	Category
2/12/2018	1614	Tawa	Very loud and low aircraft on approach	Advised that aircraft was C17 (US military) on approach to WGN. Aircraft was at 2900ft on approach (source: webtrak)	SIN
2/12/2018		Woodridge	Recently we have noticed a significant increase in aircraft noise at our house during the day. It is loud enough at times to disrupt my son's napping. Can you please advise if this is a result of the flight path trial? And whether it will be a permanent change as there has been a noticeable change in our noise environment.	Replied via email with images (ANOMS) confirming no change pre-PBN and current (during PBN trial) in immediate vicinity of Woodridge. Included copy of PBN brochure.	OVR (PBN)
28/12/2018		Silverstream	Significant increase in flight traffic (departures) over Pinehaven area		OVR
18/02/2019	2300	Stokes Valley	Loud jet engine, different time/noise profile to that expected.	Replied via email with flight detail. Medical flight (LFT JS32 jet) movements.	OVR
28/02/2019	0214	Newlands	Frequent aircraft movements (arrivals and departures) over Newlands. PBN request for alternative flight path location.	Replied via email with PBN trial update.	OVR (PBN)

GPU - GPU/APU use      ENG - engine testing  
MNT - WIAL maintenance works

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18/02/2019	2300	Stokes Valley	Loud jet engine, different time/noise profile to that expected.	Replied via email with flight detail. Medical flight (LFT JS32 jet) movements.	OVR
28/02/2019	0214	Newlands	Frequent aircraft movements (arrivals and departures) over Newlands. PBN request for alternative flight path location.	Replied via email with PBN trial update.	OVR (PBN)
17/05/2019	0900	Rongotai	Concern regarding operations in and around the Execujet hangar - both from a noise and fumes perspective	Spoke to hangar manager, requesting aircraft operators show consideration to the residential neighbours. Noted that operational restrictions could follow if not. Communicated to complainant and requested follow up should the situation not improve	GPU
18/05/2019		Ohariu Valley Road	Concern regarding perceived increase in the level of noise over head between 0600 and 0700, and that it is related to the PBN trial	Queried flight paths via Airways NZ and responded with details to complainant. Remains unhappy, however satisfied that there have not been any changes to flight paths	OVR
19/05/2019	0340	Khandallah	Overflight movements during curfew	Queried flight paths via Airways NZ and responded with details (the were medical flights) to complainant. Complainant did not know that medical flights were exempt from curfew.	OVR

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27/07/2019	0315 & 0350	Strathmore Park	Query regarding a landing and departure during curfew	Responded explaining flights were exempt per medical emergency exemption	CUR
4/09/2019		Strathmore Park	Query regarding high frequency sound	WCC directed query - noted that source could be works on Taxiway Bravo	MNT
6/09/2019	0220	unknown	Query regarding engine start for aircraft that departs at 0930	WCC directed query - responded that no aircraft were operating - source could be works on Taxiway Bravo	MNT

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6/09/2019	0220	unknown	Query regarding engine start for aircraft that departs at 0930	WCC directed query - responded that no aircraft were operating - source could be works on Taxiway Bravo	MNT
13/09/2019	2230	Melrose	Query regarding high and low frequency sound - ongoing all week off and on at regular intervals - first heard at 2125	Source unknown - given frequency and timing (all day and night) of events, unlikely to be airport due to curfew/lack of works during reported times	OTH
18/09/2019	0515	Hataitai	Woken by departure of ZKNXJ	Responded explaining flight was exempt per medical emergency exemption	SIN
18/09/2019	0515	Miramar	Woken by departure of ZKNXJ	Responded explaining flight was exempt per medical emergency exemption	SIN
18/09/2019	0515	Rongotai	Woken by departure of ZKNXJ	Responded explaining flight was exempt per medical emergency exemption	SIN
19/09/2019		Rongotai	Woken by early departure	Responded explaining flight was exempt per medical emergency exemption	SIN
20/09/2019		Miramar	Woken by early departure	Responded explaining flight was exempt per medical emergency exemption	SIN
17/10/2019	1330	Miramar	Continual Overflights causing annoyance	Source Wellington Aeroclub - ZK EZE - spoken to aeroclub and requested they avoid this area. Communicated to complainant and requested followup if movements persist.	OVR

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## Wellington Airport Noise Summary Enquiries December 2018 to March 2022

### Noise Enquiries Summary

Date	Time	Suburb	Query	Source / Action	Category
13/12/2020	1500	Melrose	Noise from airport getting worse	Noted that noise had been reviewed by multiple agencies and that it was not deemed to be from the airport	OTH
29/12/2020		Johnsonville	Flight Paths moving west?	Responded that this isn't the case (supplied Airways tracks). Also noted that there is no change at Johnsonville due to PBN	OVR
10/01/2020	2250	Seatoun Heights	Frequent overflights	Both aeroclub and Soundsair conducting night training for pilots - spoken to both parties - asked to be more considerate	OVR
15/01/2020	0000	Seatoun Heights	Frequent overflights	Aeroclub conducting night training for pilots until midnight - have made contact with aeroclub executive.	OVR
18/01/2020	0930	Melrose	Maintenance from airport works till 2am	No airport works that night - communicated to complainant.	MNT
20/01/2020	0825	Tawa	Overflights causing annoyance	Prolonged (9 day) southerly weather pattern resulting in aircraft flying lower over the northern suburbs	OVR
21/01/2020	0120	South Coast	Woken by late arrival	Responded explaining flight exempt per disrupted flight exemption. Flight was disrupted due to weather problems and backlog.	SIN
30/01/2020	0148	unknown	Plane taking off in curfew	Medical flight - explained to complainant who understood the importance.	CUR
7/02/2020	0902	Miramar	Loud noise from airport	Unusual weather conditions - low cloud and light 2knt south-easterly exacerbated conditions	SIN
9/02/2020	1948	unknown	Sudden overhead roaring noise	Seeking clarification from complainant - none provided	OVR
9/02/2020	2208	Hutt Valley	Overflights causing annoyance	Aeroclub conducting night training for pilots until 2230. Have reminded Aeroclub they need to be courteous.	OVR
11/02/2020	1955	Petone	Overflights causing annoyance	Noticed an increase in over-flights. Suspected aeroclub movements	OVR
26/02/2020	0022	unknown	Airport noise causing annoyance	Two international aircraft landed within 5 minutes of each other. No contact details provided	CUR

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Date	Time	Suburb	Query	Source / Action	Category
2/06/2020	1430	Melrose	Repeated noise	Unknown source - 91 Rodrigo Road complainant	OTH

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2/06/2020	1430	Melrose	Repeated noise	Unknown source - 91 Rodrigo Road complainant	OTH
11/06/2020	0400	Hataitai	Woken by overflying aircraft	Medical helicopters flying from Hospital Eastwards	SIN
22/06/2020	1015	Strathmore	Loud piercing noise for 10 minutes	Unknown source.. Possibly normal engine run procedure of Soundsair plane or NZDF plane taking off (no other noise source at time)	OTH

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Date	Time	Suburb	Query	Source / Action	Category
14/08/2020	13:17	Melrose	Woken by flights at 6:30am. Requested flights start after 7:30am	Responded that commercial flights are allowed to operate at this time	QRY
17/09/2020	06:05	Wilton	Woken by flight to Nelson flying over Wilton at 6:05am every day	Responded that flight direction relates to wind and that this is the normal flight path for flights to Nelson if there is a northerly	OVR
22/09/2020	13:15	Brooklyn	More regular aircraft traffic over Brooklyn. Asked if flight path has changed	Responded that flight direction relates to wind and that this is a normal flight path. Recent southerly direction may explain.	OVR
13/11/2020	3:55	Unknown	Runway resurfacing noise all night	Responded asking for location so can discuss with contractors. No wind during night so noise may have carried further. Rumbling sound of machinery turning on and off. Provided web address for updates	MNT
17/11/2020	Various	Lyllall Bay	Truck movements all night along Lyall Parade relating to runway resurfacing	Responded with apology and noted that Fulton Hogan have changed procedures and have halved number of truck movements along Lyall Parade	MNT

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9/12/2020	02:18	Strathmore Park	High Pitch whining noise from resurfacing works	Left message apologising that works disrupted sleep	MNT
4/02/2021	00:30	Island Bay	Appears to be a lot more flights over Island Bay over last week or so	Checked flight radar. Appears to be a number of (medical) helicopters flying between the hospital and cook strait area.	SIN/CUR
9/02/2021	00:25	Newtown	Appears to be a lot of flights over Newtown between midnight and around 4am	Appears to be helicopters. Runway shut down at night so not planes from airport.	SIN/CUR
12/02/2021	02:03	Miramar	Engine testing noise	Council replied to complainant that works were from runway grooving (not engine testing)	MNT
17/02/2021	Overnight	Rongotai	Runway resurfacing/grooving work disrupting sleep	Responded with apology and noted that we are using mitigation measures and that work should be completed by end of February (weather permitting)	MNT
18/02/2021	Overnight	Miramar	Runway resurfacing/grooving work disrupting sleep	Responded with apology and noted that we are using mitigation measures and that work should be completed by end of February (weather permitting)	MNT
18/02/2021	Overnight	Miramar	Runway resurfacing/grooving work disrupting sleep	Responded with apology and noted that we are using mitigation measures and that work should be completed by end of February (weather permitting)	MNT

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16/03/2021	3:38am	Miramar	Plane taking off in curfew	Medical flight - explained to complainant	CUR
27/03/2021	10:46pm	Lower Hutt	Plane circling over Lower Hutt on Saturday night (expletive message)	Responded that Hutt City Council have commissioned private aerial LIDAR mapping. Plane landed and took off within Airport operating hours	OVR
27/03/2021	10:51pm	Horokiwi	Plane circling over Horokiwi on Saturday nights after 10pm (expletive message)	Responded that Hutt City Council have commissioned private aerial LIDAR mapping. Plane landed and took off within Airport operating hours	OVR
5/04/2021		Korokoro	Appears to be a lot more large commercial flights over Korokoro at low altitude. Asking if flight paths have changed	Checked flight radar. Air NZ turbo props flying to Napier, Tauranga, Gisbourne do fly over Korokoro, but flight paths have not changed. Appears to be a perception issue since lockdown.	QRY

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9/06/2021	2:40am and 3:17am		Asked whether there is a curfew at airport and wondered why there was a flight at 2:40am and then another one at 3:17am	Checked Airways curfew reports. At 2:40am a flight arrived and then departed at 3:17am. It was a Medical emergency flight. Left message	CUR
28/08/2021	9:46am	Local	Sirens on runway vehicles (bird scaring)	Replied via email re: wildlife management requirements/birdstrike. Noise (and birds) more prevalent due to less flights.	OTH

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Date	Time	Suburb	Query	Source / Action	Category
28/09/2021	10:20pm	Strathmore Park	Engine testing for 90 minutes ending at 10pm	Air NZ undertook engine testing on ATR on western apron after 8pm. Did not inform WIAL operations team and not undertaken in accordance with NMP/District Plan. Replied that will be taking this up with AIR NZ, and informed WCC. Outcome to be discussed at ANMC meeting.	ENG
1/10/2021	11:30pm	Strathmore Park	Run - up engine testing over near Life Flight/Defence. 10 minute run up noise at 11:30pm (no date specified)	Same ATR as per previous complaint. Other relates to a medical flight by LFT warming up (compliant). Also asked if we have a log of all Engine Testing at the Airport (Yes in accordance with NMP). Complainant requested audit of these. Said would ask	ENG
6/10/2021		Miramar	Dassault Falcon 50 reg # N111MF generating loud noise as it operates in reverse thrust. Breach noise requirements?	Explained that the Execujet aircraft, which has been using Wellington Airport since 2019. requires reverse thrust to land safely. Explained noise rules (90 day rolling average)	SIN/QRY
7/10/2021	2pm	Rongotai	Very loud engine testing on western apron on Sunday 26th September	Noted Air NZ ATR stuck in WLG due to engine issues. 4 days to fix. Engine tests at various times on western apron. Working with Air NZ and Ops staff to ensure correct procedures are followed.	ENG
7/10/2021	2:30am	Strathmore Park	Apparent extended engine run until a departure at 2:30am. Justification for engine runs at this time during curfew?	A medical flight arrived at 2:19 am and a different medical flight departed at 2:37am. Might have been a cross over of engines cooling and warming up which may have been noisier. Apologised to complainant and explained curfew exemption.	CUR/ENG

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## Wellington Airport Noise Summary Enquiries December 2018 to March 2022

### Noise Enquiries Summary

Date	Time	Suburb	Query	Source / Action	Category	Comment
28/12/2021	10:15am	Strathmore Park	Engine running at high pitch for 15 minutes or so	There were no engine tests occurring at this time. There was one Sounds Air departure and one Sounds Air arrival during this time. Any other aircraft on apron were at stands in shutdown so noise source unknown. Emailed complainant.	ENG	via email
19/01/2022	3:30am		Alarms going off at 3:30 (ish) am twice in a week.	Defective heat sensor alarm in Multi Level Carpark Building. Have been reset but awaiting for parts to fix issue. Emailed complainant to inform.	OTH	Via webform
1/02/2022	10:55am	Hataitai	Very Loud private jet over Hataitai	Falcon N115MF turned left from runway 34 over Hataitai, Mt Vic, Newtown, Kingston and south to Q'town. Apparently US Secret Service. Unusual flight path but complies (just) with noise abatement procedures. Phoned complainant and is happy that complaints get actioned. Emailed Airways who noted that they cant refuse flight path if complies with abatement procedures.	SIN	via phone call to Ops
2/02/2022	6:15pm	Hataitai	Aircraft flying over where it shouldn't be	Investigated Jetstar flight which took an unusual turn over Roseneath/Hataitai. Discussed with Jetstar who have since prevented aircraft from flying over land until they reach 5000ft. Phoned and left message with complainant.	SIN	via phone call to Ops (same complainant as 1/02/2022)
10/02/2022		Strathmore Park	Noise Management Plan procedures around Engine testing not satisfactory.	Requests that Noise Mangement Plan be reworded around any essential unscheduled maintenance between 8pm and 11pm state that it can not be reasonably carried out during the hours of 0600 and 2000 the following day.	QRY	via email (same complainant as per previous engine testing complaints)
17/02/2022	11:33pm	Strathmore Park	Gunshots/foreworks heard at 11:30 pm. Scary noise for residents in Strathmore Park due to gang tensions. How does NMP deal with this?	Responded that * Shotgun used to disperse black backed gulls. NZ Police notified * will add Wildlife Management to next ANMO agenda. * Have purchased a silencer so this should not arise in the future. * Noise from bird scaring will be considered in next NMP noise update	QRY	via email (same complainant as per 10/02/2022). Refer also to email sent to Helen S attached to papers
21/02/2022	4:39am	Ohurton Park	Woken by loud early morning flight	Using Webtrak found that the flight was a helicopter originating at the hospital (not airport)	SIN	via webform
26/02/2022	01:56pm	Mount Crawford	Strikemaster turning over Mt Crawford spooking cattle and horses	Followed up with Ops and Aeroclub. Ops called Airways to request that they not let the Strikemaster turn before end of peninsula. Aeroclub also got a couple of complaints. Owner will now only fly around to the north of the peninsula. Phoned complainant to inform.	SIN	via phone call to Ops

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19/01/2022	3:30am		Alarms going off at 3:30 (ish) am twice in a week	Defective heat sensor alarm in Multi Level Carpark Buiding. Have been reset but awaiting for parts to fix issue. Emailed complainant to inform.	OTH	Via webform
1/02/2022	10:55am	Hataitai	Very Loud private jet over Hataitai	Falcon N115MF turned left from runway 34 over Hataitai, Mt Vic, Newtown, Kingston and south to Q'town. Apparently US Secret Service. Unusal flight path but complies (just) with noise abatement procedures. Phoned complainant and is happy that complaints get actioned. Emailed Airways who noted that they cant refuse flight path if complies with abatement procedures.	SIN	via phone call to Ops
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10/02/2022		Strathmore Park	Noise Management Plan procedures around Engine testing not satisfactory.	Requests that Noise Mangement Plan be reworded around any essential unscheduled maintenance between 8pm and 11pm state that it can not be reasonably carried out during the hours of 0600 and 2000 the following day	QRY	via email (same complainant as per previous engine testing complaints)
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