# FREQUENTLY ASKED QUESTIONS

1. **Who can participate in the program?**

Resident of Guldala village and the Turksib district can participate in the program. Those whose houses are in close proximity to the airport and are exposed to more than 60 dBA noise levels from aircraft taking off and landing. The houses should be constructed before March 31st 2022 and residents should live there.

1. **How to apply for the program?**

To apply for the program, please follow the link <https://alaport.com/en-EN/passenger-guide/terminal-construction/page/noise-insulation-program>. Download and fill out the Noise Insulation Application Form. Submit a filled-out Noise Insulation Application Form to the Community Laison Officer (CLO) of Almaty International Airport via provided contact details, together with copies of title documents (land act, technical passport (if available), certificate of registered rights and encumbrances on real estate).

1. **Who and how will measure noise level?**

Ecology Expert Company is compiling a preliminary noise map of the area of Almaty International Airport. Acoustic engineers will take measurements in each individual house before noise insulation and after the work is complete.

1. **How long does it take to insulate a house?**

A decision on whether a house is included in the noise insulation program or not will be made within 3 weeks. It will be based on the priority displayed in the Noise Insulation Program, the availability, and correct completion of documentation, as well as the technical characteristics of the housing.

1. **How will the noise insulation be done?**

After the decision on noise insulating the house is made, the program coordinator, acoustic engineer, representatives of the construction company will visit the house and make an assessment, record the current state of the house inside and outside.

Noise insulation methodology and conditions will be outlined in the contract between the construction company and the homeowner.

After signing the contract, noise insulation works will begin.

After completion of the work, the project coordinator, a representative of the construction company, a public relations specialist, as well as an acoustic engineer will check and document completed works.

1. **How long will noise insulation works take?**

It will take approximately 1 month to finalize noise insulation on 1 house, depending on types of works.

1. **Will I have to move out of the house during the insulation works?**

The houseowner will be informed during the signing of contract stage whether they need to empty the house or not.

1. **What if I do not agree to sign the contract?**

The house owner is required to sign the contract in order to be eligible for the program works.

1. **What to do if, in the process of work, there are complaints about the work of construction workers?**

Please submit all your complaints and suggestions to ALA CLO.

1. **What to do if you do not like the quality of work and or condition of the house after works are finalized?**

After noise insulation is complete, house should be in the same condition as it was agreed upon in the contract, otherwise, works will be redone.

1. **Will I be able to decide the brands of the materials selected?**

The procurement will be made by ALA. House owners will not be able to decide on the material brands, however ALA noise insulation program team will guarantee to provide acceptable noise levels.

1. **Can I receive a cash payment instead and complete the works myself/contract it to my choice of subcontractor?**

No, in order to participate in the program house owners should agree to works being planned and completed by ALA and its subcontractors

1. **What will happen to the existing renovation of the house, will the noise insulation affect the facade?**

Each house will be evaluated individually, noise insulation methodology will be written in the contract and agreed upon with the homeowner.

1. **What happens if the noise level does not decrease?**

The noise level will decrease, as ALA will commission experience acoustical engineers to calculate the material and works needed to complete noise insulation program. Noise measurements will be conducted before and after the works are completed and results will be shared with the house owner.

1. **How can I reach the contact details of ALA CLO?**

The contact details of ALA CLO: + 77086419045