



Residential Sound Insulation Update

Owners of Nearly 1000 Homes Invited to Join Sound Insulation Program

Recently, the owners of nearly 1,000 homes in Inglewood received letters from the city inviting them to participate in the city's sound insulation program. These invitations signal the beginning of Phase Six of the city's ambitious program to provide relief from the impact of jet noise to all of the 8,000 eligible residences in Inglewood. To date nearly 1,000 residences have been completed or are in the process of being sound insulated.

When work is about to begin on your block, you too will get a personal letter inviting you to an orientation meeting. This newsletter is not an invitation. It is sent by the Residential Sound Insulation Division simply to keep homeowners up to date on the city's sound insulation activities.

The city wants to provide all eligible Inglewood residents with relief as quickly as possible. However, the Residential Sound Insulation Division's progress is sometimes affected by fluctuations in funding from Los Angeles World Airports and the Federal Aviation Administration.

Sound insulation is offered *at no cost* to all residents living in neighborhoods with a recorded Com-

munity Noise Equivalent Level (CNEL) of 65 decibels (dB) and higher. Within each phase, the most noise impacted blocks—on both the east and west sides of the city—have top priority. As these residences are completed, work progresses to the least impacted blocks. Please refer to the map inserted in this newsletter for program area and phasing information.

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Diana Joe, center, from the city of Inglewood, discusses the sound insulation process at an orientation meeting for homeowners Barbara and Elbert Rosser and Edward and Delory Branson.

Q&A

Q Will my home be reassessed?

A No. The Los Angeles County Assessor considers sound insulation modifications exempt.

Q Can you accommodate vacation schedules?

A Although work must be done within a specific time frame in each bid group, there is some flexibility within that time period. If the schedule conflicts with a planned vacation, work conflicts or other personal situation, we will do our best to accommodate the resident's needs.

Q I have a security alarm system. Will this system be disconnected and reconnected?

A Yes, security alarm systems will be disconnected and reconnected at no cost to the homeowner.

Q I have security bars on many of my windows. Will these be taken off and reinstalled?

A Security bars will be removed and reinstalled from windows and doors when necessary. If the original security bars in bedrooms do not have quick-release mechanisms (required by city code) they will be modified by the city at no cost.



Vickie Franklin expected “a big inconvenience” when construction was about to start on her three-bedroom townhouse last summer.

“I expected a lot of dust, a lot of people all around, but it turned out to be not that much of an inconvenience at all,” Franklin says.

Everybody agrees that sound insulation improvements can make a dramatic difference in the noise level inside the home. What is surprising is that this is one home renovation project that can be accomplished with relatively minor inconvenience to the residents. This is because the city makes sure that construction crews installing these improvements work as cleanly and quickly as possible. And, workers take extensive measures to protect your home during construction.

As Franklin recounts her experience: “When entering my unit each day, the team immediately covered the area, including the floor, before any work began. And they thoroughly cleaned up before leaving every day.” She adds that the workers were always friendly, respectful and professional.

Crews every day work clean, quick, possible.

Track Flights on the Web



Los Angeles World Airports' Internet Flight Tracking System allows you to monitor the movement of flights and air traffic patterns within the greater Los Angeles region.

The system shows the flight tracks of aircraft arriving and departing to and from LAX, and from other airports throughout the region. It also shows planes in transit across the region.

Once you select a particular aircraft, the aircraft type, altitude and Track ID Number are displayed. Although taken from actual radar data, there is a delay of approximately ten minutes in the flight tracks.

To track flights on the Web go to www.lawa.org/lax, click on Noise Management, then select Flight Tracks.

For more information please contact...

Extensive Measures Taken to Protect Your Home During Construction

While there may be wood everywhere when crews are working, like Franklin, homeowners report that at the end of each day there is typically no evidence that any work is being done. In addition to covering the work area entirely with tarps, workers



Vickie Franklin was “pleasantly surprised” at how smoothly construction went on her home.

wear booties as necessary to protect carpets and floors, sweep and vacuum at the end of every day, and fully clean the work area when construction is finished.

Franklin also notes that the construction manager was on site each day to make sure all was well. All in all she sums it up as “a very pleasant experience!”

Happy Homeowners Speak Out

It can be an unsettling experience to move into a new apartment and suddenly get bombarded with the noise of jet planes landing overhead.

That was Elizabeth Foster’s experience when she moved to her new Inglewood apartment 16 years ago. It took her some time to get used to the noise from jets landing at LAX. She recalls that “At first it was really scary, the noise of those planes. It used to be hard to watch TV or even talk on the phone.”

Recently the entire 27-unit apartment building that Foster manages was sound insulated by the city. Her three-bedroom, two-story unit was retrofitted with new insulation, dual-pane windows, new doors, air conditioning and heating.

Now she and her 18-year-old son can enjoy everyday activities like listening to music or just relaxing without hearing the constant roar of jets overhead. “With the new double windows and the safety slid-

ing glass doors you can’t hear anything outside, it’s wonderful,” she reports.

Foster also notes that her apartment used to be very cold, but with the new heating system installed by the city, she says that her home is comfortably warm all the time. She also is looking forward to a much cooler apartment in the summer months, now that new central air conditioning has replaced her old inefficient window unit.

With great pride, Foster points out the new windows adorning the exterior of the building. “They are really beautiful. The new windows make a big difference; it looks like a new building!”

‘You can’t hear anything outside, it’s wonderful!’



Elizabeth Foster shows off the newly installed acoustic windows in the 27-unit apartment building that she manages.

Please call 310/412-5289

Quality Control a Top Priority

Register Noise Complaints Online



The highest quality products and workmanship

When you sign up to have your home sound insulated, you can rest assured that only the highest quality products and workmanship go into the renovations to your property.

Quality control is a major priority for the staff of the Residential Sound Insulation Division. All products (windows and doors, heating and air conditioning, etc.)



Gordon Hom and Nick Diaz, members of the construction management staff, visit a job site to make sure that all sound insulation products have been properly installed in a triplex on West Century Blvd.

must meet the extensive criteria in the specifications set by architectural and acoustic consultants. Only highly experienced contractors are used to install these products in your home.

Division staff also monitors how the products operate. They go through training to learn about the products, their installation, operation, maintenance, and warranties. During these sessions, staff even learns about the manufacturing process, protecting the products in

shipping, and proper homeowner maintenance after installation.

Through homeowner feedback and quality control inspections, Division staff keeps informed on how the products are operating. Products exhibiting any defects are immediately replaced and taken out of the program until the defects are corrected.

All in all, every effort is made to ensure that the products installed in your home are the best on the market today for sound insulation.

In addition to ensuring the quality of the products themselves, Division inspectors monitor construction on a daily basis. Inspectors from the city's Building and Safety Department also come out to do a rough inspection during construction. Division inspectors as

well as Building and Safety inspectors will come out for a final inspection to certify that all work has been done properly.

Please stop by the new Display Room on the 5th floor of City Hall to view the many choices in products, finishes, materials, and colors. The Display Room is open between 7:30 and 5:30 Monday through Friday (please note that City Hall is closed every other Friday). Just call 310/412-5289 for an appointment.

You can go online at any time of the day or night to register complaints about aircraft noise from LAX.

Just go to the Los Angeles World Airports (LAWA) Web site: www.lawa.org/lax and click on Noise Management, then select the Noise Complaint Form.

The user-friendly form allows residents to provide their name, contact information, and date and time of the noise event; select the type of noise that occurred; and indicate the airline and type of aircraft that caused the noise, if known.

The form is sent directly to the airport's Noise Management Section for investigation. Staff will respond to the resident either by letter or a personal phone call once the investigation is completed.

You can also call the LAWA noise complaint number: 310/64-NOISE

City of Inglewood

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Residential Sound Insulation Program

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