

[HOME PAGE](#)

**MINUTES OF THE MEETING HELD ON TUESDAY
9th JANUARY AT 4.30 PM IN THE BOARD ROOM AT
CITY AVIATION HOUSE, LONDON CITY AIRPORT**



PRESENT:

John Adshead	Chair
Bill Dunlop	Deputy Chairman
Stuart Innes	Secretary
Charles Buchanan	London City Airport
Gary Hodgetts	London City Airport
ClIr Pat Holland	London Borough of Newham
ClIr Ayesha Chowdhury	London Borough of Newham
Robin Whitehouse	London Borough of Newham
ClIr Peter Craske	London Borough of Bexley
Mark Ryan	London Development Agency
Hamish Stewart	RODMA
David Kent	ABTA
Sid Keys	Silvertown TRAs
Dennis James	Custom House and Canning Town Community Forum
Gertie Duffy	North Woolwich and Silvertown Community Forum
Glynis Webb	North Woolwich TRAs

APOLOGIES:

Howard Sheppard	Docklands Business Club
Rebecca Miller	Gallions Housing Association
Peter Kiu	Beckton Community Forum
Janet Goulton	London City Airport
Angeline Barnes	London City Airport
Alan Robinson	West Silvertown TRAs

IN ATTENDANCE:

Rob Grafton	London City Airport
Jonathan Smith	London City Airport
Elizabeth Hegarty	London City Airport
Dan Townsend	London City Airport
Victoria Jeeves	London City Airport
Rohima Begum	London City Airport
Ian Thomas	AMEC
Jason O'Donohue	Metropolitan Police – Royal Docks Safer Neighbourhoods Team
Pat Kent	Observer

1. COMMITTEE MEMBERSHIP

(a) London Borough of Tower Hamlets

It was noted that the Airport and the London Borough of Newham (LBN) had indicated there was no objection to the London Borough of Tower Hamlets being invited to nominate a representative to serve as a member of the Committee. The Secretary had thus written to the Council's Chief Executive and a reply was awaited.

(b) Community Representatives

It was noted that the LBN has been asked who should be invited to represent the Council at the suggested meeting with the present representatives of the local residential communities to

review the means by which the representatives of the local communities are chosen. The meeting would be arranged as soon as a reply was received.

2. The **MINUTES** of the meeting held on 3rd October 2006¹ were approved as a correct record

3. **MATTERS ARISING**

(a) Item 3(a) – Jet Centre – Blast from Engines

Jonathan Smith (LCY) reported that there had been problems with the project but the support frames had now been installed at the Jet Centre and work was about to start on the installation of these frames at Stands 12-14. It was expected that the work would take about 10 nights to complete. Meanwhile the panels were being fixed to the frames at the Jet Centre and this work would continue at Stands 12-14 as soon as the frames were in place.

(b) Item 3(b) – Parking in local streets

The planned meeting - to be attended by representatives of the London Borough of Newham, the local Community Forums, the University of East London, DLR and the Airport - was to have been held in December. However the meeting had been postponed to allow for consideration of the problem by Newham's Mayor as a borough-wide issue. A new date would be arranged in due course.

(c) Item 3(c) – Airport Master Plan (AMP)

The final version of the plan was published at the end of November 2006. Copies had been widely circulated by e-mail and post and further copies were available at the meeting as well as on the Airport's website².

Referring to the responses received during the consultation period Charles Buchanan said that in some instances the points made by respondents had been incorporated directly into the text of the Plan and these were highlighted in blue. Other comments and further questions were included at the end of the relevant Chapter along with the Airport's reaction to them.

The Plan remained the same in essence. Only two of the responses directly opposed the proposed expansion of the Airport. One of these was from the *Friends of the Earth* and the other from the former operator of the watersports facility on the King George V Docks who believed the Airport's plans would prevent the use of the Dock for watersports.

The Plan had been submitted to the Department for Transport who were reported to have been very pleased with it. The Plan would now be reviewed every five years.

(d) Item 3(e) – Jubilee Line – Automated Passenger Announcement

The Airport reported that the announcement had now been changed

(e) Item 6(a) – Summer 2006 Noise Contour

Rob Grafton said a map showing the contour was now ready and a copy would be sent to the Secretary by the end of the following week for circulation to members and posting to the Committee's website.

(f) Item 9 – Future of Helicopter Operations in London

Dan Townsend said that the Report had attracted 30 responses from local residents and businesses as well as local councillors. There was general agreement that the use of helicopters in the local area gave rise to difficult issues. Meanwhile the Airport noted the publication of the London Assembly's comprehensive Review of Helicopter Noise in London and agreed with the Recommendations of that report for further study. It was agreed that the recommendations of the report should be circulated to all members and they are attached to these minutes³.

Gertie Duffy said there were rumours that a heliport was to be established in the local area. Dan Townsend said the Airport was not aware of any such plans but it was likely there would be discussion of the heliports issue in connection with the further studies recommended by the London Assembly.

¹ <http://www.lcacc.org/committee/minutes.html>

² <http://www.londoncityairport.com/index.php?mode=pages&action=masterplan>

³ To see the full Report [click here](#)

Pat Holland said she had raised the question of a Chinook and other helicopters flying over Custom House late at night which local people thought were coming from the Airport. It had been established that these machines originated south of the River and were nothing to do with the Airport.

(g) Item 11(b) - EU Regulation (EC) No 1107/2006 –people with reduced mobility

The Committee noted that the *European Civil Aviation Conference* (ECAC) had adopted Guidelines on Awareness and Disability Equality setting out the general principles recommended for staff dealing directly with the travelling public. They had been published as a new Annex N to ECAC Document 30 on Facilitation and would serve as guidance for airport staff training. A copy of Annex N had been placed on the website of the Liaison Group of UK Airport Consultative Committees⁴

(h) Item 12 – Review of Airport Policing

The Secretary said that the Metropolitan Police Authority was reported to have written to the Secretary of State for Transport, seeking the designation of London City Airport under section 25 of the Aviation Security Act 1982. This would mean that the owners would pay the policing bill instead of taxpayers as at present.

Charles Buchanan said that the Secretary of State had said he would not be designating any more airports under the present arrangements which had been under review for some time. The Airport was sharing in the review process through the Airport Operators Association (AOA) but meanwhile it had rejected a request from the Metropolitan Police to make a voluntary contribution towards policing costs not least because the amount involved would have been four times the amount payable per passenger at Heathrow - a designated airport.

Members commented that in circumstances where the level of policing at the Airport seemed to be settled elsewhere, and the primary threat which gave rise to that policing arose from the actions of other bodies, it was unreasonable to expect the Airport to meet the cost. It was recognised that airports attracted “ordinary” crime and sharing in the cost of dealing with this could be seen as more reasonable

4. CHANGE OF OWNERSHIP

The Committee noted that the Airport was now owned by a consortium comprising the AIG Financial Products Corporation, a wholly owned subsidiary of American International Group Inc., leaders in insurance and financial services, and Global Infrastructure Partners, an infrastructure joint venture between Credit Suisse and GE Infrastructure. The transaction was completed on 30th November 2006.

Charles Buchanan said that the new owners had spent a good deal of time briefing themselves on the details of the business but otherwise it had been very much business as usual. Having no direct experience of running airports it was expected the new owners would rely substantially on the management team in taking forward the business. In terms of the future development of the Airport it was clear they were supportive of the approach detailed in the Airport Master Plan. Now that the period of uncertainty over the ownership of the Airport was over it could be expected that the momentum of development would now pick up. It was hoped the new owners would meet representatives of the consultative committee before very long.

5. AIRPORT DIRECTOR’S REPORT

Charles Buchanan tabled his report a copy of which is attached to these minutes. The Report was noted.

6. COMMUNITY REPORT

Elizabeth Hegarty tabled her report (copy attached) which was noted. Angeline Barnes would be on maternity leave starting in mid-February and she would be replaced on a temporary basis by Elizabeth Hegarty who in turn would be temporarily replaced by Victoria Jeeves.

Sid keys expressed his thanks for the recent help given by the Airport to the St John’s Centre in North Woolwich

⁴ <http://www.ukaccs.info/ecacprmguidelines.pdf>

7. **DLR EXTENSION PROJECTS – PROGRESS REPORT**

(a) Woolwich Arsenal Extension

Ian Thomas updated the Committee on the present extension of the railway to Woolwich Arsenal. A copy of a note of his remarks is attached to these minutes.

The Secretary referred to the discussion at the recent meeting of the Airport Transport Forum where it was noted that the completion of the extension project would have a dramatic impact on travel patterns, especially those south of the River, making it much easier for people there to reach the Airport. Charles Buchanan said this opened up new marketing opportunities for the Airport and airport employment opportunities for those living south of the River.

(b) Stratford International Project

The Secretary referred to the Transport for London press release, circulated to all members on 25th October, about the approval of the DLR's Stratford International Project on which work was about to start. The project will use the existing North London Line between Stratford (Low Level) and Royal Victoria and a new length of line will be built around the Stratford rail lands development to the International Station. Connections will be provided to the existing DLR Beckton line and the DLR London City Airport Extension which is now being further extended to Woolwich Arsenal. The new line would be important to the transport arrangements for the Olympic Games.

To facilitate the new line the North London Line between Stratford and North Woolwich had been closed on 10th December and the Silverlink Metro rail service to Stratford had thus come to an end on that date. Sid Keys said the Silverlink Metro trains had been noisier than the aircraft using the airport.

Bill Dunlop raised the question of what would happen to the rest of the North London Line, i.e. to south of Royal Victoria. The Secretary said it was possible that this length of line – including the Connaught Tunnel - might be required for the Crossrail project if it is approved and funded. Dennis James said there was also a possibility that a length of the line in North Woolwich and Silvertown might be used by a steam preservation society.

8. **WHITE PAPER: FUTURE OF AIR TRANSPORT – 2006 PROGRESS REPORT**

Details of this Progress Report⁵ had been sent to all members on 15th December. In relation to London City Airport the Report says the Airport was likely to demonstrate steady growth, serving a niche business market to domestic and European destinations. The Airport had published its master plan which showed the Airport handling 8mppa by 2030. The Report concludes that “the airport continues to be an important factor in local regeneration, business development, transport and tourism infrastructure”.

Charles Buchanan commented that the Report indicated that the Department had accepted that London City should grow over 25 years to accommodate 8mppa as the Airport had proposed rather than 5mppa as mentioned in the original White Paper.

The Committee noted the recommendation on page 32 of the Progress report that airport consultative committees should monitor how well the new powers in the Civil Aviation Act 2006 are being implemented by airports. In this regard the 2006 Act⁶, which received the Royal Assent on 8th November 2006, includes powers:

- (a) which aim to clarify and strengthen the measures available to airports for dealing with aircraft noise. This includes a greater ability to introduce and enforce noise amelioration measures beyond airport boundaries and an ability to take economic measures to reflect aircraft straying from routes designed to minimise noise.
- (b) for airports to set charges which reflect local emissions from aircraft. The Secretary of State also has powers to direct airports to levy such charges.

The Secretary noted that the present environmental regime at London City was already pretty stringent and it was not clear to what extent the new powers would add value. Robin Whitehouse said the new noise powers might well help in administration and enforcement of the existing regime and there was a need constantly to review the local impact of aircraft emissions and how best to

⁵ [Click here to see the Report on the Department's server](#)

⁶ For more on the Act visit the [website](#) of the Liaison Group of UK Airport Consultative Committees

deal with them. The Airport would need to keep under review the use of the new powers and the consultative committee would need to return to the matter from time to time.

9. STANDING ITEM ON ENVIRONMENTAL ISSUES

Rob Grafton tabled this Report and a copy is attached to these minutes. This was noted.

10. NOISE INSULATION PROGRAMME – PART IV

Jonathan Smith (London City Airport) reported on the progress being made in implementing Part IV of the Programme. A copy of his report is attached to these minutes.

11. AIRPORT TRANSPORT FORUM (ATF)

There had been a meeting of the ATF on 28th November at which the Committee was represented by Bill Dunlop. Several other members were also present representing other organisations. The minutes of the meeting had been circulated to all members and a copy had been posted to the Committee's website⁷ along with the slides used in the presentations given by the Airport and the DLR⁸.

Bill Dunlop said the presentations given at the meeting had been very informative and there had been some useful discussions on a number of issues including that of commuter parking which was now choking local streets. He noted that the parking problems were now being handled by the Council as a borough wide issue but hoped it would not be too long before appropriate solutions were found.

12. LIMITS ON AIR TRANSPORT MOVEMENTS – TEMPORARY VARIATION

The Agenda report was noted. It was now expected that the application would now be considered by the LBN's Development Control Committee at its meeting on 24th January.

The Committee noted the Council's failure to consult the Committee in this case and that the Secretary had asked that in future, as a matter of routine, the Council should consult the Committee directly about all applications submitted by the Airport or airport related organisations or which might have a significant impact on airport operations and asked if arrangements can be made for this.

13. ANNUAL MEETING OF AIRPORT CONSULTATIVE COMMITTEES

A copy of the official minute of this meeting, held at Manchester on 21/22 June 2006, had been circulated to all members. The 2007 Meeting would be held at Stansted Airport on 13/14 June.

14. PUBLIC SAFETY ZONES - REVIEW

It was noted that during 2007 the Department for Transport would commence a review of established PSZs. The intention was to begin with those airports which have seen the most significant growth since 1999/2000. Rob Grafton said that thus far the Airport had not heard from the Department but it was expected that the PSZs at London City would be among the first to be reviewed.

15. AIRBUS A318

The Agenda report of the visits made by this aircraft for airport compatibility trials on 14th May and 29th October 2006 was noted.

16. ANY OTHER BUSINESS

There was none

17. DATE OF NEXT MEETING

Tuesday 3rd April 2007 at 16.30 hours at City Aviation House, London City Airport.

⁷ <http://www.lcacc.org/atf/minutes.html>

⁸ <http://www.lcacc.org/atf/slide.html>

Recommendation 1.

The Department for Transport should undertake a full review of the impact of helicopter movements and noise in London over the next twelve months, with the aim of putting in place a series of policy responses designed to mitigate the impact of this form of noise pollution on Londoners' lives.

Recommendation 2.

As part of its review, the Department for Transport and Civil Aviation Authority should investigate and then establish a mechanism to ensure that research on noise and other data on all helicopter movements is effectively collected, collated, analysed and published.

Recommendation 3.

A single national web-site (for example, extending the role of the national noise mapping web-site), or a clearly publicised portal, should be established by the Department for Transport and/or Department for Environment, Food and Rural Affairs to give public access to data on helicopters, including movements, routes used, and places where holding may be expected.

Recommendation 4.

As part of its review, the Department for Transport should take the lead to: make the public complaints procedures clearer, including making any telephone number universally known; that complaints are logged, co-ordinated and dealt with effectively; and that consistent data on complaints is published.

Recommendation 5.

The Civil Aviation Authority should include the London Assembly and the Mayor of London in consultation, and seek amendment to legislation to make them both statutory consultees, regarding matters that have implications for helicopter noise.

Recommendation 6.

The operator of London Heliport at Battersea, in association with Wandsworth Council, should establish within 12 months a London Heliport Consultative Committee to, as a first priority, address local residents' concerns about helicopter movements and noise.

Recommendation 7.

The National Air Traffic Services and Civil Aviation Authority should come forward with proposals on dealing with the issue of helicopter holding at locations across London.

Recommendation 8.

The Department for Transport should review its guidance to the Civil Aviation Authority so that the environmental impact of helicopter noise is included within its responsibilities.

Recommendation 9.

As part of its review, the Department for Transport should investigate user charging for any additional air traffic control services required for helicopters.

Recommendation 10.

Following changes to the Regulations, the Civil Aviation Authority should impose restrictions on the use of helicopters for advertising and media so that the environmental impact can be minimised.

Recommendation 11.

The Department for Transport should submit proposals to the Treasury that would lead to a change in the finance rules to give a write down allowance of 25% for all helicopters.

Recommendation 12.

The Department for Transport should establish a working group including the Civil Aviation Authority, National Air Traffic Services, Metropolitan Police Air Support Unit, British Helicopter Advisory Board, helicopter/heliport/airport operators, Mayor of London, local authorities, environmental groups and any affected residents groups to:

- update estimates of future demand for helicopter movements;
- examine noise assessment and control issues;
- reappraise management of airspace;
- commission and undertake research; and,

- assess options for existing and future heliport provision.

Recommendation 13.

The Civil Aviation Authority should give regard to the Mayor's London Ambient Noise Strategy when developing proposals on environmental matters, including helicopter noise.

Recommendation 14.

The Mayor should reflect the findings and recommendations of this London Assembly report in the next review of his London Ambient Noise Strategy.

MINUTE 5
Airport Director's Report – 9th January 2007

1. Airport Passenger Traffic

2006 has been a record year for London City Airport in terms of both passenger and movement numbers. During the year we handled 2.38 million (up 19%) passengers, on 66,000 scheduled flights (+8.5%) together with 13,000 Jet Centre and other movements. The average aircraft size rose from 61 seats in 2005 to 63, and the load factor increased from 53% to 56%.

And all of this despite the fog in December. These weather conditions had a severe impact on operations, and testing the customer service staff to the extreme. All airport staff and those from other companies rose to the challenge and we were able either to accommodate them while waiting for their flights or transfer them to other airports with as much efficiency and sensitivity as possible. As soon as the fog lifted operations returned to normal.

2. Routes

The start of the winter season brought new and increased operations to London City:

NEW

- Madrid, with British Airways, twice daily
- Milan, Air One, 2 x daily to Linate in the City Centre, in addition to the established once daily BA service to Malpensa;
- Hamburg, Lufthansa, 2 x daily;
- Nuremburg, Lufthansa, once daily;
- Groenigen, VLM, once daily through Amsterdam; and
- Rome, Air One, twice daily

INCREASED

- Amsterdam, VLM, additional 6 per day, which combined with KLM makes 21 daily flights on this route;
- Edinburgh, BA, additional 3 daily, making 16 daily flight including Scotairways;
- Geneva, additional one per day with Swiss, total 5 daily; and
- Munich, Lufthansa took over route from Cirrus, maintaining two daily services, but with a larger aircraft.

This brings the total routes served up to 31.

3. Airport Master Plan

Following consideration of the responses to the Consultation on the Master Plan, we have published the final version. This is also available to download from our website at www.londoncityairport.com/masterplan.

4. Airport Developments

Only a limited amount of construction work has taken place during the Airport sale process. This has included preparation for a new electrical substation between the DLR station and the pier and the installation of a roof over the baggage sorting area.

However we are preparing for substantial activity in the coming year, most notably the construction of the East Apron Extension, over the dock adjacent to the terminal. Contractors have been invited to tender for this work, with their responses due back by the end of February. We expect work to start in early summer. The construction will be similar to that used for the Hold point built in 2003, with piles into the dock bed with a concrete platform. The exact details of the works will depend

on the selected contractor. As before full details of who and how to contact in the event of any issues arising will be circulated to members. This construction project will take into account the experience gained from the earlier scheme.

5. Planning Applications

The Airport's planning application to vary the daily movement limits within the current annual totals is to be heard on 24 January. It had been planned to be heard sooner, but procedural difficulties have caused a delay.

In line with the Master Plan, we are starting to prepare the planning application that will be needed. As yet we have not determined the nature and scale of this application. The Consultative Committee will be kept up to date as this develops.

6. Exeter Airport

Earlier this month the sale of Exeter Airport to Balfour Beatty in cooperation with London City Airport was completed. LCY will be providing the airport management expertise to take Exeter's development forward. In particular, Janet Goulton will be the leading member of the change management team that will be established, and will be based principally in Exeter for the next six months.

MINUTE6

Community Relations Report – October / December 2006

TICKETS (WHEN ISSUED)

- 2 x Antwerp Referee of the Year, LCY Sunday Football League
- Runway News Competition, 4 x Manchester tickets
- Docklands Settlements
- GALLIONS HOUSING – LORD ROBINSON
- Tower Hamlets Winter Ball
- Holden Point Olympic Residents Association
- Association of Wheelchair Children
- Rotary Club of Newham
- St Josephs Covent Prep School

TOURS

- Eastlea School - Newham
- Britannia Village School - Newham
- Edith Kerrison Nursery - Newham
- Ellen Wilkinson Primary School - Newham
- First Line Supported Employment - Newham
- St John's Community Centre (Youth Club) - Newham
- 4th Poplar Scout Group – Tower Hamlets
- Tower Hamlets College
- Lifeline Community Projects – Hackney
- Greenwich School of Management
- London Leisure College - Greenwich
- Redbridge College
- Jack Taylor School - Camden
- Great Yarmouth College
- Shentone School – Crayford
- Enfield College

SHARING KNOWLEDGE

- Runway News Edition Four distributed with the Newham Mag in October.
- Mentoring at Royal Docks Community School continues.
- Queen Mary, University of London – LCA raised awareness of Airport careers available at annual Employment Fair.

- Newham Sixth Form College teachers attended LCA for a day, shadowing managers to ensure teaching is relevant to current industry practice.
- LCA designed and sponsored printing of adult reading books for use by Newceys.
- Airport representative participation in St John's Community Centre Trustee Board.
- Airport representative presented to UeL students on employability and the requirements of the LCA Graduate Scheme.
- Airport representatives visited Museum in Docklands and presented to secondary school students from Tower Hamlets on employability and career opportunities at LCA.

ADDITIONAL SPONSORSHIP AND SUPPORT

- Richard House Hospice – Annual donation of funds raised by the Airport and Airport employees, including Fun Day and the Hydro Active Challenge, totalling £20,159.63.
- Participation in “Wear it Pink” Day – Airport employees wore pink caps and donated money to support the Breast Cancer Care charity. Over £1000 was raised on the day.
- Eastside Young Leaders Academy – LCA 2006 Future Leader of the Year competition winners were presented with prizes sponsored by LCA and VLM.
- Docklands Equestrian Centre - sponsorship of the repair and revival of horse trailer to allow local equestrians to travel to compete.
- St John's Community Centre:
 - Sponsorship of Annual Report printing.
 - Raffle prize donation for staff party.
- Ascension Church Centre:
 - “Team Challenge” – Group of Airport volunteers decorated the church hall and sponsored entertainment for Elders' Christmas Party.
 - Raffle prize donation for Christmas party.
- Scott Wilkie Primary School “Team Challenge” Airport Volunteers planted shrubs and trees along school fence line for security.
- Support for ELBA Toy Appeal 2006.
- Sponsorship of West Silvertown Village Community Foundation Fireworks Display.
- Support for Eco-Tree at St Luke's School, Canning Town.
- Sponsorship of Plashet School student to visit the Middle East through project spearheaded by John Biggs, London Assembly Member.
- Support for Veteran's Project, spearheaded by Cllr Lynne Brown.
- Annual Christmas lunch at Café E16 at St Luke's Church Centre.
- Sponsorship of Tower Hamlets Community Transport.
- Support for Neighbours in Poplar community organisation.
- Support for Trinity Community Centre, Tower Hamlets.
- Sponsorship of student of Cardwell School, Woolwich to attend a course at the David Beckham Football Academy, Greenwich.
- St Luke's Primary School and Newham Music Trust performed Christmas Carols in the terminal through December, collecting donations from Airport staff and passengers.



Richard House Cheque Presentation



Airport Employees “Wear it Pink” for Breast Cancer Care



Civic Ambassador Pearson Shillingford - Carols in the Terminal with his chosen charity, Newham Music Trust

MINUTE 7

DLR Woolwich Extension Project – Progress Report – January 2007

The tunnel boring machine has broken through into the reception chamber located at Parry Place, Woolwich, close to the town centre. This marks a 2.5 kilometre and 7 month journey from the launch chamber in North Woolwich.

The machine is currently being dismantled and much of its support equipment including, cabling, piping and the conveyor is being removed from the tunnel. Spray Street, Woolwich, from its junction with Parry Place to Burrage Road will be closed from 12th January until 19th January 2007 to allow the machine to be lifted out in component form and transported back to North Woolwich by road in preparation for the second tunnel drive which will commence during the early part of this year.

Works within Woolwich Town centre continue with the focus being on the excavation and construction of the new DLR Station., located adjacent to the existing Woolwich Arsenal Station.

In addition to the temporary closure of Spray Street, further changes will be made to the traffic management in Woolwich Town Centre. During early 2007, access into Woolwich New Road will be restricted to buses only which will allow the future realignment of it during the construction phase, this restriction will form part of the longer term strategy applied by the London Borough of Greenwich. Burrage Road which has been subjected to both width restrictions and one way working, will return to two way traffic during the same period.

At the end of January 2007 Woolwich New Road will be closed for a number of hours to allow metal girders to be off loaded and during the weekend of 26th May Vincent Road will be closed during a 52 hour possession to allow the lifting and installation of a footbridge at Woolwich Arsenal Station.

Service diversions are scheduled to take place during January and February for a three month period in Greens End to allow the construction of over run tunnels at the end of the station.

Newsletters advising residents, businesses and other affected parties of significant changes to our works or hours continue to be distributed.

**Our 24 Hour help line remains unchanged
0845 847 6180**

MINUTE 9

Environmental Matters – October / December 2006

- A total of 5 complaints/enquiries relating to environmental matters were received during the period detailed above. A breakdown is given as follows:
- Of the 5 complaints/enquiries received;
 - 4 referred to aircraft noise/flight path
 - 1 referred to a general enquiry from a Councillor

1. DATE RECEIVED:	Mon 02.10.06	DATE OCCURRED:	various
TIME OCCURRED:	various		
AREA:	Isle of Dogs		
COMPLAINT:	Aircraft noise and flight path		
RESPONSE:	email		
2. DATE RECEIVED:	Sun 15.10.06	DATE OCCURRED:	various
TIME OCCURRED:	various		
AREA:	Sidcup DA15		
COMPLAINT:	Aircraft noise and flight path		
RESPONSE:	Telephone call		
3. DATE RECEIVED:	Fri 20.10.06	DATE OCCURRED:	19.10.06
TIME OCCURRED:	20.40		
AREA:	Hornchurch, Essex		

- | | | | |
|-------------------|----------------------------------|----------------|---------|
| COMPLAINT: | Aircraft noise and flight path | | |
| RESPONSE: | Telephone | | |
| 4. DATE RECEIVED: | Tues 14.11.06 | | |
| TIME OCCURRED: | n/a | DATE OCCURRED: | n/a |
| AREA: | London Borough of Havering | | |
| COMPLAINT: | Councillor Enquiry | | |
| RESPONSE: | email, telephone, fax and letter | | |
| 5. DATE RECEIVED: | 24.11.06 | | |
| TIME OCCURRED: | various | DATE OCCURRED: | various |
| AREA: | Sidcup DA15 | | |
| COMPLAINT: | Aircraft noise and flight path | | |
| RESPONSE: | Letter | | |

Rob Grafton
Environment Planning Manager
January 2007

MINUTE 10

Sound Insulation Scheme – January 2007 Update

General Situation

At the end of 2006 the contractor had surveyed 80% of properties within the Scheme and 55% had been signed off as complete. This means that we would envisage finishing the survey aspect by the start of Summer this year and will then spend the rest of the season working through grants and records. The problem of access still exists in areas from Britannia Village to North Woolwich and is mainly due to blocks and groups of properties owned by housing associations who are slow to respond to approaches. It is anticipated that this will still be a feature of progress in 2007.

Programme

The contractor is conducting some inspections and ventilation works during the winter, but as last year, we plan to build up the pace of this once Spring is underway and clear the surveys on the remaining properties which will allow venting works to carry on through the Summer as very little secondary glazing is being fitted.

Jonathan Smith
Project Manager
January 2007