

YOUR QUESTIONS?

Undoubtedly you will have questions regarding the scheme; some of the frequently asked questions are:

What if I don't want this, or I already have double-glazing, or I have just committed myself to installation of double-glazing?

If you are eligible and decide not to take up the London City Airport's offer, you will be asked to confirm your decision in writing to:

David Chester
Banks Wood & Partners
City Aviation House
Royal Docks
London, E16 2PB

If you already have sound insulation or double glazing or have just signed up to have some fitted, you may be eligible for a grant from SIGS towards the cost provided the insulation is effective to the same level as offered by the airport scheme. The grant would not exceed the cost of fitting the airport specified glazing. You would also be offered the chance to have sound attenuated ventilators fitted by the airport's contractors if you wish.

What if I rent my home and am not an owner/occupier?

Proprietors of letting properties are also eligible for the grant. Please forward this information onto them as their consent is required to proceed with the installation of the sound insulation or secondary-glazing.

What will all this look like?

Frames will be made of white finished aluminium set into a white painted wood surround and will be a similar style to your existing windows. Ventilation units are slim, wall mounted boxes, which need less electricity than a 60-watt light bulb to operate. Our consultants will provide full details when they contact you.

What about damage to my curtains and decorations?

If our contractors need to remove curtain tracks or other fittings, they will replace them afterwards. If they disturb or damage plasterwork, decorations or other surfaces they will make good the damage.

How long will the work take?

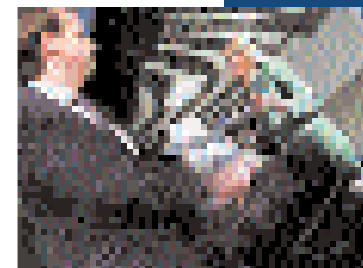
The work in an average house or flat will take approximately two days. It may be necessary to come back later to install the ventilators.

I already have double-glazing - do I qualify for a grant?

Properties granted planning permission or constructed since the 30 July 1990 are entitled to soundproof ventilation, but do not qualify for treatment to windows or doors, as adequate insulation was installed when these buildings were constructed.



LONDON CITY AIRPORT



SOUND INSULATION GRANT SCHEME



Dear Neighbour

Since the airport first opened in 1987, we have been dedicated to good relationships with the community and have recognised our role and responsibilities as a good neighbour. Now 17 years old the airport has grown from strength to strength and is now recognised as one of Europe's leading airports for business travel. We believe the success of the airport has been significantly helped by the support of you our neighbours.

London City Airport is committed to a number of environmental controls to mitigate or minimise the impact of noise from airport operations. The London City Airport Sound Insulation Grant Scheme forms an important part of our ongoing environmental programme.

The Sound Insulation Grant Scheme (SIGS) offers grants towards sound insulation for properties most affected by aircraft noise.

The scheme offers those living close to the airport, that fall within the scheme boundary, the opportunity to insulate their home.

The eligibility criteria for the SIGS is far more generous than those offered by other airports, this ensures that we protect your living conditions from the impact of the airport operations.

We hope you find this leaflet useful and informative. We are very enthusiastic about the future development of the airport and are confident that London City Airport, with your support, will remain the London airport for business travel.



Yours sincerely
Managing Director
London City Airport

ABOUT THE SCHEME

The airport has invested heavily in state of the art technology to monitor and reduce the impact of its operation on the environment. The SIGS ensures noise impacts are mitigated appropriately. The trigger point for premises eligible under the scheme to qualify is the Airport 's 57 LAeq 16-hour noise contour (*see detailed definition below*). This is a much lower trigger level than at other UK airports. SIGS is a continuing multimillion pound investment for the airport, which has been on going since the airport opened in 1987.



What are Noise Contours?

Noise contours show areas exposed to specified noise levels over given period of time. The contours are prepared on an annual basis to ensure any growth or operational changes are taken into account, using a computer noise model and are then overlaid onto a base map to identify if any new areas have qualified.

We then apply the London City Airport Sound Insulation Grant Scheme which offers sound insulation to residential properties affected the most by airborne aircraft noise. Owners of properties that fall within the scheme boundary can expect to be offered secondary glazing and soundproof ventilation to sides of the property exposed to airport noise to achieve an overall noise reduction of 25 decibels.



Rooms eligible for treatment under the scheme include: living rooms, bedrooms, dining rooms and kitchen diners. Rooms that do not qualify include kitchens, bathrooms, halls, stairways, landings and conservatories.

How do I apply?

In a couple of months you will be contacted directly by Banks Woods & Partners, who are managing the SIGS on behalf of the airport, and will be able to explain the process further.

If you want to discuss any matters relating to SIGS please contact David Chester at Banks Wood & Partners on 01277 262870.



For further information about the scheme please refer to the London City Airport Consultative Committee website www.lcacc.org

The 57 LAeq, 16 Hour, Noise Contour - This is currently used by the Government as an indicator of the "onset of significant community disturbance". The contour relates to the average daily aircraft movements over the three-month period 16 June to 15 September during the 16 hours period from 0700 to 2300 hours.