

Your questions:

Q What sound insulation treatments are available?

A The treatments available depend on whether your property is eligible for the **First-Tier** or **Second-Tier** Scheme. The table below gives a brief overview of what you may be offered.

	Existing Glazing: Single	Existing Glazing: Double
First Tier Scheme	Secondary glazing OR a contribution towards the cost of installing double glazed windows which meet the airport's standards. Sound attenuating ventilators.	Sound attenuating ventilators.
Second Tier Scheme	All properties within the Second-Tier Scheme should have already been treated by the 1998 Sound Insulation Scheme and should therefore already have either secondary or double glazing.	Secondary glazing to double glazed windows OR a contribution towards the cost of installing high acoustic specification laminated double glazed windows. Sound attenuating ventilators.

Rooms eligible 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.



Q What is secondary glazing?

A Secondary glazing supplements the existing window with a second pane of glass within a separate internal window frame forming a cavity (75-200mm) between the panes. The photograph (right) shows a typical installation of a secondary glazed window.

Q What are sound attenuating ventilators?

A Sound attenuating ventilators allow air to flow between the inside and outside of the building. They do not provide an improvement in the sound insulation performance but supply ventilation to rooms without the need to open windows.

Q What if I rent my home and I am not the owner?

A Proprietors of letting properties are also eligible for the Sound Insulation Scheme. Please forward this information to them as their consent will be required to proceed with the installation of any treatment.

Q What about damage to my curtains and decorations?

A 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.

Q How long will the work take?

A 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.

Q What if I'm not sure, or don't want this?

A If you wish to discuss any matters relating to the Scheme we would be very happy to talk to you.

You can contact us at: **01277 262 870** or environment@londoncityairport.com

London City Airport
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Sound Insulation Scheme



Information for airport neighbours

Dear Neighbour

Since the airport first opened in 1987, we have been committed to maintaining good relationships with the local community and have recognised our role and responsibilities as a good neighbour. Today London City Airport is recognised as one of Europe's leading airports for business travel and a major contributor to the local economy.

We operate a number of environmental controls to mitigate or minimise the impact of noise from aircraft operations. This leaflet outlines the details of the London City Airport Sound Insulation Scheme, which forms an important part of our ongoing environmental programme.

“...the success of the airport has been significantly helped by the support of you, our neighbours...”

The approved Sound Insulation Scheme has been revised and improved to recognise the impact of our growth. This follows the planning approval granted in July 2009 to increase the permitted number of annual flight movements over the coming years.

The Scheme offers eligible residents within its boundaries the opportunity to receive sound insulation for their home to protect it from airport noise. The eligibility criteria for the Scheme are more generous than those offered by other airports, ensuring that we protect your living conditions from the impact of the airport's operations.

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

Sound Insulation Scheme

The airport has invested in technology to monitor and reduce the impact of its operation on the environment. The Sound Insulation Scheme ensures the noise impact within a home is mitigated appropriately by offering sound insulation treatments to eligible properties.

The first trigger level for the scheme is the airport's 57 dB $L_{Aeq,16h}$ noise contour (see detailed information below), which is a lower daytime trigger level than used at other UK airports.

The second trigger level is the airport's 66 dB $L_{Aeq,16h}$ noise contour.

These are known as the **First -Tier** and **Second-Tier** Schemes.

Noise Contours

Noise contours are like geographical contours on a map, however, instead of height, they indicate areas which are exposed to specified noise levels over a given period of time.

The noise contours are prepared every year, in line with approved European calculation methodology, to ensure that any airport growth or operational changes are accounted for using a carefully validated computer model and overlaid onto a base map.

(The 57 and 66 dB $L_{Aeq,16h}$ noise contours – the LCA contours are calculated annually and relate to the average daily aircraft movements over the three-month period 16 June to 15 September during the 16 hour period from 0700 to 2300 hours.) Complete maps available at: www.lcacc.org/noise, and in the LCA Annual Performance Report.

Eligible properties within the noise contour

The noise contours are used, along with information on when the properties were built, to determine eligibility for sound insulation treatment.

Depending on when they were built, some properties may have been required by a planning condition to be built to a certain standard of protection against aircraft noise, and therefore will not be eligible.

No application to the Scheme is necessary; every year an annual report is produced listing the properties eligible.

This list of properties is published on the London City Airport Consultative Committee website www.lcacc.org/noise.

Following this, eligible properties will be contacted directly by the airport's sound insulation administrator, who manages the Scheme on behalf of the airport.

After treatment...

Any property which has had secondary glazing and/or mechanical sound attenuating ventilators installed over ten years ago will be re-inspected by the airport and any necessary repair works undertaken.



For further information please visit the London City Airport Consultative Committee website: www.lcacc.org/noise. Alternatively, contact our Sound Insulation Administrator on 01277 262 870 or environment@londoncityairport.com.

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