



## ***EASTERLY ALTERNATION INFRASTRUCTURE PROJECT***

***RESPONSE TO LONDON BOROUGH OF HILLINGDON  
NOISE MITIGATION QUESTIONS: 21 AUGUST 2025***

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## 1. *Introduction*

- 1.1.1 This document provides a response to questions received from LB Hillingdon on 15 August 2025. The questions focus on the sufficiency and efficacy of the processes for noise insulation in the context of Heathrow's application for easterly alternation.
- 1.1.2 LB Hillingdon raised 7 'Questions / Clarifications' and these are responded to one by one in the table which follows in this document.

## 2. Response to LB Hillingdon Questions

ID	LBH Question/Clarification	Heathrow Response
1	Can you provide a range of examples of how the process has worked previously, from application to implementation? I am looking to understand how someone identifies they are eligible, how the application process works, and how the noise insulation reaches the impacted property in accordance with the identified needs.	<p>Heathrow's current noise insulation scheme is provided through the Quieter Neighbourhood Scheme or QNS. Properties are eligible for the QNS scheme if they are located within the single composite boundary based on a number of noise metrics and current UK noise policy (Significant Observed Adverse Effect Level (SOAEL) for day and night and based on scheduled operations before 06:00, the Sound Exposure Level (SEL) footprint of the noisiest aircraft and the calculated probability of &gt;1 additional awakening. Information). The eligibility criteria were endorsed by government in Heathrow's Noise Action Plan and is based on up-to-date noise modelling to ensure the boundary remains reflective of changes to noise exposure over time.</p> <p>We provide information regarding the scheme on our website (<a href="https://www.heathrow.com/company/local-community/noise/what-you-can-do/quieter-neighbourhood-support/residential-insulation">https://www.heathrow.com/company/local-community/noise/what-you-can-do/quieter-neighbourhood-support/residential-insulation</a>). This is provided in multiple languages to ensure the information is easily accessible to as many residents as possible. The website also includes a postcode checker (<a href="https://www.heathrow.com/company/local-community/noise/what-you-can-do/quieter-neighbourhood-support/postcode-checker">https://www.heathrow.com/company/local-community/noise/what-you-can-do/quieter-neighbourhood-support/postcode-checker</a>) and map of active eligible zones and indicative timescales so that residents can determine if they are eligible. Residents are able to access this information online which is updated periodically. Residents are also welcome to contact <a href="mailto:communityschemes@heathrow.com">communityschemes@heathrow.com</a> or call 0800 344 844 for information regarding the scheme.</p> <p>In addition to providing information online, we contact residents as we open each phase of the scheme to invite them to register when their area becomes active. This contact is first done via letter drop. Following this, we proactively promote the scheme through door knocking, word of mouth, on site branding, and outreach to local leaders to encourage sign-up to the scheme. We are also planning a community engagement van and increased local advertising to improve take-up of the scheme. We hope that this proactive approach will enable us to achieve our target set out in the Noise Action Plan of at least 80% of eligible properties taking up the scheme.</p> <p>Given the large number of properties that fall within the composite noise contour boundary, Heathrow is inviting properties to register for the scheme in phases, to ensure efficiency in the delivery of noise insulation. The roll-out programme of eligible areas has been determined based on prioritising insulating areas most effected by aircraft noise and considering how the delivery supply chain can most efficiently undertake works on groups of properties in areas rather than reacting to registrations ad hoc. The roll out program has been agreed with the independent</p>

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		<p>Prioritisation Panel (see response to question 7), and it was identified to prioritise Longford as the area to conduct the first pilot implementation of the scheme in 2024.</p> <p>This phased approach to implementation of the scheme is defined by the QNS Master Programme Delivery Model. QNS master programme follows a tiered and sequenced approach that ensures clarity, efficiency, and responsiveness at every stage of delivery:</p> <ol style="list-style-type: none"><li>1. Strategic Planning - This begins with a master plan outlining delivery logic, sequencing, and geographic priorities. Phases are defined by eligibility, noise contour modelling, and Prioritisation Panel endorsement. Each phase is linked to timelines and engagement strategies via Customer Relationship Management (CRM) tools like Salesforce.</li><li>2. Zone-Level Planning - Phases are divided into zones based on geographic and operational traits. Planning includes survey schedules, access guides, and community engagement. The output of this delivery stage is a Zone Analysis Report and Archetyping Validation Report.</li><li>3. Tranche-Level Delivery - Zones are broken into tranches for targeted delivery. Delivery activities for each tranche include property surveys to inform delivery, issuing Property Work Proposals (PWPs), confirming installation times, and managing access.</li><li>4. Household Engagement - Residents receive personalised communications, appointment confirmations, and follow-ups. Special cases and unresolved issues are escalated to the Prioritisation Panel (see Q7 response).</li></ol> <p>Benefits of the Phased-Zone-Tranche based delivery model are summarised in the table below:</p> <table><tr><th>Benefit Area</th><th>Key Advantages</th></tr><tr><td>Predictability</td><td>Clear timelines and aligned communications reduce confusion.</td></tr><tr><td>Localised Engagement</td><td>Tailored messaging and events; feedback informs strategy.</td></tr><tr><td>CRM-Driven Efficiency</td><td>Salesforce enables automation, segmentation, and real-time reporting.</td></tr><tr><td>Flexibility</td><td>Prioritisation Panel adapts plans; residents can opt for upgrades.</td></tr><tr><td>Resident Experience</td><td>PWPs clarify scope; satisfaction surveys and support build trust.</td></tr></table>	Benefit Area	Key Advantages	Predictability	Clear timelines and aligned communications reduce confusion.	Localised Engagement	Tailored messaging and events; feedback informs strategy.	CRM-Driven Efficiency	Salesforce enables automation, segmentation, and real-time reporting.	Flexibility	Prioritisation Panel adapts plans; residents can opt for upgrades.	Resident Experience	PWPs clarify scope; satisfaction surveys and support build trust.
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		<p>For delivery of the Easterly Alternation mitigation, Heathrow will use reasonable endeavours to ensure that where offers are accepted, all agreed works are completed prior to the commencement of easterly alternation operations. The programming of the QNS delivery will be updated to account for this.</p> <p>As an example of how the process works in practice, below is an overview of the steps taken on the QNS scheme for delivery of noise insulation to a resident, from application to implementation. As part of the QNS delivery process, it should be highlighted there are two sides of delivery management of the scheme that report into Heathrow:</p> <ul style="list-style-type: none"> <li>• Delivery Partner - Manages residential delivery, community buildings, marketing, adobe buildings, and vortex and roofing.</li> <li>• Service Integrator – Manages scheme helpdesk, surveying &amp; auditing, and professional services.</li> </ul> <p><b>Process implementation overview:</b></p> <p><b>Step 1:</b> The Heathrow Helpdesk writes to eligible customers encouraging them to sign up to the Residential Insulation Scheme (RIS). This is followed up by door knocking and other methods to promote uptake of the scheme. .</p> <p><b>Step 2:</b> Customers register their interest with the Heathrow Helpdesk</p> <p><b>Step 3:</b> Our Service Integrator acoustics team book a noise survey with the customer.</p> <p><b>Step 4:</b> Once the noise survey has been carried out the Service Integrator produces a statement of needs for the customer's property and allocates a case number for the works.</p> <p><b>Step 5:</b> The Service Integrator issue the statement of needs to the insulation scheme Delivery Partner who are responsible for delivering the insulation works.</p> <p><b>Step 6:</b> Delivery Partner receives the statement of needs via Salesforce.</p> <p><b>Step 7:</b> Upon receiving the statement of needs the Delivery Partner calls the customer to arrange a pre-works survey. They will also fill out the resident profile form at this stage so that they understand the customer and their needs prior to the pre survey taking place.</p>

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		<p><b>Step 8:</b> Once the appointment has been confirmed over the phone, the customer will receive an email confirming the agreed date, the sub-contractor visiting, and time slot in which the pre works survey will take place. We will only send a letter if the customer asks us for one instead of an email.</p> <p><b>Step 9:</b> The contractor and site team attend the resident's home to carry out the pre-works survey.</p> <p><b>Step 10:</b> Once the survey for works has been carried out, the contractor will share their findings and produce a property noise proposal. This proposal will include information on the windows, doors, ventilation, and insulation requirements including detailed measurements. The proposal will identify the specification to achieve the acoustic aims of the scheme. The RIS aims to achieve the recommendations of BS8233:2014 and the WHO guidelines for internal ambient noise levels. Heathrow accept that this target may not be able to be achieved in certain circumstances due to the limitations of the existing building fabric/structure.</p> <p><b>Step 11:</b> Following production of a property noise proposal, a task order for the work is produced. This task order will include any amendments to scope or spec by resident. The resident is able to choose the type of ventilation product they want to have installed, and subject to the existing design of the windows and doors they will also have a choice from a standard product range. It is also within the resident's gift to omit certain elements of the package being offered (e.g. not go ahead with the ceiling over boarding). In instances where a resident chooses not to include a certain element identified in the property noise proposal, Heathrow and our delivery team, make sure to explain that this could reduce the intended insulation performance of the original package being offered.</p> <p>Upon receipt of the task order, the Service Integrator team will review the scope/spec and cost. If the Service Integrator is happy with the costs and proposal, they will sign it off. In the event they are not happy with it they will seek to amend or approve. If the costs exceed the cost cap, the work order will be referred to Heathrow and the Prioritisation Panel, along with the associated costs and an explanation of why the costs have exceeded the cap.</p> <p><b>Step 12:</b> Once the task order is approved, the Delivery Partner will contact the resident in order to book a date when the works can go ahead. Once the appointment has been confirmed over the phone, the Delivery Partner will send the customer an email confirming the agreed date, sub-contractor visiting, and time slot in which the works will take place.</p> <p><b>Step 13:</b> The works take place at the resident's property.</p> <p><b>Step 14:</b> The works are completed at the resident's property.</p>

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		<p><b>Step 15:</b> Once all the works are carried out at the resident's property the Delivery Partner will issue to the customer a property handover pack. This will include all works photographs as detailed in the 'Construction Phase Quality Assurance Photograph Requirements', Contractor works completion report, Detailed property tracker outlining variations to works.</p> <p><b>Step 16:</b> An audit is undertaken by Heathrow's appointed property consultant (an RICS registered practice), who are part of the Service Integrator team, in order to confirm if the work is satisfactory or not. If there are snagging issues or defects, then the Delivery Partner will rectify these issues booking in with the customer an appointment to carry out these works. If there are no issues, then the work is signed off as complete.</p> <p><b>Case Studies</b></p> <p>The following are some case studies of properties that have been through the QNS delivery process.</p> <p><b>Property A</b></p> <p><i>Property A - Block of 53 Flats (UB7) – Received new acoustically rated aluminium windows and ventilation.</i></p> <p><i>Total cost of works: Approx £6,500 per apartment.</i></p> <p><i>Process duration (Step 3-16): 5 Months</i></p> <p><i>Step 1: Invitation to register issued (February 2024).</i></p> <p><i>Step 2: Door knocking exercise undertaken x 3 at (2-month intervals) .</i></p> <p><i>Step 3: Resident register to participate in the scheme (July 2024).</i></p> <p><i>Step 4: Noise survey booked. (July 2024).</i></p> <p><i>Step 5: Noise Survey Undertaken (July 2024).</i></p> <p><i>Step 6: Property noise proposal drafted (July 2024).</i></p> <p><i>Step 7: Property noise proposal issued to the resident. (July 2024).</i></p> <p><i>Step 8: Contractor undertakes asbestos survey (July 2024).</i></p> <p><i>Step 9: Contractor carries out survey of the property (July 2024).</i></p>



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		<p><i>Step 10: Contractor drafts property works proposal. (July 2024).</i></p> <p><i>Step 11: Resident signed document (August 2024).</i></p> <p><i>Step 12: Manufacturing Period and works booking (August 2024).</i></p> <p><i>Step 13: Works start on site. (August 2024).</i></p> <p><i>Step 14: Works complete. (October 2024).</i></p> <p><i>Step 15: Snagging and Final Inspection (October 2024).</i></p> <p><i>Step 16: Provision of Property Handover Pack (November 2024).</i></p> <p><b>Property B</b></p> <p><i>Property B – 3 Bed Semi Detached (UB7) – Received new acoustically rated PVCu windows, ventilation, and loft insulation.</i></p> <p><i>Total cost of works: Approx £17,500.</i></p> <p><i>Process duration (Step 3-16): 4 Months</i></p> <p><i>Step 1: Invitation to register issued (February 2024).</i></p> <p><i>Step 2: Door knocking exercise undertaken – N/A</i></p> <p><i>Step 3: Resident register to participate in the scheme (February 2024).</i></p> <p><i>Step 4: Noise survey booked. (February 2024).</i></p> <p><i>Step 5: Noise Survey Undertaken (March 2024).</i></p> <p><i>Step 6: Property noise proposal drafted (March 2024).</i></p> <p><i>Step 7: Property noise proposal issued to the resident. (March 2024).</i></p> <p><i>Step 8: Contractor undertakes asbestos survey (March 2024).</i></p>

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		<p><i>Step 9: Contractor carries out survey of the property (March 2024).</i></p> <p><i>Step 10: Contractor drafts property works proposal. (March 2024).</i></p> <p><i>Step 11: Resident signed document (April 2024).</i></p> <p><i>Step 12: Manufacturing Period and works booking (April 2024).</i></p> <p><i>Step 13: Works start on site. (April 2024).</i></p> <p><i>Step 14: Works complete. (April 2024).</i></p> <p><i>Step 15: Snagging and Final Inspection (May 2024).</i></p> <p><i>Step 16: Provision of Property Handover Pack (May 2024).</i></p> <p><b>Property C</b></p> <p><i>Property C – 2 Bed Apartment in Conservation Area (TW7) – Received new acoustically rated Timber windows, ventilation, and loft insulation.</i></p> <p><i>Total cost of works: Approx £35,000.</i></p> <p><i>Process duration (Step 3-16): 10 Months</i></p> <p><i>Step 1: Invitation to register issued (June 2023).</i></p> <p><i>Step 2: Door knocking exercise undertaken – N/A</i></p> <p><i>Step 3: Resident register to participate in the scheme (June 2023).</i></p> <p><i>Step 4: Noise survey booked. (July 2023).</i></p> <p><i>Step 5: Noise Survey Undertaken, identified that local authority consent is required (July 2023).</i></p> <p><i>Step 6: Property noise proposal drafted (July 2023).</i></p> <p><i>Step 7: Property noise proposal issued to the resident. (July 2023).</i></p>

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		<p><i>Heathrow support resident to obtain consent. (July- November 2023)</i></p> <p><i>Step 8: Contractor undertakes asbestos survey (November 2023).</i></p> <p><i>Step 9: Contractor carries out survey of the property (November 2023).</i></p> <p><i>Step 10: Contractor drafts property works proposal. (November 2023).</i></p> <p><i>Step 11: Resident signed document (December 2023).</i></p> <p><i>Step 12: Manufacturing Period (12 weeks) and works booking (December 2023 – February 2024).</i></p> <p><i>Step 13: Works start on site. (March 2024).</i></p> <p><i>Step 14: Works complete. (March 2024).</i></p> <p><i>Step 15: Snagging and Final Inspection (March 2024).</i></p> <p><i>Step 16: Provision of Property Handover Pack (April 2024).</i></p>
2	Can you provide examples of what the differing funding packages practically secure - i.e. what does £3k achieve with regards to noise insulation? I am after the specifications and details of the specific work.	<p>The financial assistance towards noise insulation has been offered by Heathrow for residential dwellings which are forecast to experience increases in noise (&gt;3 dB) leaving them exposed to at least 54 dB LAeq,16hr due to Easterly Alternation. Fully funded noise insulation packages are not offered at levels of exposure outside of the QNS eligibility criteria.</p> <p>As noise exposure level goes down below the criteria defined by the QNS eligibility, the proportion of people likely to be annoyed or sleep disturbed reduces. We do however recognise that a proportion of the population exposed to levels between 54 – 60 dB and 60 – 63 dB LAeq,16hr may experience an effect and therefore we offer a contribution towards those residents purchasing noise insulation if they choose to do so.</p> <p>These funding packages are intended to be used by residents as a contribution towards the total cost of insulation in line with government policy, however if a resident wanted to explore what the sum or either £3,000 or £12,000 could purchase without any additional financial input from themselves we have set out the examples provided in our previous response in more detail below:</p>

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		<p><b>With £3,000:</b></p> <p>We anticipate that properties between 54-60 dB LAeq,16hr should be able to meet BS 8233 internal average ambient noise levels in habitable rooms with standard glazing (assumes existing glass retained and is double-glazed unit), loft insulation and an enhanced Siegenia vent or PIV.</p> <p>Total estimated cost of PIV and loft Insulation:</p> <ul style="list-style-type: none"> <li>- Contractor surveys – £200</li> <li>- Ventilation Product - £1300</li> <li>- Loft Insulation including hatch and perimeter seal (50 SQM Average Property size) – £1500</li> </ul> <p><i>Total £3,000 EX VAT</i></p> <p>We are confident that the measures proposed (namely new ventilation and loft insulation) will meet the required internal ambient noise levels. We have supporting evidence (contractor final accounts to suggest that the £3k figure can provide the necessary measures outlined).</p> <p><b>With £12,000:</b></p> <p>We anticipate that properties 60-63dB will require windows to be replaced to meet 8233 internal average ambient noise levels, as well as loft insulation and a Siegenia vent or PIV.</p> <ul style="list-style-type: none"> <li>- Contractor surveys – £500</li> <li>- Ventilation Product - £1300</li> <li>- Bathroom / Kitchen Ventilation - £1500</li> <li>- Loft Insulation (50 SQM Average Property size) - £1500</li> <li>- Secondary Glazing – (8 No. secondary glazing units between 3 &amp; 4 Sqm) - £7200</li> </ul> <p><i>Total £12,000 EX VAT</i></p> <p>As per the above, we are confident that the measures proposed (namely secondary glazing, new ventilation and loft insulation) will meet the required internal ambient noise levels. Again, we have supporting evidence (contractor final accounts to suggest that the £12k figure can provide the necessary measures outlined).</p>
3	Does Heathrow Airport Ltd track the eligible properties,	<p>Heathrow keeps track of a number of metrics and data points for the QNS scheme including:</p> <ul style="list-style-type: none"> <li>- Eligible properties (registered and not registered for the scheme)</li> </ul>

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	and can this information be shared?	<ul style="list-style-type: none"> <li>- Ineligible properties</li> <li>- Surveys completed (noise and building)</li> <li>- Property information packs drafted/issued</li> <li>- Validation surveys undertaken</li> <li>- Properties on hold (this could be for a number of reasons that require further investigation)</li> <li>- Works approved</li> <li>- Works underway</li> <li>- Works completed</li> </ul> <p>As part of delivery of the Easterly Alternation mitigation packages, this will be included in the data we track for the broader QNS scheme.</p> <p>We can provide LBH with a copy of the annual report which we will produce with the Prioritisation Panel and CISHA for the scheme as a whole. This will include data specific to the additional Easterly Alternation mitigation offer.</p>
4	Are post implementation checks undertaken to determine the efficacy of the works?	<p>As part of the QNS program, an ongoing quality assurance process is undertaken by the Service Integrator to ensure the insulation has been installed correctly and all works have been finished to a good standard. This process is set out under the three stages below:</p> <p><b>Stage 1</b></p> <p>Heathrow's appointed property consultant (an RICS registered practice) who is part of the Service Integrator team will carry out weekly interim inspection of properties undergoing insulation works during the construction phase to ensure that the levels of quality outlined in the specification are being complied with. Upon completion of the inspection the consultant provides an inspection report and tracks the progress of the property until the works are completed.</p> <p><b>Stage 2</b></p> <p>Upon completion of the work, the appointed property consultant carries out a final inspection to confirm that the works meet Heathrow's requirements as outlined within the performance specification document for the project. Upon completion of the inspection, the consultant produces a final inspection report which accurately records the works completed at the property along with any snagging works outstanding. This report is shared with Heathrow</p>

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		<p>and the QNS Delivery Partner. All snagging items are discussed verbally with the resident directly, so they are aware of outstanding works.</p> <p><b>Stage 3</b></p> <p>The appointed consultant manages the snagging process ensuring that the contractor has completed all outstanding works identified at the time of the final inspection. A follow up inspection will then usually be undertaken to confirm that these works have been completed. The requirement for a close out inspection is dependent upon the nature and quantity of snagging items identified. In certain situations, snagging items may be closed out by reviewing photographs against the snagging list. This minimises disruption to the resident which may be caused by the undertaking of an additional inspection.</p> <p>Post works noise surveys are also undertaken on a representative sample of properties (10%) to confirm that the measures installed provide the required level of performance. In addition, our Service Integrator Team use their professional experience to ensure that the works are completed to a high standard so that the performance parameters are achieved.</p> <p>By following a detailed quality assurance process the QNS scheme is able to ensure that installation of materials and products meets manufacturers' requirements and building regulations, ensuring that the performance of the insulation meets the product specification and property needs. Residents who choose to participate are also invited to take a satisfaction survey of the works undertaken (see response to Q6 for more information).</p>
5	<p>What support is provided to a recipient in the event that there are complications? - i.e. more money is required due to unforeseen technical problems.</p>	<p>Where an issue or complication arises, there are a number of support options available to the resident depending on the nature of the issue. First and foremost, the nature of the issue is raised with the resident so that they are aware of it and can understand the implications it may have on timescales and delivery of the insulation package.</p> <p>For properties that meet the QNS eligibility criteria for insulation, where an unforeseen technical issue arises, HAL and our Delivery Partner would seek to remedy the issue in order to minimise delaying installation of the noise insulation for the resident. This is subject to the additional cost of the remedial works not exceeding the scheme cost cap of £34,000. Where the cost of additional unforeseen works exceeds the scheme cost cap, or the property is only eligible for one of the financial contribution offers, these cases would need to be considered on a case-by-case basis, considering the origin position and the cause of the complications.</p> <p>An example that we have already experience as part of the QNS scheme is properties not having the appropriate lintel construction in order to install windows and doors. Where this was discovered, remedial works to construct</p>



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		<p>the appropriate lintels into the properties was undertaken (funded under the QNS delivery program) so that the insulation packages could be installed.</p> <p>There may be instances where the issue / complication is more complex, or results in the cost of additional works exceeding the agreed scheme cost cap. These cases would be referred to the Prioritisation Panel who would review the case and make a recommendation to Heathrow on how to proceed. This could include them recommending that HAL cover the additional cost. Further information on the Prioritisation Panel is provided in the response to Question 7.</p> <p>In order to deliver the scheme as efficiently as possible. the QNS operates a proactive approach to risk identification and mitigation, what this means is:</p> <ol style="list-style-type: none"> <li>1. Survey-Led Risk Profiling - The QNS process begins with a structured sequence of surveys; noise survey and pre-works survey to assess asbestos, lintels, cavity space, and structural integrity. These surveys are designed to flag risks early, such as asbestos or structural issues, and trigger predefined mitigation pathways.</li> <li>2. Resident Profiling &amp; Vulnerability Mapping - During the pre-works survey, a resident profile form is completed to understand individual needs, vulnerabilities, and preferences. This enables tailored support and flags cases requiring additional care.</li> <li>3. Monitoring &amp; Evaluation Framework - Resident feedback is collected via surveys and community meetings. A monitoring framework tracks emerging risks and service gaps. Adjustments are made monthly based on stakeholder input.</li> </ol> <p>In addition to the proactive approach to risk identification and mitigation, the following reactive support and escalation pathways exist:</p> <ol style="list-style-type: none"> <li>1. Complaint Management &amp; Case Ownership - When issues arise, such as poor service or unmet expectations: <ol style="list-style-type: none"> <li>a. Complaints are logged and categorised by primary issue.</li> <li>b. Each live complaint is assigned a case owner.</li> <li>c. Resolution is prioritised by severity and age of complaint.</li> </ol> </li> </ol>

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		<p>d. A dedicated team, including additional CLOs (Customer Liaison Officers), is mobilised to re-establish contact and provide updates.</p> <p>2. Cross-Partner Coordination - Escalations involving the Delivery Partner or Service Integrator are managed through weekly meetings and direct engagement. Established governance groups serve as forums to flag, escalate and triage emerging issues Legal and commercial complexities (e.g. TUPE, liability) are escalated to contract managers and legal advisors.</p> <p>Benefits of the undertaking a proactive approach to risk management include:</p> <ol style="list-style-type: none"> <li>1. Early Risk Detection: Multi-layered surveys catch issues before works begin.</li> <li>2. Tailored Resident Support: Vulnerability mapping ensures no one is left behind.</li> <li>3. Structured Escalation: Case ownership and weekly triage meetings drive accountability.</li> <li>4. Cross-Functional Collaboration: Heathrow, Kier, and TFT work in lockstep to resolve issues.</li> <li>5. Continuous Improvement: Feedback loops and audits refine processes over time.</li> </ol>
6	Are there feedback surveys undertaken about the satisfaction of the process?	<p>To help assess the effectiveness of our home insulation schemes, we carry out short surveys with participating residents to measure their overall satisfaction. These surveys are an important part of our commitment to continuous improvement, ensuring that the schemes deliver real and lasting benefits to households.</p> <p>Residents are interviewed at three stages of each scheme:</p> <ul style="list-style-type: none"> <li>• Quieter Nights Scheme (QNSS): noise assessment, supplier visit, and completion of works.</li> <li>• Vortex Scheme: initial visit, remedial repair, and completion of works.</li> </ul> <p>By engaging with residents at different stages of the process, we are able to identify and resolve any issues in real time. Each survey includes around 10 questions, covering topics such as how residents first accessed the scheme, the extent to which aircraft noise affects their quality of life, their experience of the works process, and whether their quality of life has improved post-installation, including their perceptions of Heathrow as a neighbour.</p>

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		<p>We take this feedback seriously. It not only helps us improve the experience for current residents but also informs how we design and deliver future schemes, ensuring that they continue to meet the needs of the communities we serve.</p> <p>We expect to include a summary of this feedback within the scheme annual report.</p>
7	Is there a complaints process, independent oversight, dispute resolution process?	<p>Complaints and special cases can be escalated to the Prioritisation Panel.</p> <p>The Prioritisation Panel was established as part of Heathrow's delivery model for the Quieter Neighbour Support programme, with the remit of:</p> <ul style="list-style-type: none"> <li>- Within the financial scope set, and options provided by Heathrow, to provide advice and guidance on the prioritisation of works under the Quieter Neighbour Support programme,</li> <li>- To establish a coherent approach and rationale for prioritisation, and,</li> <li>- To determine outcomes in special cases or escalated disputes in a consistent manner.</li> </ul> <p>Its membership comprises a small number of representatives from:</p> <ul style="list-style-type: none"> <li>- CISHA (Panel chair)</li> <li>- HACAN</li> <li>- HSPG</li> <li>- Airline Operators Committee</li> <li>- health effects expert (University of London)</li> <li>- Heathrow</li> </ul> <p>Where a resident believes they have a special case, or they wish to escalate a complaint/dispute, this will be taken to the Prioritisation Panel who will review each case and make a recommendation to Heathrow on how to proceed.</p> <p>The panel meets once a quarter to discuss scheme implementation progress and review special cases. Where a particular dispute or case requires more urgent attention by the panel, these can be reviewed on an ad hoc basis.</p>

ID	LBH Question/Clarification	Heathrow Response
		<p>Examples of disputes and cases that the Panel has dealt with to date include:</p> <ul style="list-style-type: none"> <li>- Consideration of medical conditions which makes the resident more sensitive to noise exposure. In such cases the panel will undertake consideration of the noise exposure level of the property and confirmation of medical condition from a healthcare professional.</li> <li>- Cost of insulating a property exceeding the set cost cap for the scheme.</li> <li>- Property licensing/classification irregularities (e.g., a property being operated as an HMO without the correct license in place).</li> </ul> <p>In 2024 the implementation of the special cases process began. That year, eight cases were referred to the Panel for review and made recommendations to Heathrow on how to proceed. These cases included medical conditions (for which the Panel requested proof to support the consideration) and cost cap exceedances. All cases were recommended by the Panel for works following receipt of the additional information requested.</p> <p>In 2025 (YTD) there have been 19 cases referred to the panel. Fourteen of the cases were due to cost cap exceedances. The works for these were recommended for works by the Panel subject to one property having a scope reduction due to the significant exceedance of the cost cap. Three of the cases in 2025 were based on medical conditions, all of which were recommended by the panel for works. One property was a residential property converted to a care home (classes as commercial building) and was recommended for works by the Panel. Finally, property was thought to be an unlawful HMO. The Panel requested further information to establish key facts. Engagement with the landlord was undertaken to recommend that the appropriate licenses were obtained. This is underway and insulation works will be able to be undertaken.</p> <p>In all instances, Heathrow has accepted the Panel's recommendations and has proceeded with the work where that is the Panel's position.</p>