

Airport Noise Complaints: Briefing Note for Officers and Members

Southend Airport is due to begin regular passenger flights to European destinations from 2nd April 2012, following the planning permission granted in April 2010 for the extension of the airport runway. Residents will of course notice an increase in air-traffic from this date and the controls negotiated as part of the legal agreement (S106) will also come into force at this time.

This note is intended to assist Officers in answering enquiries made by members of the public, and to assist Members.

Noise Complaints

The legal agreement required a Noise Complaints Handling Service to be set up. The Airport has formulated a complaints procedure and appointed a Noise Manager, and the procedure has now been agreed with the Council. The Council itself is not responsible for handling the Airport's noise complaints.

Comments and complaints regarding noise at the airport can be made by:

- Email – Isaenquiries@stobartair.com
- Phone – noise comments hotline 01702 538599
- In writing to LSACL, Southend Airport, Southend on sea, Essex, SS2 6YF

All comments received regarding noise at the airport are recorded in a Noise Complaint Database. Complaints will be reported annually to the Airport Consultative Committee (ACC) who will monitor the complaints and the Airport's responses and complaint resolution.

Property Acquisition and Sound and Thermal Insulation Grants Scheme

A number of residents have already enquired about potential "grants" or "compensation" in relation to noise affecting their homes.

The legal agreement includes the provision for a Sound and Thermal Insulation Grants Scheme to be set up. No later than 18 months after the runway opening date, the Airport is required to submit noise contour information showing the properties they consider qualify for the scheme. This will of course then have to be verified and agreed by the Council. Once agreed, any qualifying properties would be entitled to improvements to glazing and/or roof insulation at the Airport's expense and would be contacted. This procedure will then be repeated again two years later.

In extreme cases, the Airport is duty bound to offer to purchase the property, although no such cases are expected to arise.

Residents do not need to contact the Airport or the Council to qualify. The S106 Agreement can be found in full on the *PublicAccess* pages of the Council's website under application reference 09/01960/FULM.