

Compensation meeting 7th September 2012 – Eastwood Community Centre

GRAHAM: – Can you hear us OK, It is good to see you here it is the most people I have had in front of me except when I was at the back of the the dole queue. I appreciate you coming here tonight without you lot we would just look like a lot of lemons and England is playing tonight. Apologies that the meeting has become so popular there are people standing and hanging around outside, even the press have only just managed to get in and wouldn't be surprised if we have had to turn people away as well.

A quick introduction for my Sins I am Chairman of SAEN, Graham Whitehead, and we have Jon Fuller over here who will also be helping me out and talking having chaired the previous meeting we had in July. I will no quickly run through how we are going to run the meeting run the meeting I would like to ask you hold back any questions until the end as we tend to find the the questions you ask will have been answered anyway and we don't want to run out of time. The first part will be a short history as to how we have go into the situation where compensation is the only option we have left and then Jon will give a quick resume of the previous meeting we had in July when we had Chris Hunt, a Chartered Survey come to speak and very informative it was too and after that we will organise you into Compensation groups which has to be an autonomous group and not part of SAEN for obvious reasons – we will set out the aims of the group which is today to take names and addresses, telephone numbers and E mail addresses of interested parties then the group will form itself and make its mind up as to how it wants to proceed as to which Solicitor of Chartered Surveyor you wish to go with, you don't all have to use the same one if you commit to the group it doesn't commit you to follow their actions one thing we cannot be though SAEN will be offering its help to facilitate to its hearts content predominately this will be website, e mailing etc., and finally there will be a wrap up report of the progress of the meeting at the end and then time permitting there will be a session of questions from the floor to myself, Jon and we have Michael Marriott who has agreed to come along and take questions, he is another one of the chartered surveyors and if you have been able to get a copy of one of the leaflets we have printed off you will see he is on one side of it. Then it will be a final closing address and goodnight. I will just go through a brief history, sorry to read from here but there is so much that has happened I can't remember without looking at it.

Stobart's bought the lease and made their intentions to expand the runway known Two Councils, Southend and Rochford embarked on a series of proposals. They asked the residents for their opinions and preferred options this was the start of what was called the JAAP process. So the public responded and were consistently in favour of no or low expansion so in the true spirit of democracy the Council offered the high expansion as their preferred option and went away with some other form of JAAPs and we consistently, we being the residents, suggested that we didn't want that throughout the process of the JAAPs. We couldn't get the results of the JAAP because they kept saying they were waiting for all the postal votes to come in to be counted and under the freedom of information act managed to find out what the E mail situation was and it was that an overwhelming majority of people clearly in favour of low or no expansion option. That clearly wasn't what the Council wanted, or the airport, so between them the airport applied for planning permission to extend the runway, which the Council promptly passed. And that's how we find ourself in this position now. The JAAP was suspended, I believe was the phrase, the JAAPs also covered all the other parts where the massive number of employment, the 6,000 that they promised us of new jobs, I think I shall be pushing up daisies before we get to 1,000, fingers crossed. So that's where SAEN could only see it going forward was to fight the proposals for the expansion plan in the High Courts, some £40,000 odd later we managed to lose that and the Council's legal fees were all paid by the airport so it didn't cost you residents anything. Once the legal fight was lost, the runway extended and EasyJet started their flights with their so called “quiet jets” and fears as to how bad it could be were soon realised, I am woken up each morning assuming the planes are

flying over Rochford, my own “orange” alarm clock, this clock comes with snooze alarms every 10 minutes or so until they run out of planes to take off. So here we are with houses we are no longer able to sell to move away, sleep patterns decided on the whims of flight planners, and a garden I no longer enjoy to be in. The only course open to us for redress is for compensation for the loss of value to your houses. I will now hand you over to Jon who will give you a short resume of the meeting we held last July. Thank you.

JON: Thanks Graham, (clapping) I don't like microphones so I will try it first with my loud voice, if your can't hear me, then let me know and I will have a go with the microphone. With a bit of luck my voice is going to carry reasonably well for you people.

I want to take you back to the evening of the 6th July we had a Chartered Surveyor come to another packed meeting in Leigh, we organised him to come and talk to the public about the whole issue of compensation. In our campaign group SAEN we really didn't understand the details so we got a professional along and Chris Hunt a Chartered Surveyor gave us an excellent talk that evening. As a lady said a moment ago the key point about the “Land Compensation Act” passed in 1973 is that it compensates for people for loss of value of their property. It is really important to emphasise and make sure that everybody understands that you are not compensated for loss of sleep, you are not compensated for noise in your back garden, you are not compensated for oil on your pond, pollution in the air, foul smells any of that, what you are compensated for is all of those nuisances and what that does to the value of your property. Now I just want to run a very quick experiment with people and just take you back to a couple of months before you bought your house now could you put your hands up if knowing what you do know now about Southend Airport night flights and all the rest of it and further expansion to come take you two months before you bought your house if you knew you would be in this situation now with a very busy airport “would you buy your house” (people saying “no”) I can see a few people confused there “would you buy your house” (people saying “no” and “absolutely not”) Now I am not at either end of the runway I'm in Westcliff near Albany Corner, but I wouldn't buy my house and I don't suffer probably nearly as much as the people in this room and our calculations are that broadly speaking you have lost about 80% of your prospective customers that doesn't meet to say you have lost 80% of the value of your house, the remaining 20% are still willing to pay a reasonable price, as they see it, for a house in an area like this with a lot of noise; but it means far fewer customers and far fewer buyers that is what suppresses the value of your property. So we have had various different people say well in my opinion I think I have lost £70,000 of the value of my house that is from somebody who has a large property in Rochford, who has told me that; somebody else has been quoted in the local press as saying that the value of this lady's house has been cut by £25,000, we are talking substantial sums of money but the point Chris Hunt made was that your opinion doesn't really count for anything its the facts that how claims for compensation are determined. What the surveyors will do is in immense detail how much your house was worth before the planning application was passed, how much it was worth at the very beginning and how much similar properties in this area are currently going for and they work out how much people have lost on the value of the properties and there is a scientific process to that so it not my opinion or your opinion or a potential buyer's opinion when they come to offer you a stupid price for your property if put up for sale the surveyors look at hard facts as they have to negotiate that perhaps through a barrister with Southend Airport and if there is no agreement it goes to court. Now the crucial point is that the firms that we are aware of are offering to work for you on a “no win no fee” basis, I'll come back to that in just a second, the other point I want to make is that you have basically one year from when the new sized airport became operational at the end of March to make your claim. So by the end of March 2013 you have to have your claim in, or somebody making your claim for you. You can, if you are very good at reading legislation and dealing with government forms and such like, you can actually do this yourself but my personal opinion is that I would not do that I'd go to a professional surveyor to do that work for me. Because if it does end up in Court in the end because there isn't an agreement you are going to

need a barrister you are going to have to appoint a barrister and certainly it makes a lot more sense if there is a large number of people also together in a very similar position enjoying the benefits of professional reputable advice. Now there is one other thing that Chris Hunt went into which is that if you are already selling a house there are complex rules around that, but you still get compensation it is the person who ultimately suffers the financial loss who gets the compensation. It is also important to stress that is normal business practice; before getting involved in SAEN some years ago I didn't know anything about the compensation position at all, but it is normal business practice. If the Government builds a new motorway, new road and your house loses value because you are slap-bang next to a busy noisy road you get compensation. It is worked out scientifically, clearly precisely what your property has lost in value and that is the money you get in the form of compensation. If for instance you are living next to a high-speed rail, "highspeed2" already the Government is working out how much it is going to have to pay in compensation, it's a lot of money but the Government is the sponsor behind that scheme and the Government knows it is going to have to pay for that. So whether it be an airport, motorway or high-speed rail, whatever it is it is standard business practice that you get compensation. Southend Airport, the owners of Southend airport knew full well that they would have to pay compensation, personally I do find it odd that you would run the risk of suppressing so much value in a property in such a densely populated area, personally I would think that was a significant business risk but the owners know that they will have to pay compensation and know that is part of their business plan. The airport company being a private company probably approaches this slightly differently to the Department for Transport if it is dealing with people as a Government Department Chris Hunt said that he had always found the Department for Transport incredibly constructive very much interested in getting to the facts and being fair to people. The surveyors who deal with this may find that things are a bit harder with a private company like Stobart might be tougher negotiation again it makes me think that people should go with professional reputable surveyors. So another key point is that there are some pitfalls that were pointed out to us at the 6th July meeting for instance if you were to do this work yourself you may at the end of it receive a cheque for £10,000 or something or maybe a lot more, who knows, but you may receive a cheque and you'll get a form and be asked to sign acknowledge receipt of that payment in "full and final settlement" don't – Chris Hunt pointed out that an airport is quite a different beast because, particularly with Southend Airport, we don't know precisely what the future holds, we know that EasyJet, the CEO of EasyJet has said she envisages Southend perhaps not just expanding to 2M passengers PA but further extensions to a terminal building ultimately building up to potentially 6M passengers PA. Now that came from the CEO of EasyJet but for us who know a bit about what is possible on that site we wonder whether that it possible or not, or may be it is possible to build a runway over the railway line at the far end, the eastern end, but the crucial point from Chris Hunt was that you must not sign "in full and final settlement" you have got to say I am signing "in settlement of this claim, this particular claim" that has led to the current loss in value. Another 2 months, 6 months down the line they may expand the airport again further and again if you suffer a further loss in value you come back again and make another claim and you get the money that you are entitled to, it's that simple. You have suffered, the vast majority of people here have probably lost several thousand pounds of the value of their property. Businesses know full well that they have to pay compensation and it's just business from now on it's just a question of business. Get the money you are owed. Now, I think that is probably my summary of what I want to say up to this point, about what Chris Hunt said at that last meeting but at that meeting, at the very end of it, people said was very very interesting and valuable session. They wanted to make a decision, some people there and then just went with Chris Hunt and said "I want you to represent me" We have another surveyor here who in a few minutes will perhaps talk to people, Michael Marriott and local chap from Westcliff. As far as we are aware there are for firms interested in doing this work you, Carrick and Company based in Wales, Chris Hunt, Hunt Surveyors and Michael Marriott and Buxton, Buxton and Company up in Cambridge. So unless Graham says "Jon you've forgotten something" I think that is where I should leave the summary of where we got to. At that meeting the majority of people wanted a further meeting at which they

could decide which firm they would go with. We have published this as much as we possibly can so different people in the room will be at different stages of knowledge about this. So I am going to hand back to Graham and may come back in a few minutes to answer questions.

GRAHAM: Thank you (clapping) I shall battle with this microphone yet again, can you hear me (no) can you hear me now (yes) .

Now what we want to do now is talk about and organise this group. SAEN cannot be part of the group that sorts out its compensation for a number of reasons, there is no way we can take on this additional work, we are already up to our eyes in it already, the other one is there is no way that I wish to be seen or have ever intimated that I had given you some "legal" advice. Because if it is wrong you can "sue the arse off me" and I haven't got much left. So that's the reason SEAN won't do it, the group will be fully autonomous, if you do decide to join this group today you are not bound to follow their advice you can go alone at any time, you can do totally the opposite to what they wish etc. the only thing we will say is that there is no such thing in the UK as a "class action" which you will hear on American TV programmes but if one guy has got 300 people he is representing he doesn't have to go and get the same information 300 times. If one guy is setting up in front of the airport and saying "these guys all want compensation" he's got much more clout than you have, I have or whatever, OK, he will make his decisions on how much you have lost on your house that's his professional judgement, it's whether or not the airport agree with him. If he's got hundreds of them they are much more likely to listen to him than tell him go away. In a short space of times I will be asking for a show of hands of people who would like to join this group, if we get enough today, and I suspect we will, we will then be asking for a couple of volunteers to look after the administration of that from the off, it doesn't mean to say they are volunteering to be chairman of a group 3 or 4 hundred irate people trying to claim every last penny they can screw out of LSA. OK so initially it will mean getting Email names together, making the lists up which we look after, **not publish**, Email addresses will be confidential and will not be passed on to anyone else or third parties, that will be up to yourselves if you chose one of different professional advisers to look after you. One thing I will say Richard Buxton, the solicitor, I was talking to him today, he's not overly interested in acting on individual cases because basically chartered surveyors are much better at it than he is, but you could well find that a solicitor is required when the chartered surveyors are starting to get trouble getting all this lovely money out of the airport. He is very very interested in getting involved in an action that will cost this airport so much money; he is the solicitor SAEN used and was unsuccessful in getting the runway extension quashed. All of us involved do not blame Richard for that, the system and other things conspired against us. OK can we have a quick show of hands, you are not committing yourself to anything, but a quick show of hands of those who would be interested in forming/joining such a group. OK that is an overwhelming majority at a rough guess something like 300 people round here it would be about 200, I'm not that good at counting better at smaller numbers. Right out of those numbers how many brave soles are going to put their hands up to help us out to start to do the volunteering to do the administration to start with. One, Two, thank you very much, you deserve a medal, please see me afterwards and give me your names and we will pass on what we can afterwards. There are a couple of other things to add to this at some point when you start making your decisions once you join this group and I know David Trayner (Southend Echo) is not going to be too keen on this, one piece of advise we were given by Chris Hunt was "shut up" do not tell everybody how much you are trying to claim how its progressing or anything else, just play your cards close to your chest. You know damn well that the airport will be trying to get as much information that they can use to help their side of the claim, don't give it to them, at least get them fighting for it.

JON: Just add to that, with due respects to the media and any other media here, that definitely includes that after tonight you don't talk to the media. Keep it to yourself.

GRAHAM: This is a shame because up until now we have been screaming to get the press to report and now, at long last, we have got a fair (someone shouted "what paper are you from, and the reply was the Echo)

GAHAM: It used to be the "the Stobart Echo" now they want to listen, thank you very much David.(clapping)

JON: You are new to the paper (reply yes) This chap's new to the paper, do not pick on him he is new to the paper and a good guy.

GRAHAM: I'm not sure but there may be other members of the Press here, if so, make themselves known to me wave something in the air at me..... no. There was also the threat of a Councillor turning up....No, (laughter)

JON: As we said on the leaflet that we put out we were critical of the press we were also critical of the Councillors because we feel that something this important to this community should have been organised by our Councillors, by our Council, as it is it is down to us as a small number of volunteers. (clapping)

GRAHAM: Now seems an excellent chance for an advert, SAEN is a small organisation who'd like to be a big organisation the more numbers we have, the more clout we have got, the more the Councillors may actually listen to what we say. There is a little thing called the ACC, the Airport Consultative Committee, it is supposed to be fully independent, as far as we can gather if you manage to get on this thing and you happen to be not overly keen on the airport they forget to invite you to a few meetings and when you haven't been to many, you are no longer on it. There is at least one member of that committee who purports to represent the residents of Eastwood, we believe she has a total membership of 20, having a quick look around here if a third of you join us we will swamp her membership by well over 100, no 1,000 per cent. No because there are so many of you we have not brought enough application forms with us so if you could find any scrap of paper and write your name, address and preferably your Email and we will get back to you and we will try to get you signed up and joined or conversely you can go to our website, but not tonight, which is at www.saen.org.uk, if that is too difficult to remember, and I have trouble, just type in saen on any of the Googles, Yahoo's etc., and we used to be top of the list, if not it is something to do with experiments against animals, or something that crops up.

JON: Can I mention very briefly one thing about Email addresses, in the past any campaign group who asked people to write down their Email addresses you lose about 10 per cent of people because we can't read the actual Email address. So it is incredibly important that you write your Email address clearly. Now if you haven't got one, that's fine, don't worry we will get round that by having a telephone number, name, address and telephone number, E mail keeps the costs massively down and enables campaign groups with little money to achieve something. So very clear writing of the Email address please.

GRAHAM: That also goes if you want to join this group, put your telephone number and I'll get back to you if the Email address bounces, or we can't read what your name is. On that subject not everyone will use Email accounts and some people no longer have access to web etc. If that's the case just write down your name, address and telephone number and then right at the bottom "no Email" and one of us will get back to you in a fortnight. OK, we thought long and hard about it and the only other option was for one of us publish our address, and then God knows what we would get through our letterbox. Just standing up and talking to you like this one of the previous guys got nothing but abuse previously and all sorts of things and no longer stands up here. You lot have been quick at getting through this, we thought we would have to drag you to be volunteers. I've

printed off about 300 leaflets which were double sided and contains one A4 sheet from Michael Marriott and one from Carrick the guy in Wales. Chris Hunt was unable to get his to us on time, but I can assure you that having read the transcript of the previous meeting and the people here that he is very able and should be considered. I have already told you that the solicitor is very keen on large actions against the airport but doesn't think he's needed yet, that is up to the chartered surveyors and organisation groups when you get together. (Right anything else or shall I start the wrap up?)

JON: The next thing I think that at the back of the hall, Fran, Kiti will have this box ready for people to drop their details in on any piece of paper. Shall start handing out membership forms, Kiti's here, you can take one of those away with you or you can use this to drop your details into that box. We have a few scraps of paper here people can use. Now the other key thing is Michael Marriott's here. Graham's going to come to that.

GRAHAM: I'm going to give a quick short wrap-up and see where we've got to because it's been amazingly quick so far. Now I suggest that if noise and pollution annoys you then you should complain, you could try your local Councillors, or you could try talking to a wall! They will push you towards the airport's website as will your local MPs. There are issues complaining to airport via their website apart from handing over your Email address there are reported instances of them "losing" some complaints, they like to refer to them as "comments" but the worst issue, in our opinion, is that there is no independent monitoring of these complaints. The alternative is to complain by our website there is a button there to press where it will ask you to fill in all the details. We promise not to pass over your Email address to anybody without your consent, we monitor the complaints and keep records of them currently we pass them all on to the airport by post for them to process and respond in the same way as they would do had they received them from their own website, they do say you can send in by post but they are not happy with the way we want to do this they are putting up road-blocks all over the place, but SAEN will deliver these complaints by post and they should still reply to the individuals by post, if not then we will take other action. (someone shouted they couldn't hear) Sorry this isn't my day job – right I've done the Advert for SAEN, There is a short time for question and answer from the floor to SAEN and Mr Michael Marriott. Would you like to come up if we could trouble you (to Mr Marriott) So if you start thinking about the questions you want to ask get ready with your hands, I make no promises I'll be as fair as I can, I tend to sweep so it will be which ever area I see first OK. Thank you very much. First Question Please? Lady in the white:

Q. I've recently had four estate agents round the first one which wasn't from the area gave us an idea of the price of our house, the three others, local ones, took basically £15,000 off that they weren't sure but you should go down to £250,000 (very difficult to hear sum and noise in hall) as that's all you'll get for it.

GRAHAM: In case you didn't hear the lady said she is trying to sell her house, she's had four estate agents round one not local, one decided to knock £15,000 off because, as I understand it, the problem with the airport the three local ones decided to lop more numbers off and said "best of luck" basically. That's the only time I've heard of an Estate Agent say that the airport has made a difference to the value of your house, they'll tell you, but they won't put it in writing for some reason or another.

JON: Can we just stop there and come back to you in a second. Graham mentioned to you about the complaints procedure Denise was just telling me that there was an item in the Evening Echo tonight about a freedom of information request going in from the Echo, I think, to the Airport, - Denise corrected here – to Southend Council, sorry, it was about the number of complaints, according to Southend Airport the total number of complaints so far were, sorry to the Council

were, 8 complaints, that is absolutely ridiculous hundreds have come through us, hundreds of complaints about noise, now we are absolutely convinced that the facts about the scale of opposition the scale of annoyance and misery this is causing is being suppressed by the Council and is being suppressed by Southend Airport and it's an outrage, now then it's very important that you look at our website to check the latest news about the complaints procedure, it is very very important indeed that you do make your complaints, register your complaints whether about noise, night flights what ever it may be, it is very important to register your complaints Now because Graham had touched on that subject I didn't want to let that slip. Now we are going to go to that lady there, but Michael Marriott has joined us now so about issues about value and compensation we are going to draw Michael into this as well, he's the professional so doubtless putting you on the spot he will probably be able to give you valuable information.

GRAHAM: Just one second I have just one thing to add to that, if you complain to the Council, your Councillors or MPs they will immediately tell you to fill in a complaints form on the airport's website. OK as I have already said we are fairly sure they have managed to, I don't like doing inverted commas or rabbits ears, but they do manage to lose some; they certainly like to call them "comments" not "complaints" and 95% about what you complain about they will just turn round and tell you it is part of the agreed procedures, it is within the 106 running the flights during the day time, their day time starts at half past six most other airports it's later. We have already had the CEO of the airport on record as having said "their will be no scheduled passenger flights after eleven o'clock at night, or 23.00 as he calls it. Have a look at EasyJet's timetable and you will find that there is one due to land at ten past eleven at least one day a week already and the Council are quite happy with that; so that's why you don't complain to the Council because you get fed up with being told to "go away". Young Lady?

Q. Early this year our property was surveyed by a surveyor the EasyJet flew over his shoulder whilst he was doing it and he's said "oh that was only a few hundred feet above my shoulder" because we live right by the Anne Boleyn where it's flying over our gardens, it's not even on the flight light pathway down the Southend Road it's over our garden and the Anne Boleyn, whilst he was doing it he said "shut up I can't hear you" (laughter) he surveyed it the surveying price we were told by the estate agent a price, he surveyed it, and we were hoping to go into equity because of our age and my disability when he came back what did they say, sorry because of your EasyJet's flights coming over here and living next door to the Anne Boleyn you are over nearly £30,000 short of your money, it cannot be done. Now with this business would we be able to get any help?

GRAHAM: I will hand you over to Michael to answer that question, and it's one that is very dear to my heart because I live two houses away from the Anne Boleyn, but apparently there is someone down my road who never hears one of these aeroplanes but just likes writing to the press about it. I'll hand you over to Michael, Michael?

MICHAEL MARRIOTT: Hallo ladies and gentlemen, can you hear me? (No) (gets closer to the microphone)

JON: Kevin's just going to adjust that microphone a little bit and we will be under way.

MICHAEL MARRIOTT: Can you hear me now? (yes) That's good. What I'd like to say from the outset is that everything that we do is in the public domain there is nothing that we have to hide at all, you have statutory rights and there is no reason for you not to be reported by the press. As far as I'm concerned as an independent surveyor I have nothing to hide from the press but to tell you your rights. I just ask the press, however, to report us accurately. We were contacted when we first contacted people in the flight-path back in March, the beginning of April, which was when the runway was opened and the Evening Echo came on to us and we simply said to them we simply

wish to have our words reported accurately and they were very fair and we send them an E mail because the Statutory Rights are very concise, obviously drawn up by Barristers at that time in 1973 and we wanted the newspaper to know exactly what was meant by them and we would like you to know exactly what is meant by them; so I just ask to be fairly reported. You have rights, but you have limited rights, and has been touched on, the "Compensation Act" in '73 was there for people, what they call "part one, no land take case" prior to that you were compensated for your land being taken for "public works" for the public good and it grew up in the "Railways Acts" in Victorian times. What they found, however, is a property where no land was taken was right next to the public works which was causing a public nuisance and you could only go down the law of "tort" which was usually very unsuccessful when you had public works. They developed a Statute which they called "The 1973 Compensation Act, Part One" and that meant for the first time that you had a Statute whereby you could claim a limited amount of compensation and you should have read by now in the local press and if you contact our website you will find there is a link to this Statute which will provide you with that information. And what you get compensation for is, diminished in value's been touched on, is the seven physical factors which have been proscribed in the act, nothing more. So far the meeting has been very up-beat and it's in danger, just for an outsider looking in, in being a "whingeing" meeting in the sense that we complain about these things but where is that going to get you. If you go to a Chartered Surveyor, you choose one of your Chartered Surveyors, what we are going to do is channel that into any compensation which is due for your house, not en masse, it's for your house, and that means to say that each case is judged on it's own merit for obvious reasons because no house can occupy the same land. So I could talk in general about those rights that you have or I can take the questions; I am conscious of the fact that a brief has been given by Mr Fuller here on a previous meeting which I didn't attend, but I want to make it absolutely clear that you can only gain compensation on devaluation due to those physical factors and one of them is not "you" so you have to blind yourself, as the drafting of the act, it is nothing to do with "you" it is nothing to do with the "site" of the aircraft, it's to do with noise, vibration, dust, smell, artificial lighting and discharge of any substances onto you land. Nothing else counts, that is all the compensating authority has to look at. You can complain like made and we have had 450 prospective claimants, signed up to us currently, and they range from those people who, "well it doesn't really bother me much, but then again I'm deaf" to "I can see the pilots eyes, they are so low, I'm so anxious about this I cannot sleep at night". But as a Surveyor what we've got to look at is the "act" and how you can get compensation for this, if any compensation at all. Now what I would like to do is give you some practical advice; I back in the 70's started by career in the District Valuers Office in Southend when the District Valuer was based in Southend, and that meant to say I saw all the transactions for every property in this area, for the whole of Southend Borough for Tax reasons and we could see through valuation where properties were the same were devalued because of a nuisance, and prior to 1992 when Council Tax came in, you'll remember the old Domestic Rating where all of your houses were domestically rated. Now I am just going to give you an example about what the authority on the other side is going to say to us. They are going to say "prove it" I've heard about opinions and Estate Agents and Surveyors "opinions" what they'll turn round and say is "prove it" where is the devaluation in value, where is the evidence. Now if you have a house, I'll give you an example, say along Prince Avenue, A127, you find similar house which are in more leafy closes behind the A127, we know that the value of those properties which are on the A127 are for less money than for those behind and shielded from the noise of the A127. We can demonstrate that because we can find two properties which are identical in accommodation, we try to find two sales which took place virtually simultaneously in the same sort of market conditions and we can say, look it is proven that the property that faces Prince Avenue goes for less money and you are all going to say "that's obvious" and you a right, it is obvious, but Authorities these days have wanted "the obvious" because they don't have a bottomless pit of money. We were in the first tranche, when I went into private practice, of doing compensation for private claimants and I also acted for the Environment Agency on a bigger scheme in the "Maidenhead/Windsor Alleviation Scheme" and I can give you a few practical hints on this, back in the 80's, whilst I heard

from Mr Fuller about another Surveyor saying the “highways” Agency were very constructive, I can tell you they weren't in the 1980's and the reason was they were not used to “Part 1” claims they had just filtered through from the 70's and their weren't experienced in it and neither were the Local Government experienced in it. By ten years later, ten to fifteen, they were and they had individual teams who were processing claims and they were very much more efficient. By that time Local Governments were talking to one another and they were comparing notes but by that time also they had hardened and they had hardened to the point whereby they were saying all the time “prove it” and the Surveyor is facing this task of having to prove and I may say so sometimes, if I give that Prince Avenue analogy, “the obvious” and that is what the Surveyor is up against. You and I both know that if an aeroplane of a certain size is causing a nuisance, which wasn't there before, it is bound to have an effect of value, but what the Authority is likely to say is “prove it”. What they will say is give me a valuation of the property, rather they won't ask me for a valuation, they will ask me for a sale of a property before the relevant date, the relevant date is the opening of the runway, which is 8th March 2012, your annual anniversary, your “claim date”, the first date you can claim is the 8th March, 2013. They will turn around to you, to me, and they will say, give me a sale as at 7th March 2012 to be compared with that of**sorry, Give me a valuation of the property on the 7th March 2013 on the circumstances as at the 7th March 2012 to be compared with the valuation of the property as at the 8th March 2013 circumstances of 8th March 2012.** and we'll say “that's not fair”, and the reason why it's not fair is that the moment a planning application is made it has already blighted the area, in other words, the transactions of years before public works come about are already affected by the coming of those works and any Public Works schemes people will hear about this 6/7 years in advance of the actual date and already they will be beginning to sell and those people who are very concerned about it will be keen to move as soon as possible. The transactions that are taking place will already be reflecting the coming depreciating effect of the airport so, we know this to be the case, in reality the Authority can not in sincerity turn around and say “oh well give us an un blighted effect of the valuation just prior to the valuation date to be compared to the valuation afterwards, it doesn't happen, and that is why it comes down to an “opinion of value” and as Mr Fuller has said of course you can represent yourself but if you have someone who is experienced in doing it then they know which strings to pull rather than you having to go through this yourself and I think that you should also know that the best evidence that can be produced is a sale, the next evidence to that is a sale that is away from the valuation date and after that it becomes “opinions” But guess what, unlike what Mr Fuller has said that it is very “scientific”, the facts are taken into account but it is “not scientific” at all, there is no science involved at all.

(at this point the microphone went off because someone opened the fire exit doors)

It's a perception of the valuation and the affect of the valuation of the property by the public works. In other words what the valuers is tasked to do and in fact what the “act” is asking the valuers to do is to ask “how is the market affected” by the public works in this case an airport and nobody, very few people, I suspect, are going to go to your property to buy with a chart and have scientists next to them, it's a perception, and that makes it a matter of opinion and a broader approach is taken. So matter what the people say is facts and figures in the end in comes down to an interpretation as to what the market would do in respect of your property. But I keep coming back to the fact that you have to be practical about this and appreciate 1. If the authority has the money, 2. Are they geared up for this and if the Highways weren't in the 1980's and took 10 years, is the airport, have they anticipated this, have they the skill and expertise to deal with this, was this really anticipated by them, so it's those practical things that may have an affect on valuation. I have probably spoken for too long, but just to give you an idea, what happens first of all is when your claim is made it will be processed on the other side in the sense that, and I've worked on the other side of the desk, you have to look at all the claims en masse if you act for the Authority, negotiations will ensue if no agreement is made then it will be up to the individuals who feel strongly enough that their case

should be taken further to put their hand in their pocket and take the case to “Lands Tribunal” a division of the High Court, that is where and only where a representative lawyer may be present, but until then, this is definitely in the realms, and only in the realms of Surveyors because they are trained in value of property. Just one final point, just to give you an example, in the 80s there are very few surveyors who dealt with compensation matters. You will know that the late 80s was “boom time” and a few surveyors did compensation matters and we found that our most successful schemes were where surveyors co-ordinated and didn't make individual settlements without reference to one another because once a settlement is made that is evidence, prima face evidence, that can be used in a Lands Tribunal against another valuer or resident, so you have sales of property you've got opinions and you've got settlements, if somebody makes a settlement you may not agree with it, but it will none, the less, carry weight in a Lands Tribunal. The best way to effect this is where you have even power on both sides of the desk. The authority knows all of the claims that are being made and surveyors where it is fractionalised with all individual claims don't have all of that big picture but if they co-ordinate with one another they are more likely to have success and I can tell you that where we were involved on the M20 by the time we got into the 1990's and the recession had occurred more surveyors were undertaking compensation work and the claims were split and to this day there are settlements which differ vastly from one village done the M20 to the next and the reason was because there was little co-ordination. So, I think, that the best thing that I can say as practical advice is that no matter who you choose make sure your surveyors talk to the other surveyors before making settlement. It doesn't mean, as earlier said, that you have to play your cards close to your chest, in fact the very opposite, you want to release that information from one surveyor to another or if you are acting on your behalf to make sure you release that to one another because the practical effect is that if you are sitting on the other side of the desk is that the very human nature is if you can get an agreement if you are acting on the Authority which is readily obtainable you will and once you have made that agreement that becomes a precedent and you will look at that core in that particular, say, area the airport over here or Western Approaches wherever you live, that will become the first course for them to look at in terms of setting a precedent which will impact upon the rest of the residents in the area.

(Mr Marriott finished at this point – clapping)

GRAHAM: Don't go away. I have an important piece of information the Manager of Morrison's may well shut the access gate at 9 pm so if your car is not on the left hand side, if you can see a gate before you can get out, I'd advise you strongly to go and move it in the next ten minutes. If you have any slips please hand them in straight away.

JON: Remember folks if there is any danger of you're not coming back make sure we have your Email addresses. In a few minutes we will come back for some more questions and answers, Michael Marriott is still here. If you've got to move your car, move it, otherwise stay where you are for more questions to Michael or myself.

(At this point in time a lot of people left the hall) (Talking in the hall whilst people were leaving drowned out everything that could have been heard)

JON: Ladies and gentleman, lets settle down, some people who have shifted their cars have drifted back in and may want to come over to the side. The simple reality is that a lot of people would have heard the fundamentals of what they wanted to hear tonight they would have heard to get their Email addresses in, they would have heard who they need to contact, which firm of surveyors, so some people will doubtless drift away right now and not come back. But we have got to start packing up the hall at nine forty-five we only hired the hall until ten o'clock, the authorities here are very strict, so by nine forty-five we are wrapping things up and dispatching people off home. Michael, I'm very very pleased to say, is available here for Q & A, I don't mind in the least when he puts me right, so he can carry on doing that, he's the professional and it's his job and not mine. You

may find some people drift back in, but a hell of a lot of people handed over E mail addresses to us and we can organise people into groups for them to do what they need to do the see that they are professionally represented in this matter. So if we have begun to quieten down back to Graham and then Q & A.

GRAHAM: One of the gentleman to volunteered to do the admin has given me his name and address but unfortunately, I believe it was a young lady over that side (lady put her hand up) Thank you. Right, that's that sorted, well when we all have to go the chairs have to be stacked up and we are all quite old and fed up with doing it so the younger members please give us a hand thank you very much. The more who join SAEN the better the more voice we have, not personally of course. I will now hand over the questions and answers, that lady there in the blue.

Q. If the majority of people here want to join a group how is that going to work with the potential three surveyors. Does the one group nominate the one surveyor or can you be in the group and nominate the surveyor you want.

A. GRAHAM – The way we envisage it is that the group be totally autonomous and just because you are in the group doesn't mean that you have to do what the group decides, so just for instance 95% say they want to go with Michael and 5% wanted to go with Chris or the other guy, then you can do what you want it doesn't make a difference one way or another what I would hope would happen is that the group would listen to all the reasoned arguments and to make a decision as to which is the best one to go with, SAEN will not influence you one bit. Having said that almost to a man every member of the committee I meet feel we have lost value of our properties so we will join, but we "ain't" running it, we must take backward step it's the only way and I speak for myself that we will be going forwards, join one of those, listen to what's said make up our own minds, go with the flow or go on our own..

Q. Presumably someone is going to choose who leads the group , you cannot have a leaderless leader of a group and no directive?

A. GRAHAM – We have two volunteers who have decided they will become the administrators in the short term, I can tell you from bitter experience that once you have stuck your hand up for something you finish up being the b****y Chairman if you are not careful, (laughter) so this is the sort of thing that occurs, OK, but it will be up to you guys to run things not necessary to hold meetings, Emails are great, those without Email will find it harder, I don't know not everyone is on Email, but Emails are great. What SAEN will do is start a membership list of Emails and a tag on one of telephone numbers which we will give to the administrators who may well become the organisers and they will then have to wrestle with their own consciences and phone the people up who haven't got Email which is what we have to do now OK. Any other questions, I'll go round that way, yes sir at the back?

Q. They are not questions, they are comments. I think what we are doing here is commendable but if this is about 40% of what could be available the 1973 act that you refer to is about property damage reduced, diminished in value by all things you discussed, that's compensation as claimed by the act, Civil Courts constantly thousands of times a week come to settlements for people who have suffered damages that is something that nobody here has mentioned and is just as valuable a tool....let me finish....because if I reach settlement through whatever means and they say there is a compensation cheque for X for your house that doesn't preclude me going back and claiming in a Civil Court that someone has dumped 200 litres of aviation fuel on my garden that doesn't stop me from making a claim because a plane happens to have dropped a wheel and it's gone through my roof, sowe have rights and the rights are to be able to make a Civil claim separate from the claim that you are talking about.

GRAHAM – Right, I 100% agree with you, although I am an amateur, you will be able to claim for such as vortex damage when they start lifting tiles off the roofs as will happen, as they can't predict where vortices will go, you are perfectly right if they start dumping fuel, they are individual actions against an individual event that happens at a set time.

SAME GENTLEMAN – It is a Tort, someone mentioned a Tort - a Tort is just a technical term for negligence, its is the same if someone had a barking dog or three barking dogs next door, you can make a claim, and if people are near a sewage works, if you have got pungent smells they can make a claim because their life is affected by that it isn't just property the claims for negligence are against the person.

A. MICHAEL MARRIOTT. - Can you hear me I'll preface this by saying that I'm a surveyor. You are entitled to take an action under "Law of Tort" - public nuisance – my sister is looking at me at the moment, she is a solicitor. You are entitled to make a claim, you've got to look at your success, if you have a "nuisance" from your neighbour because they are acting badly, their radio's on at all hours, then you can take an action. The Government's decided to bring in "Acts", because it's notoriously vague and difficult to prosecute such a claim through the "Law of Tort", that provided a "Statute" for them to get better redress and more effective. Now there is a section in the "Compulsory Purchase Act 1965", under a section you may care to look at, that is in respect of "Law of Tort" but again there we so few cases, so difficult to prosecute that it was decided by the Government of the day in the late '60's to bring out the "Land Compensation Act 1973" which enshrined your rights to a limited amount of compensation for, what in effect is, a nuisance caused by the "public works" which is in the control of the Government. So just the same as what has happened since where the Government have brought in a Statute that is more effective they did this years ago in 1973 as far as compensation damages whereby you have far more effective room by that act enabling you to get redress but as you rightly say, it doesn't stop you, but will cost you money and chances are from the "track record" that you won't succeed.

JON: Do you want to bounce back on that at all or are you OK.

GENTLEMAN: I think it would be interesting to test it with a specialist barrister. Whilst Michael is talking about an Authority, it is not an Authority it's a Company, it's a publicly owned Company and they would have insured against this anyway, taken out an option for whatever the cost. You keep on talking about the "Authority"

A. MICHAEL MARRIOTT: Let me explain, they may be a Company but they have no "Compulsory Purchase" powers, are we agreed on that, so the Authority, like Local Government and a few other bodies that have "Compulsory Purchase" powers which is "utilities" and as a consequence because they use "Compulsory Purchase" powers like Local Government, that triggered the "1973 Act". The whole purpose of this is to ensure that the few who suffer for "public works" for the general public good, infrastructure such as roads, railways and in this case an airport are compensated. That is what is behind the "Act" that's what's behind this compensation claim, it doesn't preclude your rights if you wish to take another course of action, it doesn't preclude it at all, but make no mistake that the moment the "compulsory purchase" powers were used and that alteration was made to the airport that triggered the "1973 Act", that's when we informed people back in March.

Q, GENTLEMAN: Are you saying that the "Act" limits your ability to subsequently claim?

A. MICHAEL MARRIOTT: No, The "Act" gives you the right to claim with the full statutory powers which are there enshrined for the claimant

Q. GENTLEMAN : You could make an additional claim against a person ?

A. MICHAEL MARRIOTT: There is nothing to stop you making a personal claim should you wish to do so and the fact of the matter is, as you will know, the deeper the pockets of the aggrieved the better the justice, in general, from law. If you have deep pockets I'm not going to dissuade you from whatever action you should take.

JON: Just check round for any more questions about the compensation.....this gentleman here?

MICHAEL MARRIOTT – Can I just stop you for one moment, I heard you use the word “damages” ...”compensation law” is enshrined in “damages law” ...part of it...

JON: This gentleman here?

Q. Is it possible to run a claim under the property acquisition under the S106 agreement concurrently with the “Land Compensation Act” claim, and in your opinion is it worthwhile doing and what are the criteria for actually making a claim under the property acquisition S106

JON: That is a fairly technical question, is it possible to provide a fairly quick answer to that?

A. MICHAEL MARRIOTT: I'm not familiar with that first part, are you saying a “Section 106 Agreement”?

GRHAM: I'm just explaining about the Section 106.

JON: Go to the microphone and explain about the Section 106 and then we will come back to Michael.

GRAHAM: - As I understand it the 106 Agreement was the part added on to the Planning Permission when it was granted to the airport to extend the runway. It is an agreement the airport has made with the Council as to what they will and will not do such as the daytime flights being 06.30am to 23.00hrs, the maximum number of night flights they are going to go to as well. I can only assume that somewhere along the lines they have taken over some properties, I believe some of the smallholdings were taken over that's as far as know about the 106 Agreement that it is part and parcel of the agreement to extend the runway.

MICHAEL MARRIOTT : - That's right in general a Section 106 Agreement is part of planning and is normally a planning gain or a requirement given by the Authority for the grant of a planning consent for any particular use, I'm not familiar with any Section 106 for the airport and these guys will know all about that but in general if you develop a block of flats for an estate it may be a requirement of the planning authority, which is part of Government Legislation, to ensure that houses elsewhere or make part of that estate “affordable housing”. That's an enforcement it is something you give for the gain of the planning consent. Now if you are saying to me that you think there is a contravention of an agreement which has been made.....

GENTLEMAN: - No I don't “The planning permission to extend the airport runway subject to a legal agreement known as a 106 which includes a property acquisition and insulation grant scheme. So the first thing, it would appear you can apply/claim for some kind of sound insulation or if you cannot sell your property because of the drop in value, somebody, I'm not sure which side of the agreement is going to be liable for this, will actually buy your property at market value, that's as I understand it.

MICHAEL MARRIOTT: - If that were the case (laughter)

GRAHAM: - I think I can answer that.

JON: Just let Graham answer that and we will come to the lady over here with an associated point.

LADY : - I've written a complaint to Mrs Marchetti because she rudely pointed out to me where I live in relation to the airport runway and I sent her a sticking letter which I also passed on to David Amess who is going to represent a lot of us in Parliament but in the last Email I got from her it said "we will be putting out a new sound plan for the area and if you come within it then you may possibly get your home soundproofed, or may purchase your property" so the gentleman is quite right in what he said.

GRAHAM: - And there were some properties which had to be purchased because they were in safety zones of the extended runway. There was talk of their being up to six houses that may fall within a sound envelope which meant they would have to purchase the houses. There was, as I understand it, six of them. They identified them but declined to tell anyone else where they were but I should imagine the people who lived in them probably knew.

LADY: Why is it when they use the runway they have to go over the Anne Boleyn and not on the lit pathway down Southend Road – towards Rochford, why do they.

GRAHAM: - I can't tell you that, I've no idea you will just have to keep complaining to the airport

JON:- Can I just suggest how we handle the limited time we have available to continue to concentrate on the compensation issue. Now we have to wrap up at a quarter to ten, so at twenty to I'll have a quick round of additional points people might want to make. Michael is there something you would like to add to what the gentleman was saying there?

GRAHAM: - Could I have one quick one....I now we have already asked you not to talk to the press, David who was sitting here and now standing at the back, do talk to him but not about the valuation of your property etc... If he asks you how much the noise bothers you then by all means tell him that it wakes you up twice a day or whatever, it is only about your claim that we suggest you keep your cards close to your chest, although Michael is suggesting slightly different but in all other respects feel free to talk to David. We are not gagging you and David has been quite good to us recently, one of the good guys, thank you.

MICHAEL MARRIOTT: - When you make your claim you have to declare what you are claiming for so that will be known to Southend Airport the moment you make your claim so there is nothing to hide in that respect. Coming back to your point, there is "Mitigation of Works" that they can carry out some of which is obligatory under the Act and some which is discretionary. In terms of those matters which are obligatory it would be with the construction works were likely to increase by 1 decibel above 69 and are likely to offer you within a particular zone, say 300 meters or whatever, they may be obligated to offer you double glazing. As far as purchase is concerned that is completely discretionary, there are cases whereby if the owner suffers in particular above and beyond the average person from construction works or even perhaps the use discretionary purchase can take place but you have got to prove that person suffers above and beyond and the sorts of case they would look at is a person on a kidney dialysis machine where it is best to have clean air around them and if you have got works which is causing dust etc then it may impact upon that person more than the average.

JON: - Can I rattle round and make sure we get to as many people as possible.

Q. I live at the back of St Laurence s Park and what I want to know was the Council responsible for putting that road in for the airport or were they going to do that anyway?

JON:- You've got additional nuisance from the road-blocks

A. Yes that's right.

MICHAEL MARRIOTT: - Yes, any public works, if they put a new road next to your property then you can claim that as part of the scheme if it was not part and it was phased then we would need to look specifically at your case but either it's part of the scheme and they are the words the “Acts” use, or it's a different scheme, so you would have either one claim or two claims. If you've had no land taken then you would be looking and the physical factors coming from that road.

JON: - Any other questions?

GRAHAM:- That road according to the Council was going to go in anyway whether the airport was there or not. When we tried to flight the closure of that road in the first place they said it was going in anyway for the benefit of the community.

JON: - The lady there....

Q. Something about E mails and complaints – she was too far away from recorder to hear

A. JON: - Complaints, the complaints issue we are coming back to in round about five minutes because I want to concentrate on the compensation issue first. Let's wrap up compensation and come to a couple of peripheral points.

Q. - Too quiet to be heard, Jon repeated the question:-

JON: - Do you have to make a complaint in order to make a claim for compensation?

GRAHAM & MICHAEL – The answer to that is no.

JON: - Gentleman there?

Q. Can I come to your point very early on when you said that should you reach a settlement and you get a cheque for compensation never sign that it is in full settlement. I know a few people and it goes right over the top of their house and later on a gentleman mentioned that.....(couldn't pick too much noise in hall.....) if there was an accident can you make another claim.

GRAHAM : - Yes – what we are suggesting is that if you receive a cheque for your compensation for the loss of value for your house because of the runway and the EasyJet's first year of operation when they send you that cheque they will ask you most certainly to sign in “full and final” don't sign the “final” bit.

JON: - Michaels going to add an important point to that.

MICHAEL MARRIOTT: - If you don't you won't get the money. What happens is you will be asked to sign “in full and final settlement” in respect of your compensation under “Part One of the “Land Compensation Act 1973” in respect of the specified scheme which is the extension of London Southend Airport. Now in the event that they extend or do any other alteration you now

have another claim to be made. What will happen is that you will have to sign in "in full and final settlement" they will then look at your title to see that you are who you say you are and live where you say you live and only when they are satisfied that you are the person that has made the claim will they send you the money. And you will notice on our authorisation forms we ask for your mortgage roll number and that's because if your house is mortgaged your mortgagee has first claim on the compensation that is paid to you, because they have a charge on your house. Now the only time they exercise those rights in our experience is if you are in negative equity or if you are behind with your payments. They may send round a valuer to revalue the property but if you think about it from their angle and if you have a mortgage it is in the small print the value left in the asset subsequently covers the loans that is made on that asset. You can use that money to go on holiday or pay it off. As I say in our experience the only time they have ever done that is if those people are in negative equity.

JON: - Just to come back, the source of my information showing that there is a slight difference here, it was Chris Hunt, I was quoting him specifically, we have a transcript of what he said and he was very emphatic about it. There is nothing I can do about a couple of professionals having a disagreement.

MICHAEL MARRIOTT: - It may be, I am sure we would come to an agreement about it if the other surveyor was here, there may be something lost in the translation, but I can tell you that there is nothing to stop you making a "full and final settlement" in respect of a particular scheme under that "Act", and if you don't you simply won't get the money. Even from the point of us making an agreement, in the event that we do get compensation, it will take them six months to process and get the money out in any case and that agreement will be "in full and final settlement" I don't know where it has got lost in translation, of something drops on your house and get damages that is completely different. This "Act" we are talking about in general is specific in diminished value due to the extension of the runway it is not in respect of accidents which may occur due to negligence.

JON:- OK – I think the audience has got that, I'll go straight to the man at the back in the corner.

Q. The triggering event of this compensation is the extension of the runway, if the operators maintain their current comparative low use of the airport till after settlements have been made and do not have any further triggering event, such as constructing additional aprons, but multiplied the use of the airport by a factor of three or four as we heard earlier on this evening that EasyJet may well wish to do is there any way further compensation can be obtained?

A. GRAHAM: For them to get that vast number of people through they are going to have to have a bigger terminal, so that would be another trigger or could be another trigger.

MICHAEL MARRIOTT: - The valuation is made on the 8th March 2013 to reflect the likely intensification of use of the airport henceforth for 15 years. So the valuer is looking at prospect of it's use in 2028.

JON: - We are going to have to start to wrap things up.

Q. Can I ask who carries out the valuation?

A. MICHAEL MARRIOTT:- My short answer to you is both sides, In the event that agreement is made we are talking about the impact of a particular property in question it will be valued by both sides, we would submit a value of your house and that is part of the agreement, you have the value of your property on the circumstances in 2013 and then the impact on that value by the use and

intensification of use due to the extension of the runway, all of those elements are in the valuation

Q. Who makes the decision?

A. MICHAEL MARRIOTT: - We will make a decision on that

Q. As our representative?

A. MICHAEL MARRIOTT: - Yes and that is accepted or not accepted or a compromise is agreed or it is un agreed. Let me just make it clear that the claimant is, in respect of speaking for ourselves, is in charge, we do not make settlement on your behalf without your written say so. We always come back to you and say we were able to achieve or not able to achieve a compensation amount, do you agree, if you agree we would have your agreement in writing.

Q. Could I ask is there a date at which it must be put in?

A. MICHAEL MARRIOTT: - Yes, 6 years from 8th March 2013

JON: We just have to cover a couple of brief points. In terms of what happened here at this meeting this evening, the general points heard, talk to your neighbours, make sure they are aware that Michael Marriott is acting and there are other surveyors acting and that they really must make a claim; talk to people about making their claims. Chris Hunt was quite emphatic about it, keep your cards close to your chest, you have heard Michael's view on that issue as well. If people want to have a few minutes collaring Michael again that is absolutely fine but there is a couple of things that we must do in just the last five minutes. Remember, remember, remember Email addresses, telephone numbers in the box at the back, it's absolutely vital don't let this slip through the cracks here, make sure you are on the Email lists to be set up then you can talk to each other and get yourselves organised some of you may have already made up your minds and are going to talk to Michael straight away tonight, if you are going to sign up with Michael, that's fine but don't let this slip, make sure you act on it.

I must come to mention about complaints

GRAHAM: - If you are one of those people who quite like the aeroplanes, have no trouble with it at all, bear in mind you are actually looking at the valuation of your property, and as JON pointed out 80% of the people will not want to pay the same price for your house, so even if it doesn't bother you one iota, fine, that's my advice and that's it. I'm going to hand you over to Andy here who's going to have a quick five minutes Max on complaints.

JON: - A couple of people asked me this question earlier on so a quick bit here about the complaints.

ANDY : - Can you all hear me for a start (yes) I am going to reflect on something Chris Hunt said and that was about triggers, without triggers, you've got no complaint, so for instance if you didn't hear anything then you have nothing to complain about, so we feel that complaints are very very important. I submitted 68 pages to the airport of complaints predominately from 7 people, I have 220 people on my list, if you are all serious about compensation then I should have at least 220 a day, if you can see my point. We really do need to strong up on that when complaining to the airport please ask something of them. I classify the complaints as generic or substantial. A generic complaint will find itself on the comments pile a substantial one will find its provoking a response, so therefore ask "how high" "how noisy" "how are you going to remedy my complaint"? Provoke that response, if you are serious about compensation you may be asked to demonstrate it, and

believe you me, if there is a loophole, I think the airport will take it.

JON: - OK that's a word there on complaints.

MICHAEL MARRIOTT: - May I say there, in the same vein, we would ask for any documentary evidence that you may have, you are on the ground, as it were, and have collated all this information, if you feed all your information into us it will be sifted, I explained to someone, someone was taking noise readings in their back garden, and we have asked him to continue as it is grist to the mill in terms that any evidence we can find that should rightly be considered for your consideration for compensation. So tell your surveyors that the aircraft is so many feet high or you can hear it at so many decibels.

GRAHAM: - One piece of evidence you may wish to do is to get a copy of pages ten and eleven of last Friday's Echo where you will find that David has made a statement that to him the aeroplane going over his head was a tearing shrill tearing sound similar in volume to men digging up the road. That's fairly good to me. I think we are going to have to knock it on the head now. It boils down to me to do the final winding up which is

JON: Join SAEN because it is not going to completely disappear, the campaign group will continue to work to try to stop further expansion for the airport, please join the campaign group.

GRAHAM: - Well it is up to me to thank, well you guys otherwise we would have look like a load of lemons, Jon here, and Michael Marriott – thank you very much (clapping) Ladies and gentleman of the press and those putting the chairs away. Thank you very much.