

## Local Community Forum MINUTES



**Date:** 18th November 2025

**Meeting location:** Compass Centre, Nelson Road, Hounslow, TW6 2GW

**Time:** 17:30-20:00

**Present:**

**Chair:** Dr Roger Green- Independent Chair of LCF

### **Present:**

Justine Bayley – Chair, Stop Heathrow Expansion  
Cllr Sean Beatty – Ashford North & Stanwell South, Spelthorne  
Kathleen Croft – Stanwell Moor Community Watch  
Simon Crossley – Stanwell Moor Community Watch  
Nicola Edwards – William Bryd Primary School  
Shafick Emmambokus - Cranford Action Group  
Peter Hood – Colnbrook Residents Association  
Christian Hughes - Longford Resident's Association  
Cllr Wendy Matthews – Iver Parish Council (Virtual)  
Veronica Rumsey – Friends of the Great Barn, Harmondsworth  
Hardip Singh - Governor, Harmondsworth Primary School  
Roger Smith – Hounslow Respiratory Support Group  
Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police  
Brian Stacey – Independent Chair, Air Quality Working Group  
Eilish Stone – Harmondsworth Allotment Association  
Jane Taylor – Harmondsworth & Sipson Resident's Association (HASRA – Sipson)

### **Observers:**

Mike Bassett – Back Heathrow  
Hylton Garriock – Longford Resident's Association  
Moureen Gordan - Stanwell Moor Community & Wellbeing Garden  
Mark Izatt – Deputy Chair, CISHA  
Angela Smith – Hounslow Respiratory Support Group  
Tracey Waltho – Chair, CISHA

Becky Coffin – Director Communities & Sustainability, Heathrow  
James Davies – Emergency Planning Manager, Travel Care, Heathrow  
James Golding – Head of Aviation Cargo & Airline Partnerships, Heathrow  
Neena Haria – Senior Community Engagement Manager, Heathrow  
James Holmes – Head of Local Strategic Engagement, Heathrow  
Sarah Omar – Community Engagement Coordinator, Heathrow  
Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow  
Tracey Withero – Property Asset Manager, Heathrow

### **Apologies:**

Cllr Preston Brooker – Britwell Parish Council, Slough  
Cllr Alistair Buchanan – Colnbrook with Poyle Parish Council  
PC Libby Free – Aviation Police, MPS  
Ian Millin – Stanwell Events  
Cllr Naveed Rana – Colnbrook & Poyle Council  
Anthony Smith – Independent Chair, Heathrow Area Transport Forum  
Christine Taylor - HASRA (Harlington)  
Guy Williams – Back Heathrow  
Graham Young – Richings Park Resident's Association



Item	Action
<p><b>WELCOME &amp; CHAIRS UPDATE – ROGER GREEN, LCF CHAIR</b></p> <p>The Chair welcomed all members, guest speakers, and observers. Apologies were noted as listed above. The Chair reminded forum members of the Code of Conduct, highlighting the importance of respecting each other's views and working together, even when we agree to disagree, this is a shared agenda between the community and Heathrow. The forum always aims to find solutions to the concerns we may have.</p> <p><b>Membership Update:</b></p> <ul style="list-style-type: none"> <li>• Members are asked to complete the recent LCF Membership Survey and submit their group's constitution or Terms of Reference (TOR).</li> <li>• If these documents are not available, members should raise this outside the meeting for support.</li> <li>• Representatives must speak on behalf of their community group/organisation, not as individuals.</li> <li>• Only one representative per group/organisation is permitted.</li> </ul> <p>This approach aligns with best practice in community engagement, ensuring balanced representation and meaningful dialogue. It is not intended to exclude anyone but to strengthen the forum's effectiveness.</p> <p><b>Meeting/Events Attended:</b></p> <p><b>Heathrow Area Transport Forum (HATF) Special Interest Group:</b> Attended two meetings with Aviation Policing involved, resulting in successful action against illegal car/taxi parking and meet-and-greet operations.</p> <p><b>Heathrow Business Summit:</b> Over 1,000 SMEs attended. The event highlighted Heathrow's long-term commitment to supporting small businesses, social value, and community impact. Discussions reinforced the importance of collaboration and Heathrow's positive role in local economic development.</p> <p>CISHA – The Department for Transport (DFT) is reviewing which runway scheme they want to proceed with. That is the kind of announcement we are expected to see by the end of November. There are many stages before there is an expansion decision including going through the planning process and the review of the Airport National Policy Statement (ANPS). Just to clarify next week is the next step not the decision of expansion.</p> <p><b>LCF 2026 Priorities Meeting:</b> Each year, the LCF priorities are reviewed. The next meeting is scheduled for 2<sup>nd</sup> December<sup>1</sup> at the Compass Centre, where we will assess progress on the 2025 priorities and subsequently begin formulating the priorities for 2026.</p>	<p>1.LCF MEMBERS: Complete the LCF Membership Survey &amp; send required documents.</p> <p>2.COMMUNITY ENGAGEMENT: Send LCF Members details for the 2026 LCF Priorities Meeting.</p>

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<sup>1</sup> This meeting will take place on Thursday 8<sup>th</sup> January 2026



Item	Action
<p><b>ACTIONS FROM PREVIOUS MEETING – ROGER GREEN, LCF CHAIR</b></p> <p>The minutes had been circulated in advance for comments along with the actions.</p> <p>The September minutes were approved by the LCF Chair and members.</p> <p>Action 6: In Progress – If Christian or anyone would like to send any details regarding Heathrow Contractors parking in Heathrow Villages please contact the Community Engagement Team.</p>	
<p><b>TERMS OF REFERENCE (TOR) &amp; MEMBERSHIP SIGN OFF – ROGER GREEN, LCF CHAIR</b></p> <p>The revised wording for the TOR's:</p> <p><b>Membership:</b> The LCF membership is made up of nominated representatives, community groups, and organisations within the Giving Back Programme boundary, along with local councillors from the seven local boroughs.</p> <p>Chair - The LCF membership follows the Giving Back Programme's geographic footprint.</p> <p>Friends of the Great Barn – <i>The local Ward Councillors should represent the seven wards that border the airport, rather than from the seven local boroughs.</i></p> <p>Colnbrook Residents Association – <i>Ward Councillors do not have individual authority, only the Council does. Councillors can make proposals, but action must be taken by the Council.</i></p> <p>Stop Heathrow Expansion – <i>It is essential that LCF representatives have a strong understanding of their boroughs and the impact of Heathrow's operations on local communities. Effective representation depends on their ability to communicate and relay information back to local councils, rather than their seniority. Engaged representatives who are connected to local issues ensure residents' concerns are heard and considered in discussions and decision-making.</i></p> <p>Chair – We need representatives from Local Authorities/Councillors to be attending the LCF just as they do in CISHA meetings. It's the Local Authority who decides who attends those meetings and the forums are not dissimilar.</p> <p>Stanwell Moor Community Watch – <i>Could be an adjustment to add the word 'nominated'.</i></p> <p>Heathrow – Flexibility is needed regarding Local Ward Councillors' participation in the LCF, allowing Councils to also nominate any suitable Councillor as their representative, as is the practice in similar forums (e.g Noise &amp; Airspace Community Forum).</p> <p>Chair – If that clarifies we can adjust the wording to insert local Ward Councillors and add 'nominated council representatives' from the seven local boroughs.</p> <p><b>Meetings:</b> Meetings are scheduled to take place in person, alternating between Heathrow and community venues to promote inclusivity and engagement. Remote access via MS Teams (or</p>	<p>3.COMMUNITY ENGAGEMENT TEAM: Redraft to insert 'local Ward Councillors and nominated councils' representatives'. To be dated and sent out to LCF Members.</p>



Item	Action
<p>a suitable alternative) will be provided where feasible, particularly at community venues, and can be made available upon request.</p> <p>Chair – Meetings reword agreed by the forum member. Once all changes have been made, we will accept them as the new Terms of Reference.</p>	
<p><b>COMMUNITY UPDATES – LCF MEMBERS</b></p> <p>Stanwell Moor Community Watch (SMCW) - <i>Residents raised concerns regarding the Quieter Noise Support (QNS) scheme in Stanwell Moor. SMCW asked residents to provide feedback to ensure resident concerns were captured. SMCW have since had a meeting with Heathrow and Kier on 11<sup>th</sup> November to present this feedback and discuss these issues. The main points included:</i></p> <ul style="list-style-type: none"> <li><i>Inadequate communication between Keir and residents during ongoing works</i></li> <li><i>Delays in project timeline</i></li> <li><i>Concerns about the quality of work and clarity on who was responsible for Asbestos</i></li> <li><i>Budget per home allocation – asking residents to pay more</i></li> <li><i>Additional issues and concerns acknowledged by Keir</i></li> </ul> <p><i>Outcomes:</i></p> <ul style="list-style-type: none"> <li><i>Keir has fully recognised some challenges with the scheme and committed to short-term improvements.</i></li> <li><i>There will be a pause in village works during the Christmas period, which is strongly preferred by residents, with a review planned.</i></li> </ul> <p><i>SMCW's primary objective is to ensure residents observe evident improvements, leading us to reconvene in the new year with greater confidence in the scheme's direction going forward.</i></p> <p>Colnbrook Residents Association - <i>Has asbestos been found and are there any quality concerns?</i></p> <p>Stanwell Moor Community Watch – <i>If asbestos is found during initial property testing, residents will need to cover removal costs before any work can begin. Keir will not enter a home if there is evidence of asbestos, so we have challenged this. There have been issues with the accuracy of Keir's testing, in one case a resident challenged a test result, leading to a follow up review by a contractor which found no evidence of asbestos. This demonstrates that the testing method is not entirely reliable. On quality there have been gaps in door insulation, with different contractors handling windows and edges separately. A contractor has been noted as not seeking permission to use resident's furniture which has caused upset. Mistakes happen, but contractors listen and fix issues; the windows were ultimately installed to a good standard.</i></p> <p>CISHA – Part of CISHA's responsibility is to chair the Noise Prioritisation Panel quarterly which reviews the scheme and projects as they are rolled out. Mark Izatt will represent CISHA at the meeting on 2<sup>nd</sup> December and raise relevant questions. CISHA is committed to improving the process and values feedback to support those affected now and in the future. This forum provides an opportunity to hear issues firsthand.</p>	



Item	Action
<p>Stanwell Moor Community Watch – <i>The issues around the budget cap is that residents are were not being told from the beginning there is a maximum cap. To have contractors survey your home and then at the end say there is an extra amount to pay is the wrong.</i><sup>2</sup></p> <p>Heathrow – Thank you to Simon and Kathleen for taking the time to attend this evening and share valuable feedback which Keir have taken away. This is about making sure to close the gap on communication and being transparent.</p> <p>Chair – As Kier was present at a previous LCF meeting and their presentation was on community engagement it is vital that this feedback goes back to CISHA.</p> <p>Colnbrook Residents Association – <i>How many glazing contractors are there? Is there a choice? Is there a different of quality and design between the two?</i></p> <p>Heathrow – There are two glazing contractors at the moment, however Kier are working through a re-procurement process. Regarding the difference in quality and design that is what the process is looking into.<sup>3</sup></p> <p>Friends of the Great Barn:</p> <ul style="list-style-type: none"> <li><i>In October, representatives from Kier and Heathrow met to discuss installing a ramp and handrail at St Peter's Church, Harlington. Kier is redesigning the steps and ramp for better access, and initial feedback on the process has been positive.</i></li> <li><i>Applied for funding through Heathrow Community Trust (HCT) for a meeting room at the allotment. The application was turned down, but Heathrow have offered to fund it from the Community Take-off Fund. Thank you to all involved. Feedback to HCT needs to be shared as funding is being granted to broader areas and not supporting the local villages.</i></li> <li><i>Thank you to the Heathrow Rangers for also decorating Sipson, Harlington and Longford for Remembrance Day.</i></li> </ul> <p>Heathrow – Thank you Veronica for reaching out to us. Regarding HCT feedback, that is really important feedback to take forward through our Giving Back Working Group. At the previous forum we had the new CEO of HCT present and one of the actions was to gather feedback to share at the next working group meeting to explore that in more detail.</p>	<p>4.NOISE TEAM: Provide residents a response on the maximum cap on QNS.</p> <p>5.COMMUNITY ENGAGEMENT TEAM: Respond to LCF Members on product options for contractors on QNS.</p>

<sup>2</sup> Post Meeting update: We do not share the exact cost cap figure as this can vary due to the size and nature of the property. Unfortunately, Kier is unable to confirm the exact cost of the work until the contractor's validation survey has been undertaken. If the cost of the work exceeds the cap, we work with each resident to understand their specific circumstances and to provide a bespoke proposal that enables a package of noise mitigation measures to be delivered. The alternative for properties that exceed the cost cap, a defined escalation process is in place. These cases are routed through the Prioritisation Panel, which reviews and determines the appropriate course of action, ensuring that decisions are consistent, equitable, and aligned with programme objectives.

<sup>3</sup> Post Meeting Update: There are currently two glazing contractors engaged on the scheme. These are allocated to different geographical areas to deliver works under the insulation scheme. Quality of workmanship is prescribed by Heathrow in our insulation scheme specification and is managed by our Delivery Partner (Kier Places) on site. In addition, quality assurance inspections are undertaken by TFT, our appointed property consultants to ensure that the works completed at your home meet our standard as well as the required legislative standards.



Item	Action
<p>Longford Residents Association:</p> <ul style="list-style-type: none"> <li>• <i>Over a year ago we spoke with the Chair of the Air Quality Working Group (HAQWG) about the impending upgrade of Ultra Fine Particle (UFP) monitoring in Green Gates. This was said to be happening in 2025. As we're near the end of 2025 is there any update?</i></li> <li>• <i>We did ask if we could be considered for funding for a defibrillator to be installed on the outside wall of a local pub. We got agreement from the Landlord who is happy to provide power, we would like to know how we progress forward as the community would like to see it in place.</i></li> <li>• <i>I raised a concern about vibration monitoring. I requested long-term monitoring focused on 09L departures, as these are expected to increase with the Easterly Alternation application. However, I was only offered a three-hour session during times when there were no 09L departures, which I feel is inadequate and does not support transparency or meaningful measurement.</i></li> </ul> <p>Independent Chair, HAQWG —Regarding UFP monitoring: procuring the equipment has been challenging. Ricardo and Heathrow trialled the sensors over the summer, but further development was required for them to work as required. The sensor outputs initially only reported particles larger than 20 nanometres, which do not represent the smaller emissions from jet engines. There has been fine tuning, changing of algorithms and calculation protocols to get them to work. The outputs now closely match the reference particle counting analyser at the airside LHR2 station. We are slightly delayed but Green Gates is first on the list and hope that a sensor will be installed within the next three months. The use of these lower cost instruments allows us to gather good quality data from many different locations at the same price as a single reference analyser.</p> <p>Longford Residents Association (LRA) - <i>No other village is like Longford, it's 240m from the nearest acceleration point on the northern runway. Beyond that, new methods aren't yet implemented to give residents greater peace of mind. Will this air quality monitor be a permanent fixture at Green Gates?</i></p> <p>Independent Chair, HAQWG – It's essential that we get the sensors working properly before they are installed. Once this is achieved, it will allow us to deploy them at key locations and assess UFP concentrations accordingly. Regarding how long the sensor will be at Green Gates is a discussion between Ricardo and Heathrow.</p> <p>Heathrow – Regarding the funding for the defibrillator, we will have a colleague from the Community Investment team reach out. With the vibration monitoring I know we have proceeded with Longford monitoring in a different location. This will be taken away and discussed internally with the Noise Team on the monitoring of appropriate timing when we are departing on 09L.</p> <p>Longford Residents Association – <i>Exceptional easterly departures on 09L peaked during COVID for resurfacing. Longford residents sense these movements before they are audible. Relying on just three hours of data, especially from computerised contour maps, is not recommended as it can lead to inaccurate conclusions.</i></p>	<p>6.BRIAN STACEY: Discuss and review the feedback on UFP monitoring sensors in Longford.</p> <p>7.COMMUNITY INVESTMENT: Follow-up with LRA on a take off funding form.</p> <p>8. BECKY COFFIN &amp; NOISE TEAM: Follow up vibration monitoring with the Noise Team.</p>



Item	Action
Colnbrook Residents Association – <i>Thank you to the Heathrow Rangers and Heathrow Colleagues for the decorating our village for Remembrance Day. The Church was packed and we did remember. It was very appreciated by the community.</i>	
<p>Ashford North &amp; Stanwell South:</p> <ul style="list-style-type: none"> <li>• <i>From 27<sup>th</sup> April, Spelthorne will become part of a new unitary authority, West Surrey, alongside five other areas. The implications for Heathrow engagement remain unclear, especially with Guildford and Waverley joining the authority.</i></li> <li>• <i>Council approved installation of 10 ANPR cameras in Spelthorne, including three in Stanwell (more than any other area). Cameras aim to tackle issues such as rogue “meet and greet” operators and fly-tipping.</i></li> <li>• <i>Additional police officers will be allocated to Spelthorne; lobbying continues to ensure Stanwell benefits from this resource.</i></li> <li>• <i>Residents are encouraged to suggest preferred camera locations (final decisions rest with police).</i></li> <li>• <i>Spelthorne Council recently voted to support the Southern Rail Link proposal for improved access between Heathrow and Staines.</i></li> <li>• <i>Stanwell councillors abstained, citing lack of benefits for Stanwell wards (North, South, and Moor) in terms of regeneration, employment, or investment.</i></li> <li>• <i>Stanwell identified as one of the least physically active areas in the UK (bottom 10%). Significant funding secured from Sport England to improve physical activity levels. Community survey highlighted need for activities targeting young women (12–17), such as dance, theatre, and drama. Ongoing work to implement these initiatives.</i></li> </ul> <p>Governor, Harmondsworth Primary School:</p> <ul style="list-style-type: none"> <li>• <i>On 20th October, Harmondsworth residents and Heathrow’s Community Team attended London in Bloom. Harmondsworth won ‘Best Small Village’ in London, the churchyard received a silver award, and a gold award was given for wellbeing through horticulture a strong collaborative effort with Heathrow and local residents.</i></li> <li>• <i>Regarding Harmondsworth Primary School: Ongoing joint meetings with Mind and Heathrow to address mental health support, especially concerning the impact of expansion, which has increased anxiety among residents. These meetings are progressing well. More updates will follow.</i></li> <li>• <i>Harmondsworth Great Barn will celebrate its 600<sup>th</sup> anniversary next year with special events, and everyone is invited to participate. Updates and ideas will be shared with the LCF. As one of the best-preserved examples of medieval carpentry, the barn remains a community treasure.</i></li> <li>• <i>Before the year’s end, join us at the Harmondsworth Christmas market on December 7<sup>th</sup> in the Great Barn free entry for all. We’re also planning a present hunt for children near Christmas, in partnership with the Heathrow’s Community Team, to support local families and encourage everyone to enjoy our heritage buildings.</i></li> </ul> <p>Chair – Regarding health and wellbeing, we could invite Hillingdon Mind to attend a future LCF to discuss general concerns around anxiety and the impacts of the potential expansion.</p>	<p>9.COMMUNITY ENGAGEMENT TEAM: Arrange a health &amp; wellbeing agenda item for a future LCF meeting.</p>






Item	Action
<p><b>AVIATION POLICING UPDATE – AVIATION POLICING, MIKE SMOOKER (MS)</b></p> <p><b>Ongoing Issues:</b></p> <ul style="list-style-type: none"> <li>• Frequent criminal complaints against meet-and-greet operators include excessive mileage, missing cars, theft, and was 15–20 weekly reported allegations, now average of 1.8 per week.</li> <li>• Residents urged to report crimes; companies have notified police following numerous driver prosecutions. Police target traffic violations and poor service, not individual firms.</li> <li>• Several new companies operate from hotels in Harlington, including four at Holiday Inn (M4 Junction) and one at Crowne Plaza. Investigations are ongoing into hotel grounds being rented and sublet to these operators.</li> <li>• Trading Standards Hillingdon are also pursuing three companies.</li> <li>• Activities on Spout Lane and Long Lane in Stanwell are monitored with limited findings so far. No parked vehicles found during a recent visit to Horton Road.</li> <li>• The National Police Chiefs' Council is investigating meet-and-greet issues, major updates expected.</li> <li>• Customer cars reported in multi-storey car parks in Staines, Iver, Sipson, Cranford, and near Heathrow. Two new companies are under review. Some operators may be closing but problems remain.</li> <li>• Efforts to resolve meet-and-greet concerns in Stanwell and nearby areas continue despite difficulties.</li> </ul> <p>Cranford Action Group (CAG) - <i>Taxis are parking as there are no restrictions in Cranford, with some drivers arguing that paying road tax allows them to park anywhere. Some also leave their engines running.</i></p> <p>MS – If there are no parking restrictions, and the vehicles are taxed and MOT certified unfortunately there is little action we can take. Please send me an email I can follow up with local officers.</p>	<p>10. CAG: email Mike Smooker with parking issues for follow up mike.smooker1@met.police.uk</p>
<p><b>TRAVEL CARE – JAMES DAVIES (JD), EMERGENCY PLANNING MANAGER, HEATHROW</b></p> <p>Heathrow Travel Care, established in 1972 at Terminal 3, is a small crisis social work team supporting distressed individuals across the entire airport. Qualified social workers handle referrals and assist anyone from bus stations to terminals, security, and airlines who comes to their office seeking help. The staff office consists of four main areas of work.</p> <p><b>Day-to-Day work:</b> Involves crisis social work, crisis intervention, advocacy, signposting and referrals.</p> <p><b>Foreign Commonwealth &amp; Development Office (FCDO):</b> Four staff seconded to Westminster, they advise Foreign Office posts globally. One area focuses on supporting British nationals stranded abroad, working closely with consulates and utilizing a central referral system to ensure that individuals who are returned or deported receive the assistance they need.</p>	





Item	Action
<p><b>Emergency Response:</b> Heathrow is a high-risk environment, and in the event of an accident or incident, the team deploy trained volunteers, social work staff and Heathrow chaplains to support those affected, including for friends and relatives. Humanitarian crises, such as Ukraine, Afghanistan, and Gaza, are addressed through coordination with Heathrow colleagues, Border Force, local authorities, and government departments to provide reception and onward support for individuals arriving from these regions.</p> <p><b>Training &amp; Readiness:</b> The team delivers training and preparedness for airport staff, airlines, security, and Border Force officers, ensuring they are equipped to respond effectively.</p> <p><b>Our Team</b></p>  <pre> graph TD     HA[Heathrow Airport] --&gt; ABSW1[Airport Based Social Worker]     HA --&gt; ABSW2[Airport Based Social Worker]     HA --&gt; ABSW3[Airport Based Social Worker]     HA --&gt; EPM[Emergency Planning Manager]     HA --&gt; FCDO[FCDO Westminster]     FCDO --&gt; SWA1[SWA Mental Health]     FCDO --&gt; SWA2[SWA Older People &amp; Dementia]     FCDO --&gt; SWA3[SWA Homelessness &amp; Repatriation]     FCDO --&gt; SWA4[SWA Child Welfare &amp; Safeguarding]   </pre> <p>Each year, the team handle approximately 1,000 cases involving individuals in the airport, supported by our four colleagues from the foreign office and nine part-time staff members.</p> <p><b>Day-to-Day Crisis Work</b> No individual is turned away, however, addressing homelessness and mental health requires proper support, assessment and coordination with mental health teams. Some examples of day to day activities include:</p> <ul style="list-style-type: none"> <li>• Older vulnerable passengers (dementia, physical health)</li> <li>• Victims of crime &amp; internet romance scams</li> <li>• Asylum seekers</li> <li>• People experiencing mental health crisis</li> <li>• Deportees (returning UK Nationals) and reparations from the Foreign, Commonwealth &amp; Development Office (FCDO)</li> <li>• Voluntary Returns</li> <li>• People sleeping rough</li> <li>• People fleeing domestic violence, forced marriage or FGM</li> <li>• People who have been trafficked or smuggled</li> <li>• Missing people</li> <li>• Stranded or destitute passengers</li> </ul>	



Item	Action
<p><b>Our Reach</b></p> <p>Friends of the Great Barn – <i>Given your team is so small and work 9–5, what happens after 5pm? What happens too unaccompanied children they arrive after 8pm?</i></p> <p>JD – The office closes at 5pm, so most issues are addressed the following day, as no housing or financial support, and see in the morning the next day. Referrals to local authorities, embassies, and consulates are limited to top-priority cases, however these agencies also close at 5pm. Out-of-hours situations involving vulnerable individuals, such as children, are referred to Border Force and Hillingdon's out-of-hours services. Security operates 24/7, and updates are exchanged daily to monitor overnight developments. During working hours, office remains open for people to visit. Emergencies are handled by the emergency services.</p> <p>Stanwell Moor Community Watch – <i>What happens if somebody is brought and referred to you, but they disappear?</i></p> <p>JD - Any concerns are escalated to security and Aviation Policing who are our first point of contact. All cases are recorded for follow-up.</p> <p>Harmondsworth Allotment Association - <i>What about individuals who refer themselves at Terminal 3 but arrive at Terminal 5? How do they get assistance?</i></p> <p>JD – Heathrow security knows Travel Care exists and help identify individuals through profiling. They engage with travellers, asking questions such as who they are meeting. If someone appears vulnerable for example, arriving homeless, security will contact Travel Care or arrange for officers to escort them via Heathrow Express to our office. Before COVID, there were 80–90 rough sleepers at Heathrow; now there are around 7–8 people, and we are actively working with them. We have significant outreach capability.</p> <p>Cranford Action Group – <i>Who are you employed by?</i></p> <p>JD - Travel Care is an independent charity funded by Hillingdon, Heathrow, and the Foreign Office and is not a statutory service.</p>	



Item	Action
<p><b>CARGO – JAMES GOLDING, HEAD OF AVIATION – CARGO &amp; AIRLINE PARTNERSHIPS, HEATHROW</b></p> <p>Bringing Together the Cargo Community</p> <ul style="list-style-type: none"> <li>• Heathrow has established a Cargo Community Steering Committee, chaired by James Golding, to formalise decision-making and improve collaboration across the cargo supply chain.</li> <li>• The committee includes representatives from major stakeholders such as: <ul style="list-style-type: none"> <li>○ IAG Cargo (largest cargo handler for BA)</li> <li>○ SEGRO (on-airport cargo property owner)</li> <li>○ AOCC (representing airlines)</li> <li>○ Aviation Services UK (representing cargo handlers)</li> <li>○ Goldstar and Mixed Freight (representing all hauliers)</li> </ul> </li> </ul> <p>The Steering Committee will have a number of working groups, including one focused on improving landside efficiency. Roger will represent community concerns in these working group discussions.</p> <p><b>Planning for Efficiency – Slot and Virtual Queue Solution</b></p> <ul style="list-style-type: none"> <li>• A new system is being introduced to manage vehicle flow and reduce early arrivals and local parking issues.</li> <li>• The solution involves a virtual queuing system, allowing vehicles to book slots for cargo drop-off and pick-up, preventing congestion and illegal parking.</li> <li>• The system, developed by BT and integrated with UK Customs (CCS-UK), will be rolled out across all cargo facilities by the end of next year.</li> </ul> <p><b>Truck Parking Facility</b></p> <ul style="list-style-type: none"> <li>• A trial truck parking facility operated between June and August.</li> <li>• Uptake was disappointing, with only 23 trucks using the facility over three months, despite efforts to communicate the trial.</li> </ul> <p><b>Key challenges identified:</b></p> <ul style="list-style-type: none"> <li>• Limited engagement with smaller operators (who make up 70% of vehicles).</li> <li>• Need for better communication and contractual arrangements with larger operators.</li> </ul> <p><b>Next steps:</b></p> <ul style="list-style-type: none"> <li>• Improve communication and engagement with operators.</li> <li>• Explore pre-payment models and contractual agreements to make the facility sustainable.</li> </ul> <p>Discussions are ongoing with local operators to create an attractive long-term proposition for drivers and businesses. More updates will be shared at future meetings.</p> <p>Colnbrook Residents Association - <i>What was the capacity at the truck parking facility? When you enter into contracts with other truck couriers will they be able to sublet to their subcontractors? Also gaining knowledge of all the companies involved. Also, can you look into enforcement on the yellow box at M25 Junction 14 that would help.</i></p> <p>JG - The long-term facility will have roughly 35 spaces. Regarding subletting we haven't gone into that level of detail yet, but I'll take that feedback onboard. We conducted an ANPR survey across the cargo estate in 2023 to establish a baseline of data, including foreign and UK number plates. Initial findings show that around 30% of vehicles are foreign-registered. There are approximately 1.4 million cargo-related vehicle movements at Heathrow every year. On enforcement I can take that away with National Highways.</p>	<p>11.JAMES GOLDING: Follow up with Surface Access colleagues to engage with National Highways on</p>



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<p>Friends of the Great Barn – <i>Where is the truck parking facility located?</i></p> <p>JG – Scylla Road, South of Terminal 4, just off the Southern Perimeter Road. It requires vehicles to come onto the local network but then are contained within the Heathrow boundary and is 5-10 minutes from the Cargo Estate.</p> <p>Stanwell Moor Community Watch - <i>Why was no consideration given to a company like DHL's warehouse, which operates large vehicles on a very narrow road?</i></p> <p>JG - The airport operator only has control within the airport boundary. We cannot dictate which routes companies like DHL, or others, use outside of that boundary. However, through the community structure in place, issues can be raised with DHL's senior teams, as contacts have been established. It is recognised that these companies are here because of the airport, and the aim is to influence better behaviours. Initiatives like the slot booking system and truck parking trials are part of efforts to manage traffic more effectively. It will always be a challenge when planning decisions lead to increased congestion, but we are committed to working with partners to find solutions. Updates will be provided here on the progress of these initiatives.</p> <p>Heathrow – If anyone in the forum comes across any cargo related issues, please contact our Community Engagement Team who will communicate it through to James and the Cargo team.</p> <p>JG – We are working with Roger Green on how we can get better representation of the community within our landside efficiency working group.</p> <p>Chair – Including a community representative in the working groups would provide a deeper understanding of how local communities are affected.</p>	<p>enforcement at M25 Junction 14's yellow box.</p>																
<p><b>ANNUAL PROPERTY UPDATE – TRACEY WITHERO (TW), PROPERTY ASSET MANAGER, HEATHROW</b></p> <p><b>Residential Properties:</b></p> <p>Increase of three Heathrow owned properties since 2024 –</p> <ul style="list-style-type: none"> <li>• Hatch Lane, Harmondsworth</li> <li>• Summerhouse Lane, Harmondsworth</li> </ul> <p>The table below shows the total number of residential properties owned by Heathrow Airport</p> <table border="1"> <thead> <tr> <th colspan="2">Current Properties</th></tr> </thead> <tbody> <tr> <td>Harmondsworth</td><td>60</td></tr> <tr> <td>Sipson</td><td>228</td></tr> <tr> <td>Colnbrook</td><td>3</td></tr> <tr> <td>Feltham</td><td>3</td></tr> <tr> <td>Longford</td><td>8</td></tr> <tr> <td>Stanwell</td><td>2</td></tr> <tr> <td><b>Total:</b></td><td><b>304</b></td></tr> </tbody> </table>		Current Properties		Harmondsworth	60	Sipson	228	Colnbrook	3	Feltham	3	Longford	8	Stanwell	2	<b>Total:</b>	<b>304</b>
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<p>The below data shows property applications for both hardship and statutory blight schemes since 2021.</p> <p>Data as at 26 November 2025 and since 2021</p> <p>Statutory Blight</p> <table><tr><th>Location</th><th>Received</th><th>Successful</th><th>Unsuccessful</th></tr><tr><td>Harmondsworth</td><td>6</td><td>3<sup>1</sup></td><td>3</td></tr><tr><td>Longford</td><td>3<sup>2</sup></td><td>0</td><td>3</td></tr><tr><td>TOTAL</td><td>9</td><td>3</td><td>6</td></tr></table> <p>Interim Property Hardship Scheme</p> <table><tr><th>Location</th><th>Applications Received (including reapplications)</th><th>Applications Received (excluding reapplications)</th><th>Successful (including reapplications)</th><th>Unsuccessful (including reapplications)</th><th>Under Review / On Hold / Withdrawn</th></tr><tr><td>Harmondsworth</td><td>26</td><td>16</td><td>8<sup>3</sup></td><td>14</td><td>4</td></tr><tr><td>Colnbrook</td><td>7</td><td>7</td><td>2</td><td>3</td><td>2</td></tr><tr><td>Sipson</td><td>2</td><td>2</td><td>0</td><td>1</td><td>1</td></tr><tr><td>Harlington</td><td>2</td><td>2</td><td>0</td><td>0</td><td>2</td></tr><tr><td>Longford</td><td>16</td><td>12</td><td>5</td><td>9</td><td>2</td></tr><tr><td>TOTAL</td><td>53</td><td>39</td><td>15</td><td>27</td><td>11</td></tr></table> <p>Managing Agent Re-Tender:</p> <p>Heathrow - The Property Team has been managing a tender process for the appointment of a property management company, as the current contract was due for renewal. This process marks the first time the Community Engagement Team has been heavily involved in shaping the tender requirements. When the process began, feedback from community members about the current incumbent was considered carefully. The team ensured that community concerns were incorporated into the evaluation criteria. During supplier interviews, there was a strong emphasis on how each company would support the local community and address the unique challenges associated with airport-related properties and homes in the surrounding area.</p> <p>Working closely with the Community Engagement Team, the Property team invited six local, national and the incumbent company to tender. After a thorough evaluation process, the list has been narrowed down, and scoring is currently underway. The final decision is expected within the next month, at which point it will be confirmed whether the current incumbent will remain, or a new company will be appointed. All shortlisted companies have demonstrated a strong focus on community care and tenant support, which has been a key priority throughout this process.</p> <p>Refurbishment Programme:</p> <p>The refurbishment programme remains a key priority to ensure that properties are clean, tidy, and fully functional before families move in. End-of-tenancy inspections are carried out to identify any issues and prepare homes for new occupants. In cases where families have outgrown their current property, efforts have been made to relocate them to larger homes within the local community, providing better living conditions and continuity for residents.</p> <p>The Dampsmart Project has been introduced to address persistent damp and mould issues. The project includes a 24-hour initial assessment followed by a full report within four weeks, identifying property defects such as roof and gutter problems, poor ventilation, and</p>	Location	Received	Successful	Unsuccessful	Harmondsworth	6	3 <sup>1</sup>	3	Longford	3 <sup>2</sup>	0	3	TOTAL	9	3	6	Location	Applications Received (including reapplications)	Applications Received (excluding reapplications)	Successful (including reapplications)	Unsuccessful (including reapplications)	Under Review / On Hold / Withdrawn	Harmondsworth	26	16	8 <sup>3</sup>	14	4	Colnbrook	7	7	2	3	2	Sipson	2	2	0	1	1	Harlington	2	2	0	0	2	Longford	16	12	5	9	2	TOTAL	53	39	15	27	11	
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<p>condensation. It works collaboratively with tenants to improve living conditions and provides clear recommendations, such as installing new windows or ventilation systems. At a cost of around 70p per property per month, the reports offer a comprehensive overview to ensure homes are maintained to a high standard.</p> <p>Harmondsworth Allotment Association – <i>Where do Romans fit into this?</i></p> <p>TW – Romans still manage the portfolios, the Dampsmart reports come to myself and to Romans.</p> <p>Friends of the Great Barn – <i>When a property becomes available, is it put on the open market and is it competitive rent? What is the average rent you are asking for a three-bedroom house?</i></p> <p>TW – Romans manage property rental valuations, and they price according to the local market. The average rent varies by house size and location, so we have a discussion with the managing agents and our team research using property search engines to scope out the market. If the costing does not reflect current market rates, then it will be adjusted accordingly. This can mean that market rental prices fluctuate due to the time of year.</p> <p>Ashford North &amp; Stanwell South – <i>Since the rate is slightly below market value, there is no provision for affordable housing at 80% of market rate or for key workers, who are likely present near the airport. The arrangement is strictly commercial, just at a lower price.</i></p> <p>TW – Yes.</p> <p>Chair – So Heathrow's property portfolio does not operate as social housing?</p> <p>TW – No.</p> <p>Friends of the Great Barn – <i>How do you stop subletting?</i></p> <p>TW - We carry out regular property visits, typically every six months. During these inspections, if we notice additional beds or items suggesting subletting, this is flagged for further investigation. We then arrange follow-up visits and have conversations with the tenants if concerns persist.</p> <p>Stanwell Moor Community Watch - <i>Have you ever evicted anyone for that reason?</i></p> <p>TW - In one case, the family involved in subletting left voluntarily after being served notice through the legal process.</p> <p>Harmondsworth &amp; Sipson Resident's Association - <i>Regarding refurbishment, are you addressing garages and outbuildings? There have been issues with driveways one car per person plus commercial vehicles using front gardens. Heathrow previously funded driveway installations but stopped due to financial constraints. Is there any possibility of revisiting this? Before COVID, tenants were expected to maintain gardens, but now they pay £70 for green waste removal. Anything to promote garden upkeep would help. If you discover someone subletting, you issue notice. Are there any other reasons you would evict tenants e.g. antisocial behaviour?</i></p>	



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<p>TW - Yes, funding driveways is something I can take away and review. It is part of the lease agreement for tenants to maintain their gardens. Yes, but I cannot go into personal details. Evidence to be able to evict someone for Anti-Social Behaviour requires police evidence.</p> <p>Longford Residents Association - <i>My concern is if a third runway goes ahead, property valuations will be affected. I would like assurance from Heathrow that discounted rents will not drag down market values. We already suffered blight during T4 and T5 developments, with cash-only sales impacting 300 properties. This fundamentally affects compensation, and that is not right.</i></p> <p>Chair - I have raised this with Heathrow senior leadership regarding compensation for residents who lose their homes. At the Heathrow Business Summit, discussions included legacy, social value, and being a good neighbour issues Heathrow will consider. Personally, I believe Heathrow should address this, and CISHA is also involved.</p> <p>Heathrow – The details of how any property compensation scheme will work are still to be determined once Heathrow has clarity on expansion.</p> <p>Longford Residents Association – <i>This does have a direct impact on property sales. If the rental market is depressed, potential buyers will consider lower valuations because the expected yield on rental properties decreases. This can lead to reduced offers for both freehold and leasehold properties.</i></p>	<p>12.TRACEY WITHERO: Review driveway installations.</p> <p>13.COMMUNITY ENGAGEMENT TEAM: Review property valuation process to address if reduced rental prices impacts valuation.</p>
<p><b>HEATHROW BUSINESS UPDATE – BECKY COFFIN, COMMUNITIES &amp; SUSTAINABILITY DIRECTOR, HEATHROW</b></p> <p><b>Expansion:</b> At the previous LCF meeting, we discussed the need for clarity around the CAA's cost recovery process and its potential impact on the property bond. Following that discussion, we have provided communication on this matter and, more recently, written to residents in the impacted areas to ensure everyone is aware of the support available. This includes details of our helpline and website, which provide a route for property-related inquiries. This action was taken in direct response to feedback from forum members thank you for raising these concerns.</p> <p><b>Operational Update:</b> Passenger numbers remain strong. In October 2025, Heathrow welcomed 7.3 million passengers, and importantly, we retained our position as the most punctual hub airport in Europe. This is significant because, as discussed previously, late-running flights can have a major impact on communities. The latest data shows that, year-to-date, we have had 166 nights with no late-running flights, putting us on track to exceed last year's total of 189. Maintaining punctuality remains a key focus for the operational team, particularly as winter weather approaches.</p> <p><b>Community Investment:</b></p> <ul style="list-style-type: none"> <li>• Heathrow Rangers: The team supported three community days decorating St. Mary's Church Hall in preparation for the Bishop of London's visit.</li> <li>• Pippins Primary School:</li> </ul>	





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<ul style="list-style-type: none"> <li>○ 36 volunteers spent three days painting and decorating classrooms.</li> <li>○ 18 volunteers worked over two days to refurbish a sensory garden and refresh outdoor areas.</li> <li>• Remembrance Day Activities: Supported events across Harmondsworth, Longford, Sipson, Stanwell, and other local communities.</li> <li>• Christmas Initiatives: The team is assisting with Christmas light switch-on events and other festive activities.</li> </ul> <p>We also received positive feedback from the Mayor of Hillingdon, who expressed thanks for Heathrow's voluntary initiatives and highlighted the strong relationship with the Community Investment Team. This partnership has helped identify and support projects that benefit local communities, and we are proud to continue this collaboration.</p>	
<p><b>AOB</b></p> <p>Harmondsworth Allotment Association –<i>noted that Mrs Armelle Thomas, the Harmondsworth representative of HASRA, resigned from the LCF on 4<sup>th</sup> August. Can I pass on information such as the minutes to the Harmondsworth representative who has resigned from the LCF?</i></p> <p>Chair – The draft minutes circulated by email after the meeting are for members only not for general public. Once approved and published online, they can then be viewed by the general public.</p> <p>Heathrow – We will circulate 2026 LCF dates to members.</p> <p>Chair - Have a great Christmas holiday break and New Year all.</p> <p><b>MEETING CLOSE: 20:20</b></p>	<p>14.COMMUNITY ENGAGEMENT TEAM: Circulate 2026 LCF Dates to LCF Members.</p>