Classification: Public

Heathrow

Noise Complaints and Enquiries 2024

Introduction

As the UK's hub airport, Heathrow is an asset for West London and UK economy. The airport provides quality jobs to over 35,000 people in our five local boroughs alone. But we know that those communities closest to the airport also experience the negative impacts of noise.

We recognise that noise can impact people's quality of life in a whole manner of different ways and is a complex issue. We have been working for many years to reduce the impact of noise, having listened to the concerns of our neighbours.

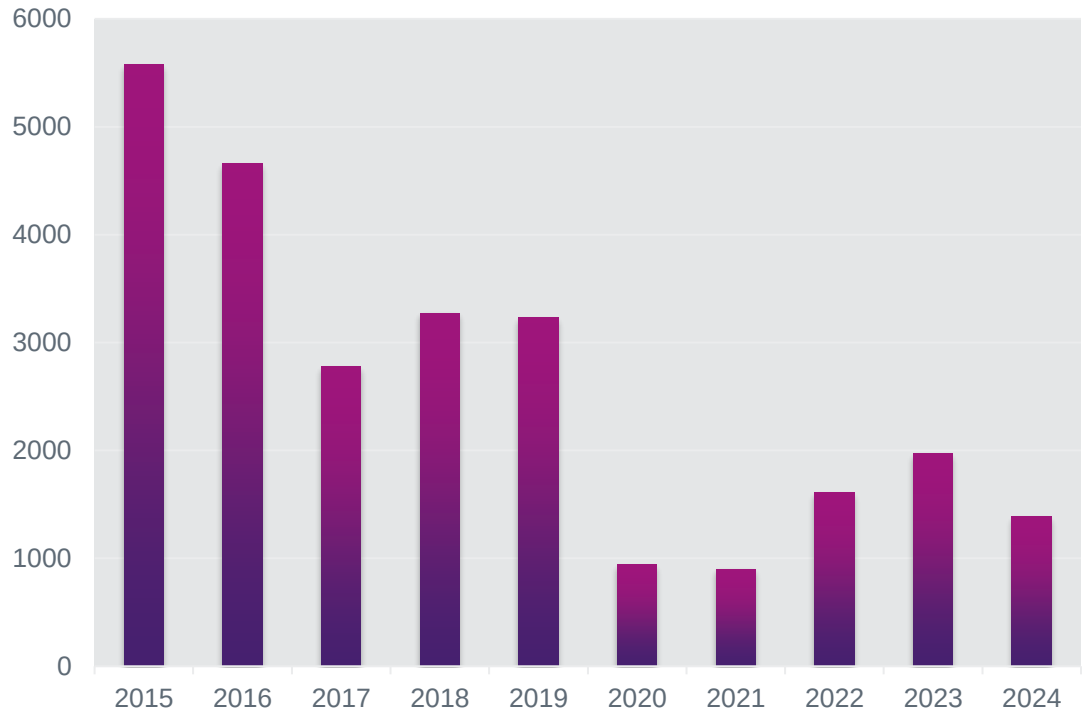
We offers a noise complaints and enquiries service to provide information to residents on how they are affected by Heathrow's operations.

Aircraft noise complaints and enquiries can be made to the Heathrow Community Relations team via our online form, by emailing noise@heathrow.com or by calling 0800 344844. We record all comments received and aim to respond within five working days (providing that the necessary contact details are provided).

The number of people contacting our noise complaints and enquiries service has fallen steadily over the last ten years. It is now at its lowest level since 2010 (excluding the Covid-19 era when there were far fewer flights) despite record passenger numbers in 2024.

This report provides an overview of noise complaints and enquiries received in 2024, along with the geographic locations and a summary of the key issues.

The number of people contacting our noise complaints and enquiries service over the last ten years

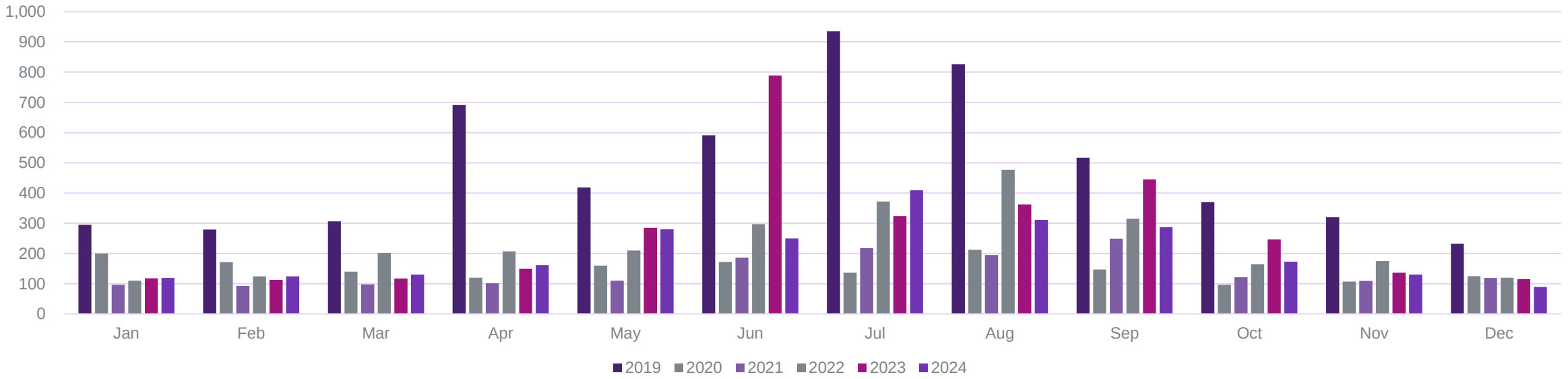


Contact overview

Summary of people contacting us about noise in 2024

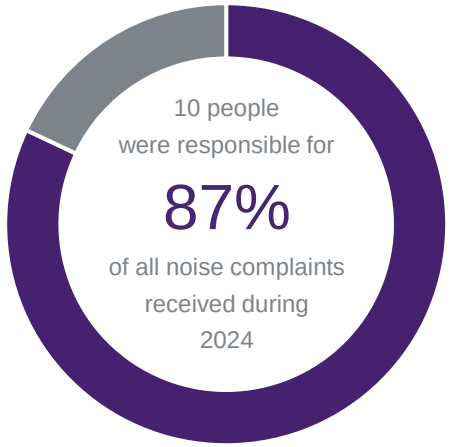
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
No. of people contacting us	119	124	130	161	280	250	409	311	287	173	130	89	1,385
No. of complaints & enquiries	6,030	5,383	4,857	4,995	6,768	6,059	4,993	6,658	5,947	5,280	5,244	4,572	66,786

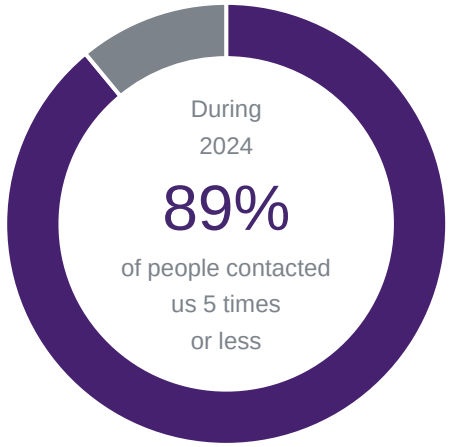
Number of people contacting us about noise between 2019 and 2024

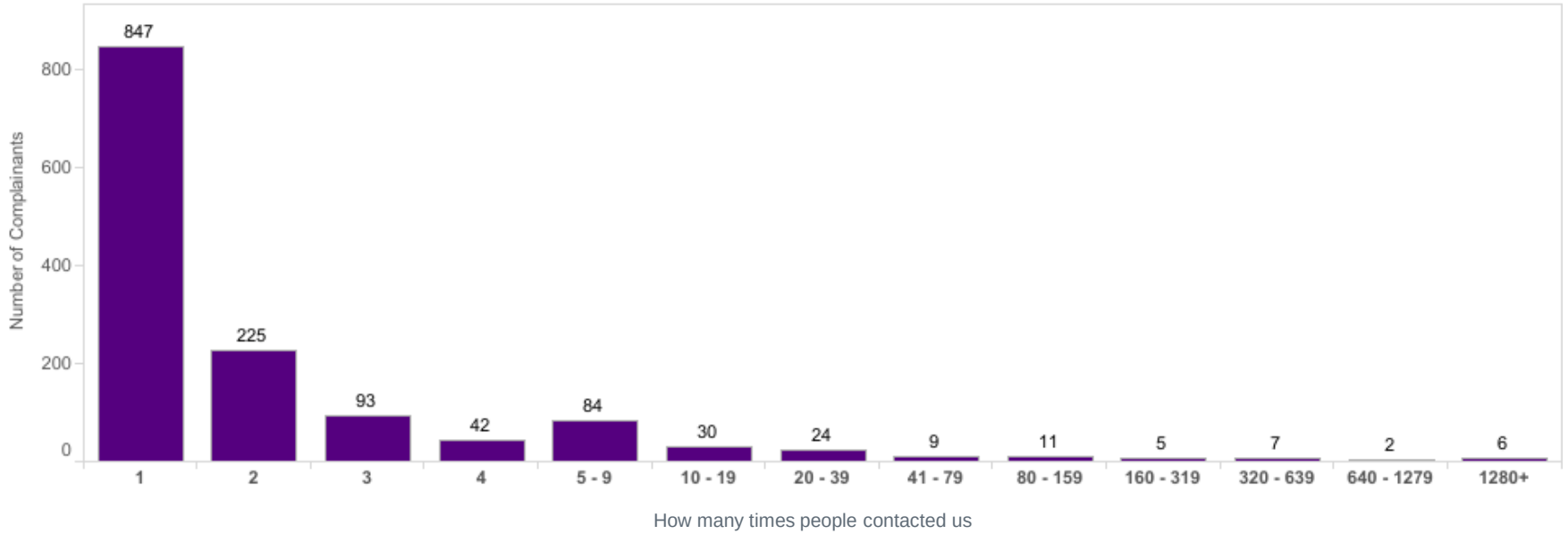


Contact overview

Statistical breakdown of people contacting us about noise in 2024





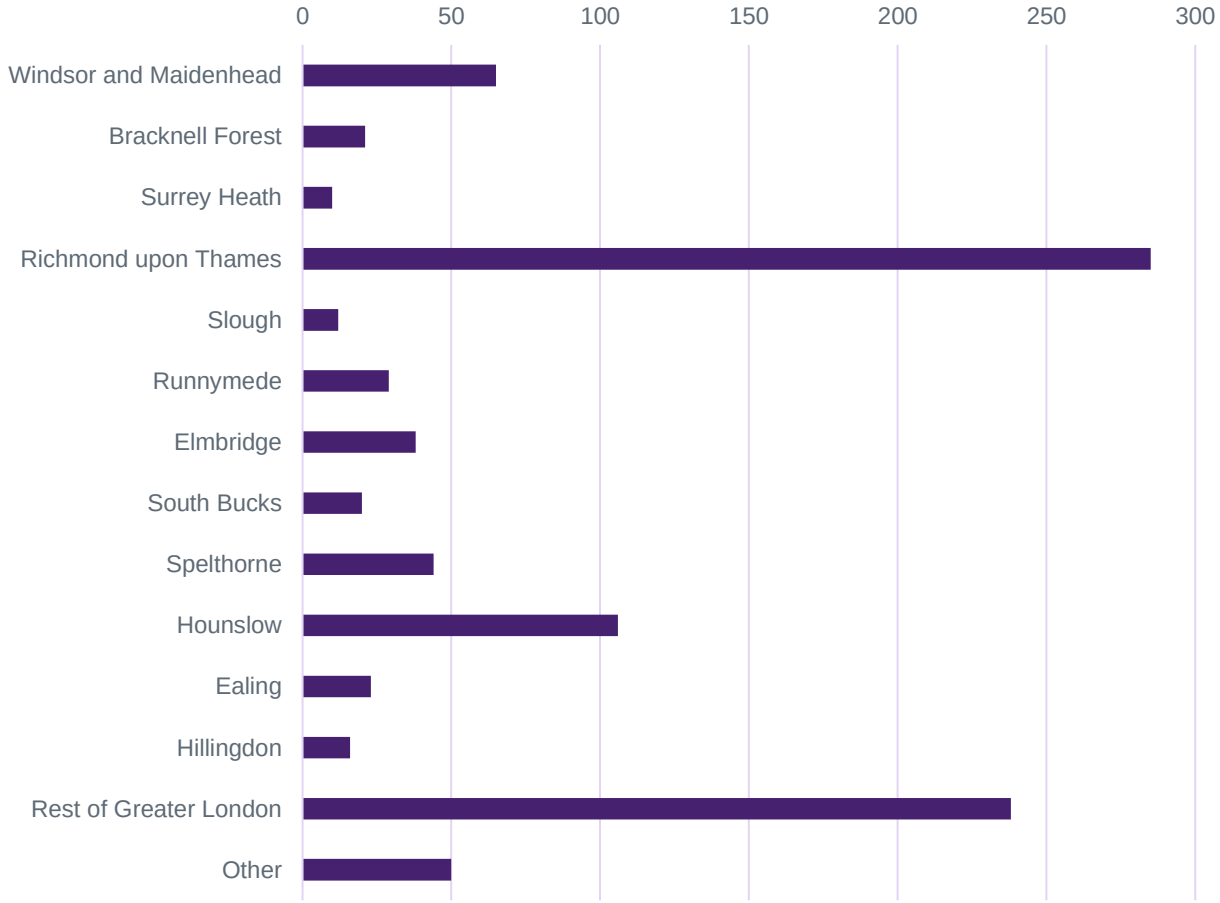


How many times people contacted us

This histogram plots how many people against how many times they contacted us in 2024. For example, it shows that 847 people contacted us once, that 93 people contacted us 3 times and that 6 people contacted us more than 1,280 times.

Local boroughs

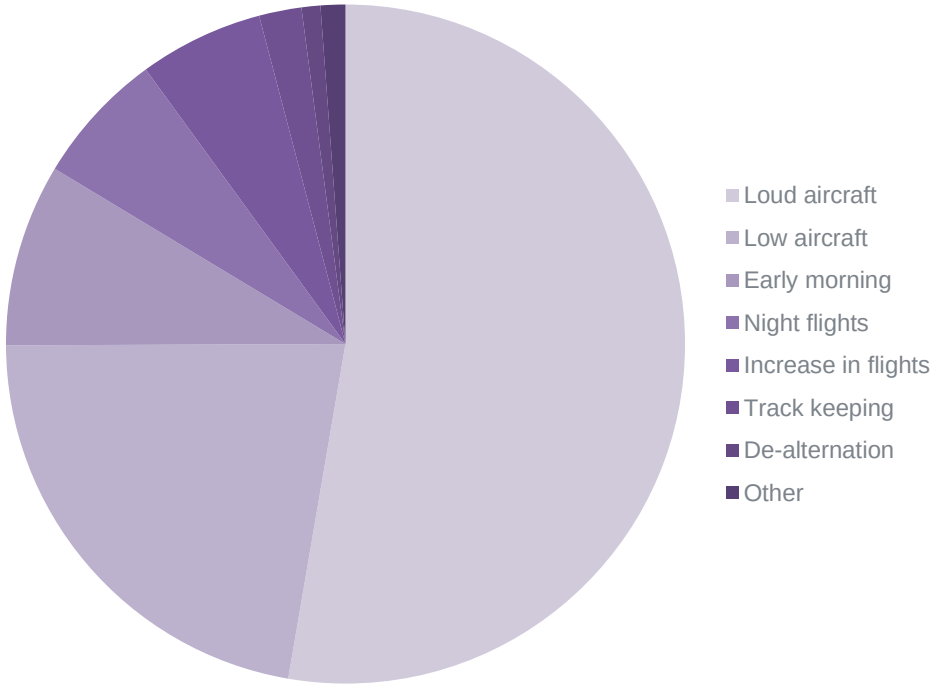
Number of people contacting us about noise in 2024 from the local boroughs around Heathrow



Key issues

Summary of the key reasons for people contacting us in 2024

Category	Proportion
Loud aircraft	53%
Low aircraft	22%
Early morning flights	9%
Night flights	6%
Increase in flights	6%
Track keeping	2%
De-alternation / TEAM *	1%
Other	1%



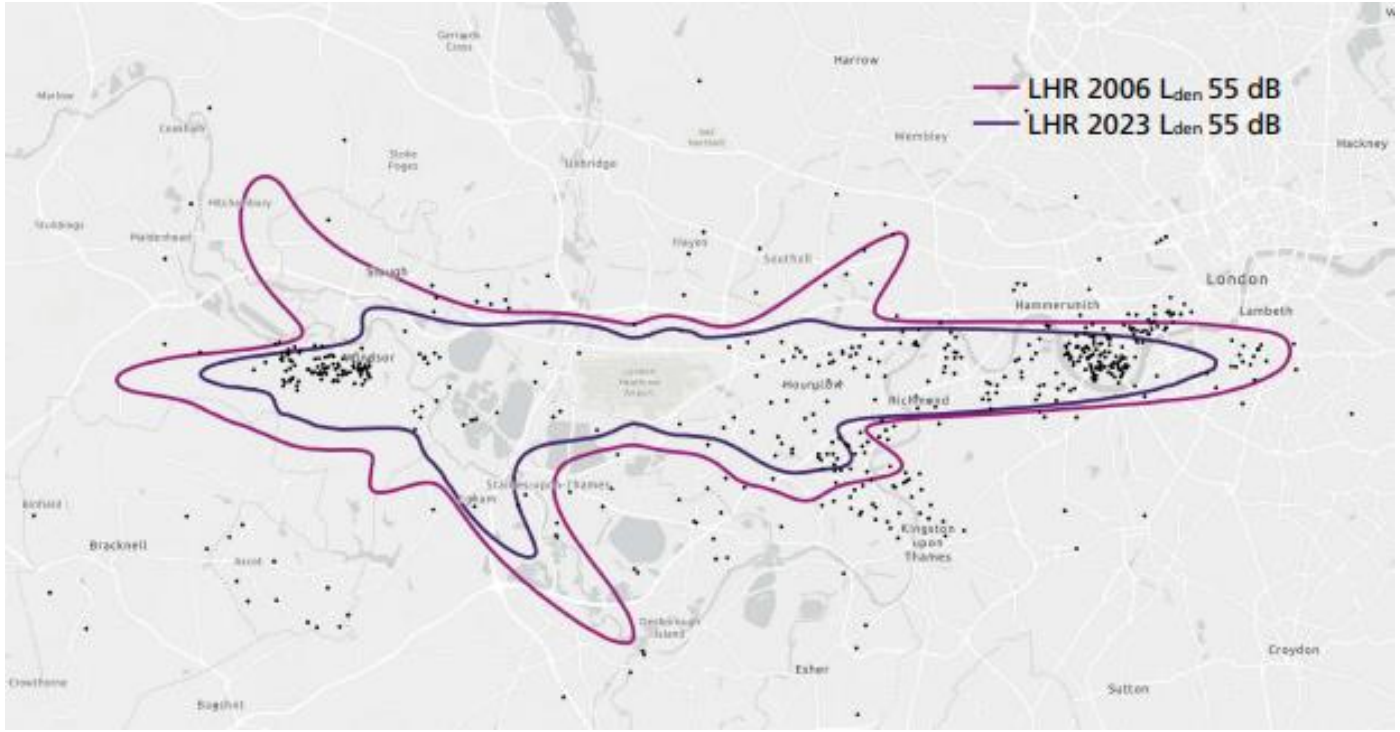
* Temporary use of both runways for arrivals, known as Tactically Enhanced Arrivals Mode (TEAM).
Note: Multiple or duplicate complaints made by one person on one day are not included in this chart.

Noise levels

53% of complaints and enquiries were about aircraft being too loud

We have been working for many years to reduce the impact of noise, having listened to the concerns of our neighbours.

- Our new Noise Action Plan sets out 12 commitments to improve every stage of the airport's operations - both on the ground and in the air - reducing noise and the impact on our local community.
- Our new Quieter Neighbourhood Support scheme will provide noise insulation to around 20,000 homes around the airport.



Heathrow's noise footprint has reduced by 41% since 2006

Heathrow is required to consider noise issues within the 55dB Lden noise contour in accordance with the Environmental Noise (England) Regulations 2006/2238. The contour is used to measure annoyance in accordance with the EU Environmental Noise Directive.

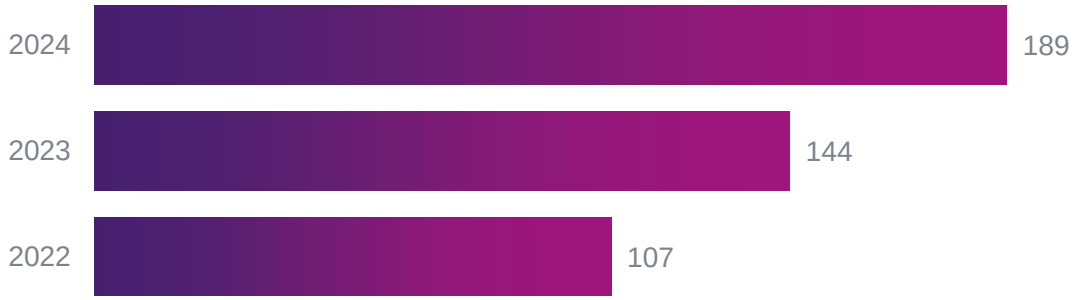
Night flights

15% of complaints and enquiries were about night or early morning flights

Night flights are an important part of operations at airports around the world. However, we appreciate that noise created at night can cause greater disturbance to people and we are committed to ensuring that our local communities benefit from quieter nights.

- Our new Noise Action Plan sets a target of at least 150 nights without late running flights by 2025. In 2024 we exceeded this target by achieving 189 nights without late running flights, up from 144 in 2023. *
- We are also seeking to introduce a voluntary ban on flights between 00:00 and 04:30. **

Nights without late running flights



* Between 23:30 and 04:30. ** Excluding dispensed operations.

Aircraft performance

25% of complaints and enquiries were about aircraft performance

We monitor noise and aircraft track keeping performance to ensure compliance with statutory requirements and continually assess the operational and environmental performance of our airspace and airfield operations. We publish monthly operational dashboards on the Operational Data page of our website.

Key highlights

- Adherence to the minimum 4% climb gradient requirement was 99.9%.
- Adherence to reaching 1,000 feet in altitude by 6.5km from the start of the aircraft's take-off roll was 99.9%.
- Adherence to the departure Noise Preferential Route (NPR) corridors was 95.4%.
- Continuous Descent Approaches (CDA) performance remained high at 88.2%.

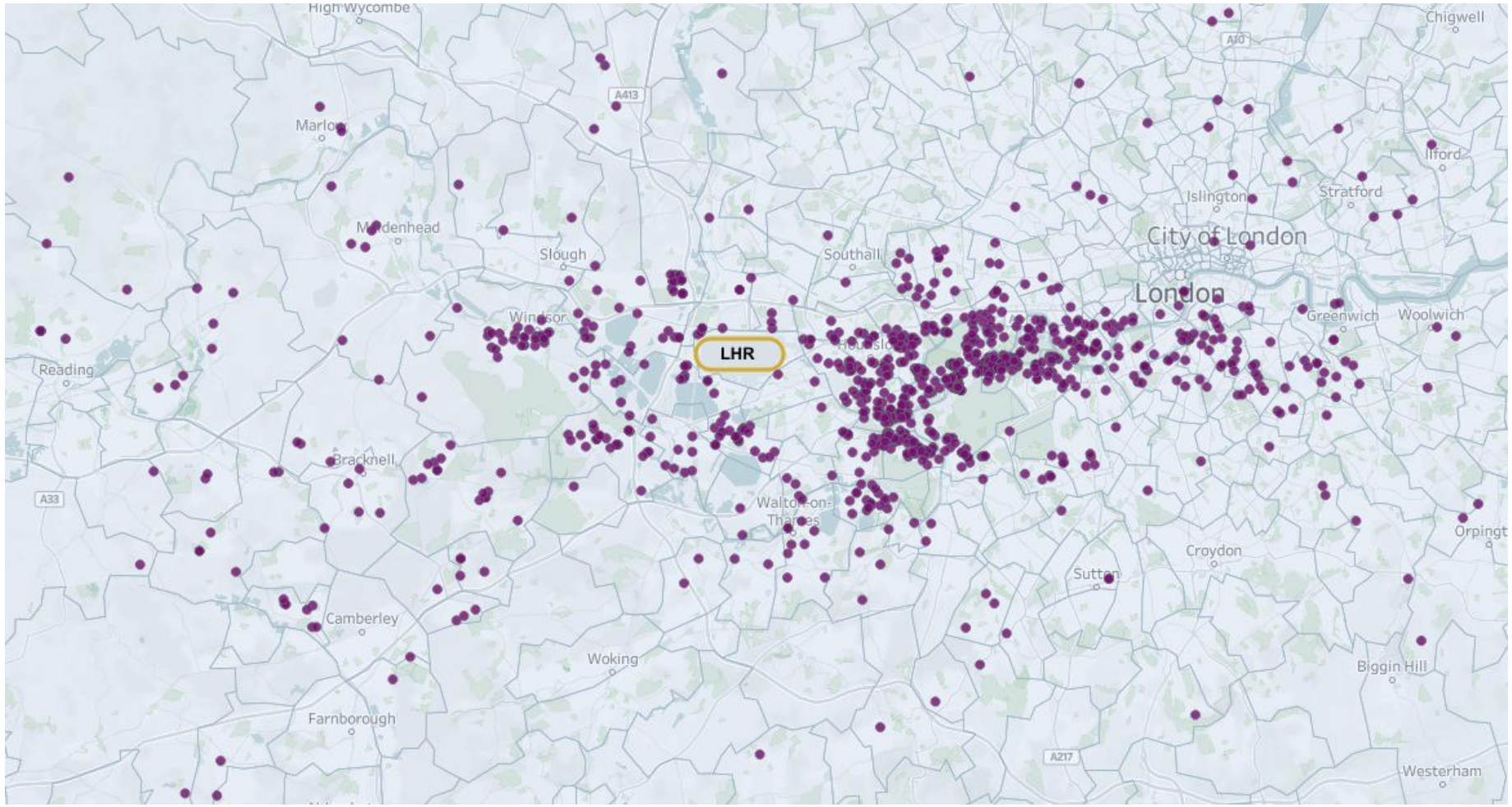
Our Fly Quieter and Greener programme encourages airlines to use quieter aircraft and fly them in the quietest way

Find out more: heathrowflyquieterandgreener.com

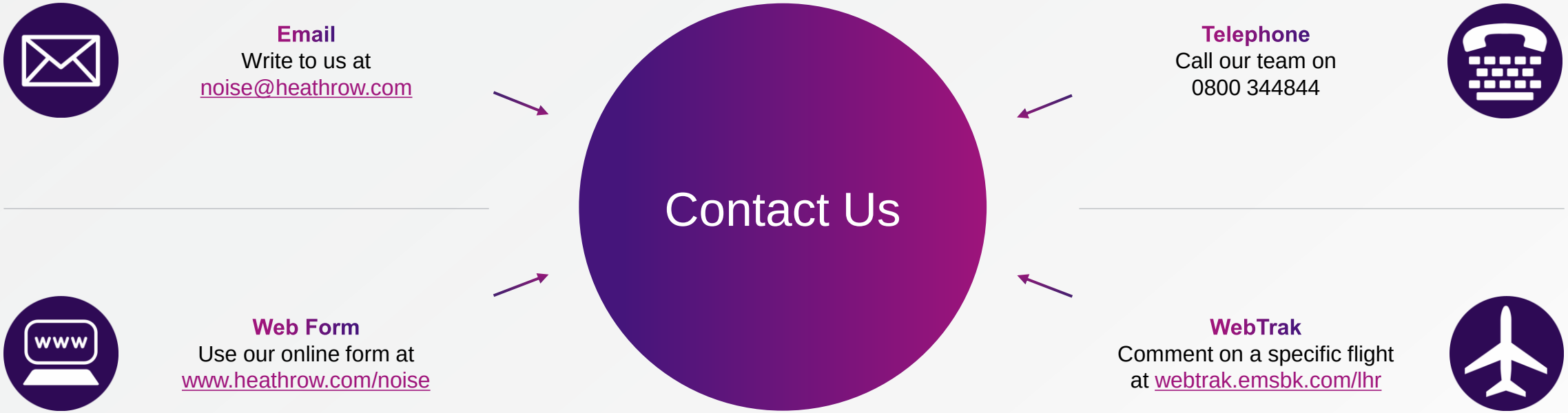
Heathrow

Contact locations

Locations from where we were contacted about noise in 2024



How to contact us about noise



Heathrow is committed to protecting your personal information and we are legally obliged to use your information in line with all applicable laws concerning the protection of personal data. For details, please see our privacy notice.