

A quieter home for you and your family

Noise insulation for your home – without the cost.



Dear Neighbour,

As Heathrow's Chief Executive, I am aware of the impact our operations can have on our closest neighbours. We are committed to investing in our local communities to reduce the impact of aircraft noise and improve your quality of life.

Under Heathrow's Quieter Homes Scheme, we offer free and practical support to homeowners most affected by aircraft noise. Following the success of the pilot, the scheme has now reopened and your property falls within the scheme's boundary.

This information booklet explains what is available through the scheme, how it works, and the next steps. If you would like to register for the scheme or have any questions, you can contact the Community Schemes team on **0800 344 844**

We anticipate that this will be a popular scheme and estimate it will take approximately three to four years to complete the works to all eligible properties.

John Holland-Kaye
Chief Executive, Heathrow Airport

What to do next

There's a few stages to the process.



1 Register your interest:

You can do this by calling the Heathrow Community Schemes Helpdesk on **0800 344 844** or email communityschemes@heathrow.com

2 Noise assessment:

One of our noise assessors will contact you and arrange to visit your property to carry out a survey. This is FREE and will be at a time that suits you. After the survey, the assessor will send you a Statement of Needs outlining what work needs to be carried out. We will then get a contract in place setting out the work that will be undertaken to your property.

3 Loft insulation, doors and windows – choose a supplier:

For loft insulation, doors and windows, Heathrow has appointed two suppliers to undertake the works. You can choose the one you wish to use. Both are reputable national builders and are happy to provide references and examples of their work.

4 Ceiling insulation – appoint your own contractor:

For ceiling insulation, you need to appoint your own contractor to a maximum value of £2,100 plus VAT per room. The work must meet the specifications in the Statement of Needs and the works will be audited before the monies are paid.

5 Installation:

The contractor will arrange a convenient installation date with you. Please note the timing of this will depend on demand for the scheme which will be rolled out on a first-come first-served basis.



Practical help for a quieter home – with nothing to pay

Under the Quieter Homes Scheme, we will arrange for an independent noise assessment to be carried out in your home. Our noise assessors will then develop a bespoke plan of sound insulation for your home. Not all soundproofing measures will be suitable for every property and the assessors will discuss the options available with you. Heathrow will then pay 100% of the costs of carrying out the work. Improvements may include:



Register now on
0800 344 844
or by email:
communityschemes@heathrow.com



Enjoy a quieter home with help from Heathrow

Register now for your FREE independent noise survey and take advantage of sound reduction home improvements

Call: **0800 344 844**

Email: communityschemes@heathrow.com

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Heathrow Quieter Homes Scheme

Free noise insulation for your home

Register today

Heathrow