

## Frequently Asked Questions

### **What is the eligibility criteria for the scheme?**

Properties that are within the 2011 69+Laeq contour are eligible for the soundproofing works.

### **Why is there a waiting list and how does it work?**

We are maintaining a waiting list, which will operate on a first-come first-served basis. This is because we anticipate that the scheme will be very popular and estimate it will take approximately three to four years to complete the works to all eligible properties.

When we write to you to confirm your inclusion on the waiting, we will give you some indication of where you are on the list and a rough idea of when you can expect to hear from us again.

### **How do I get onto the waiting list?**

If you would like to be added to the waiting list you need to register your interest by calling us on:

**Freephone 0800 344 844**

or by email to

**communityschemes@heathrow.com**

### **I don't own the property; can I still register?**

No, the scheme is for homeowners only.

### **I've already had work done through other/previous noise insulation schemes, can I register for this scheme too?**

Yes, if your property is within the current 2011 69+Laeq contour area you can register for the Quieter Homes Scheme. If a noise assessment indicates that new windows or loft insulation would improve soundproofing of your property you will be eligible.

### **What happens after I've registered?**

Following registration, we will send you a letter/email confirming you have been added to the scheme waiting list. We will then forward your details to our independent noise assessors, who will contact you to arrange a visit to your property to complete a noise assessment.

### **What is the purpose of the noise assessment?**

The noise assessment is the way we assess the level of aircraft noise affecting your individual property. The assessment is carried out at your property by a qualified noise expert, who will look at the types of windows, doors and insulation you have and assess how effective they are at soundproofing your home. They will produce a list of recommendations, specifically for your property, of the works required to improve noise insulation.

### **What happens after the noise assessment?**

Following the assessment, the noise assessors will discuss their recommendations with you and will also pass them onto two window installation companies, that have been approved by us. Both companies will contact you to talk about the products they have, and how they propose to do the works in your property. You then choose which of the two companies you want to do the work.

Once you have made your choice and informed them, the supplier will write back to you confirming the products they will be providing. You will then be asked to sign a contract to agree the works.

### **What type of work is included in the scheme and how much will it cost me?**

Each home will have a different list of recommended work, but typically you could be eligible to receive new double glazed windows or secondary glazing (retaining your existing windows), new external doors, loft insulation (maximum 100mm thickness) and wall ventilation units. Heathrow will cover the full cost of this work, and we will pay the insulation contractor.

You could also be eligible for ceiling insulation. If this is recommended, you will need to find a contractor and arrange to get the work done yourself. Once completed we will refund you the costs up to £2100 (plus VAT), per eligible room.

### **Why do I need to organise ceiling insulations myself?**

Unfortunately, we don't have a panel of contractors that can implement these works.

*Continued overleaf >>*

The Heathrow Community Schemes Helpdesk

T: **0800 344 844**

E: **communityschemes@heathrow.com**

**Heathrow**

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### **Can I use a window installer of my own choice and claim the money back from you?**

No. You must use one of the two Heathrow appointed window installation contractors.

### **How long will it all take from registration to installation?**

It's difficult to say how long it will take because there are several factors to take into consideration. Firstly, it will depend on where you are on the waiting list – at present we estimate that it will take approximately 3 - 4 years to complete the works to all eligible homes. Secondly, each property will have different needs and challenges that are likely to impact on the time it takes to complete the work.

When we write to you to confirm your inclusion on the waiting list, we will give you some indication of where you are on the list and a rough idea of when you can expect to hear from us again.

### **I currently have uPVC windows - can I have them replaced with aluminium?**

We will replace windows and doors on a 'like for like' basis only, i.e. replacing uPVC windows with uPVC windows and sliding patio doors with sliding patio doors. Any additions or changes to the original materials must be paid for by you.

### **I have a porch. Will the windows and doors within the porch be replaced as well as the outer porch door?**

As a rule, we do not replace windows or doors within the porch structure. However, if there is no internal door from the porch to the hall we will replace the porch door and windows.

### **My property has Velux windows within the roof slopes. Will these be replaced?**

No, Velux roof windows are not covered by the Quieter Homes Scheme.

### **Will outbuildings, conservatories and garages at my property be covered?**

No, only the main house is included in the scheme.

### **I currently have secondary glazing. Will I need to keep them if my windows are replaced?**

If the noise assessment identifies improvements that can be made by additional sound insulation, the options will be discussed with you.

### **Will I need acoustic wall ventilation units installed if I have replacement windows installed?**

Yes. Current UK building regulations state that adequate ventilation should be provided in all habitable rooms. Habitable rooms include lounges, dining rooms, family rooms, bedrooms, studies and bedrooms. Kitchens, bathrooms, toilets and under-stair cupboards are not considered habitable rooms.