

## Timetable of Works

Each year Independent Noise Specialists will determine the properties that are eligible based on the noise contours.

The London Luton Airport Consultative Committee (LLACC) Noise Insulation Sub-Committee will prioritise the properties for insulation each year.

London Luton Airport will directly contact the eligible property owners selected for Noise Insulation each year.

Property owners wishing to accept the offer of insulation must do so within 30 days. Alternatively any property owners wishing to decline insulation must submit this in writing to LLA. However, these property owners will be contacted again in 5 years.

If the owner accepts insulation, we will arrange an appointment with the property owner for a survey to be carried out.

Once approved by LLA the work will commence at a suitable time for the property owner.

**Bathrooms, kitchens, halls, stairways and conservatories are not eligible for insulation.**

## Common Questions

**Q From my location I think I am within the required contours but I haven't been contacted, what should I do?**

London Luton Airport has a set budget for the Noise Insulation Scheme each year, and consequently it will not be every property within the contour that will receive insulation instantly. Therefore the LLACC Noise Insulation Sub-Committee will decide the properties for insulation each year.

**Q I rent the property, can I get insulation?**

Only the property owner can accept insulation. Therefore if your property is selected you will need to pass the information to the property owner.

**Q What are the types of insulation available?**

Installations of double glazing, secondary glazing and ventilators can all be installed as part of the scheme. Secondary glazing will add another layer to the property reducing the noise in the property. Ventilators will bring fresh air into the property without needing to open windows therefore keeping further noise out of the property.

**Q How long can I expect the works to take?**

From the initial appointment with the appointed contractor to completion of the works it should take no longer than 3 months (subject to the property owners availability).

**Q What happens if damage is caused in my property?**

Our contractors will 'make good' any damage to your property. However, if this is the case you should also contact London Luton Airport to inform them of any damage.

**Q Can I talk to someone about the scheme?**

At LLA, we would love to hear from you, you can contact us by email or telephone.

**Email:** Noise.Insulation@ltn.aero

**Telephone Number:** 01582 395382



# Noise Insulation Scheme

Information for local communities



Dear Neighbour,

At London Luton Airport (LLA) we recognise the potential for our operations to disturb nearby communities and strive to be a good neighbour to local people and businesses alike, so we continue to place aircraft noise high on our agenda.

As we continue to deliver our development programme over the coming years, the noise impacts associated with our operations will be carefully balanced with the significant social and economic benefits that the airport brings to the region. As part of this we are dedicated to actively engaging with our local community on noise related topics.

One of the measures involved in reducing noise for our local communities is our **Noise Insulation Scheme**. Together with an Independent Noise analyst and our London Luton Airport Consultative Committee (LLACC) Noise Insulation Sub-Committee, we will be offering Insulation to eligible properties each year.

This scheme sits along side the Noise Control Scheme, which was prepared in response to planning conditions for the recent development.

We have produced this leaflet to give an overview of the LLA Noise Insulation Scheme, and to provide further information regarding eligibility as well as answering some frequently asked questions.

**Neil Thompson**  
Operations Director



## Eligible Properties

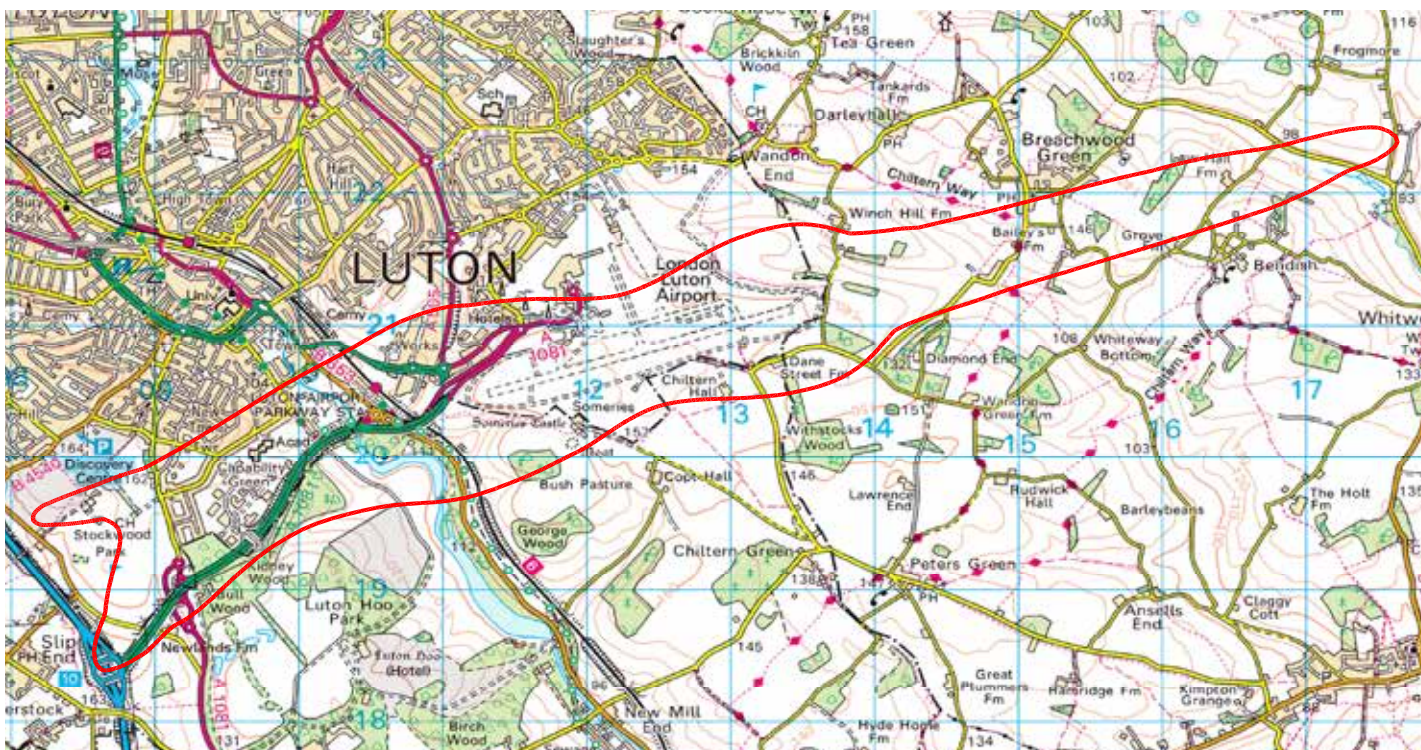
The scheme covers both **residential and non-residential properties**. Depending on any existing insulation in the property, **double glazing, secondary glazing and ventilation units** can be provided. Rooms eligible for insulation include living rooms, dining rooms, kitchen-diners and bedrooms. Rooms not included in the scheme are kitchens, bathrooms, conservatories, stairways, halls and landings.

## Noise Contour

The Noise Contour below indicates the areas exposed to certain noise levels. **Both residential and Non-residential properties which lie within this contour are eligible for noise insulation.**

The Noise contour is similar to that of a weather map. Just as a weather map might have isobars joining points of equal air pressure; a noise contour joins points which have the same noise level.

The Noise Contour is **calculated annually** and therefore may change; consequently we cannot guarantee that the same properties will be eligible each year.



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