

Your Questions:



What sound insulation treatments are available?

A The following treatments are available, (i) glazing, (ii) ventilators depending on whether your property is eligible for the first or second tier scheme. Rooms eligible include living rooms, bedrooms, and kitchen-diners. Rooms that do not qualify include kitchens, bathrooms, halls, stairways, landings and conservatories.

	Existing Glazing: Single	Existing Glazing: Double
First Tier Scheme	Secondary glazing, or, a contribution towards the cost of installing double glazed windows which meet the acoustic standards of the SIS. Sound attenuating ventilators	Not eligible. Sound attenuating ventilators.
Second Tier Scheme	All properties within the Second-Tier Scheme should have already been treated.	Secondary glazing to double glazed windows, or, a contribution towards the cost of installing high acoustic specification laminated double glazed windows.



What if I already have double glazing?

A Properties that have double glazing within the First-Tier noise contour should already meet the acoustic standards of the SIS. Only double glazed properties within the Second-Tier Scheme are eligible for glazing treatments.



Is secondary glazing the same as double glazing?

A No. Double glazing consists of two panes of glass in the same frame (12-20mm apart). Secondary glazing supplements the existing window with a second pane of glass within a separate frame forming a gap (75-200mm) between the panes. Photography available on www.lcacc.org/noise and shows a typical installation of a secondary glazed window and some examples of double glazed windows.



What are sound attenuating ventilators?

A Sound attenuating ventilators allow air to flow between the outside and inside of the building while windows are closed. The ventilators do not allow any additional noise in when installed. There is a choice of both mechanical ventilators and passive ventilators. The mechanical includes a fan to draw air into your home. The passive ventilator does not include a fan but still allows fresh air in.



Are the ventilators noisy or expensive to run?

A The ventilators available under the SIS have been chosen to be quiet and use very little power. The modern vents are approximately 5 watts with a running cost of around 2 pence per day.* Older Gemini ventilators are also available although these are less popular than the modern vents. They can also be turned off when not required.



What if I rent my home and I am not the owner?

A If you are not the owner of the property, then your landlords permission will be required.



I'm not sure I want this. Who can I talk to?

A You are perfectly entitled to reject all or part of any SIS offer. However, if you wish to discuss any matters relating to the scheme we would be very happy to talk to you. You can contact us at: **0203 203 2397** or environment@londoncityairport.com.



How much will this cost me?

A All works detailed are funded by London City Airport, apart from installing double glazing where the airport will only make a financial contribution.

*For further enquiries and you believe your property is eligible to benefit from this scheme please contact our Sound Insulation Administrator on **0203 203 2397** or environment@londoncityairport.com*

*Estimated running costs are accurate at time of publication. London City Airport will not contribute to associated running costs.

London City Airport 
Get closer.

Sound Insulation Scheme Guide

Information for our neighbours

For extended information and visuals please visit:
www.lcacc.org/noise

Dear Neighbour

Since the airport first opened in 1987, we have been committed to maintaining positive relationships with the local community and have recognised our role and responsibilities as a good neighbour. Today London City Airport is recognised as one of Europe's leading airports for business travel and a major contributor to the local economy.

We operate a number of environmental controls to mitigate or minimise the impact of noise from aircraft operations. This leaflet outlines the details of the London City Airport Sound Insulation Scheme, which forms an important part of our ongoing environmental programme.

The approved Sound Insulation Scheme has been revised and improved to recognise the impact of our growth. This follows the planning approval granted in July 2009 to increase the permitted number of annual flight movements over the coming years.

“...the success of the airport has been significantly helped by the support of you, our neighbours...”

London City Airport's Sound Insulation Scheme is one of the most generous offered by airports and gives local residents the opportunity to protect their home from airport noise.

This leaflet has been designed to provide clear and useful details on our Sound Insulation Scheme; we hope you find it both useful and informative.

For further information please visit the London City Airport Consultative Committee website: www.lcacc.org/noise. Alternatively, contact our Sound Insulation Administrator on 0203 203 2397 or environment@londoncityairport.com.

What is the Sound Insulation Scheme (SIS)?

We operate a number of environmental controls to mitigate or minimise the impact of noise from aircraft operations. The Sound Insulation Scheme forms an important part of our environmental programme and offers eligible residents the opportunity to receive a glazing treatment and/or sound attenuating ventilators to their property. This leaflet explains the scheme.

SIS Trigger Levels

The airport has invested in technology to monitor the impact of its operation on the environment. Using this technology it is possible to calculate noise contours. Noise contours are like geographical contours on a map, however, instead of height, they indicate areas which are exposed to specified noise levels in decibels (dB) over a given period of time.

The first trigger level for the Scheme is the airport's 57 dB LAeq,16h noise contour, which is a lower daytime trigger level than used at most other UK airports.

The second trigger level is the airport's 66 dB LAeq,16h noise contour. These are known as the First-Tier and Second-Tier Schemes.

Eligibility

No application to the SIS is necessary. Eligibility is determined by property location relative to the noise contour trigger levels as well as when the property was built. Noise contours are prepared every year to ensure that any airport growth or operational changes are accounted for and a list of eligible properties is published in the airport's Annual Performance Report. Eligible properties are then contacted directly by the SIS administrator.

Which rooms are eligible for treatment in my property?

Living rooms, bedrooms, dining rooms and kitchen diners can benefit from the treatment under the scheme.

What happens after treatment?

Any property which has had secondary glazing and/or mechanical sound attenuating ventilators installed over ten years ago will be re-inspected by the airport.



Complete maps available at: www.lcacc.org/noise, and in the LCA Annual Performance Report.