

# Heathrow



Scan the QR code to check your home's eligibility.

## THE RESIDENTIAL INSULATION SCHEME

# READY TO ENJOY A QUIETER HOME?

## UP TO 100% FUNDING OF ELIGIBLE COSTS

The Residential Insulation Scheme is a part of Heathrow Airport's new package of measures that will fund qualifying works to better protect homes with noise insulation measures in eligible areas.

That's up to 100% funding of eligible insulation costs, including:

- Replacement primary windows or secondary glazing and external doors
- Installation of acoustically rated ventilation in eligible rooms to dampen external noise
- Acoustic quilts for roof voids
- Upgrading of ceilings within eligible rooms to help reduce noise

# 4 SIMPLE STEPS TO A QUIETER HOME

SEE REVERSE  
FOR DETAILS



IF YOU HAVE ALREADY RECEIVED FINANCIAL SUPPORT FOR NOISE INSULATION, DON'T WORRY AS THIS NEW, SIMPLIFIED SCHEME INCLUDES HOMES THAT MAY HAVE HAD PREVIOUS MEASURES PROVIDED BY US.

# OUR OFFER TO YOU

Being a responsible neighbour is a priority and we aim to reduce the impact of noise from our operations in the areas most affected.

**The Residential Insulation Scheme is an investment by Heathrow Airport to improve the noise insulation in around 20,000 homes.**

We'll look to install noise mitigating measures in all rooms in any property within an eligible area where there is evidence to show there will be a practicable reduction of noise.

However, conservatories are specifically excluded from the scheme, along with commercial and out-buildings, garages, mobile homes and canal boats.

The Residential Insulation Scheme is part of Heathrow's Quieter Neighbourhood Support initiative, a wider package of measures which also includes the Quieter Schools Programme, providing noise insulation and ventilation support to schools in eligible areas, the Vortex Impact and Prevention Scheme, supporting with proactive protection and repairs for vortex strikes and the Home Relocation Assistance support scheme.

## KEY FACTS

**975 HOMES OFFERED FUNDING IN 2024**

**NOISE REDUCTION**

**TAILORED SOLUTIONS TO BENEFIT WELLBEING**

**FUTURE-PROOF YOUR HOME WITH ENERGY-EFFICIENT INSULATION**

**UP TO 100% FUNDING BY HEATHROW**

**MODERN VENTILATION WITH IMPROVED AIR FLOW**

\*Compliant with existing Government policy and reflective of the Significant Observed Adverse Effect Level (SOAEL) for day and night and the Sound Exposure Level (SEL) footprint of the noisiest aircraft scheduled to operate before 06:00

### How have you selected eligible areas?

Given the hugely increased scope of this scheme and our aim to reach around 20,000 of the most affected homes, the delivery programme has been phased, using noise modelling and other data to identify eligible homes.

The eligibility criteria is decided by Heathrow and is based on up-to-date noise modelling to ensure the boundary remains reflective of changes to noise exposure over time. Properties will be eligible if they are located within a single composite boundary based on current UK noise policy\*.

Prioritisation of the roll-out will be decided on an area-by-area basis by an independent prioritisation panel of experts, comprising representatives from stakeholder organisations. These include The Council for the Independent Scrutiny of Heathrow Airport (CISHA), Heathrow Strategic Planning Group (HSPG), Heathrow Association for the Control of Aircraft Noise (HACAN), and Heathrow AOC (Airline Operators Committee).

The eligibility boundary will be regularly updated to take account of improvements in aircraft fleet and changes in airspace use or design. This will help to reflect and incentivise investment in new fleet technology and operational procedures, as well as ensuring that the scheme remains current.

### Will this cost me anything?

All works will be funded by Heathrow on a like for like basis. There may be a cost if you choose to increase the specification beyond the works that we have agreed to fund. While Listed buildings can be eligible, the cost of any planning permissions required remains with the homeowner.

### How long does it take?

Registration is now open to all eligible properties. Phase one will commence from 2025 to 2028 and once registered, we will be back in touch to advise when we will be in your specific area.

### What sort of ventilation is fitted, and do I have to have it fitted?

The fitting of ventilation units may be required to provide adequate background ventilation to a property. This will negate the need to rely on opening windows to improve airflow. All ventilation products installed are to meet a minimum acoustic performance and will comply with the applicable sections of the Building Regulations, and other relevant standards.

### If fitted, would the ventilation units cause my energy bills to go up?

Ventilation units allow you to control the flow of air into the home without the need to open windows and will only use a small amount of energy to run. We expect this to be partially offset by a potential increase in energy efficiency from improved noise insulation in windows and roof spaces.

### What happens if I've already used a previous scheme?

We would still like to hear from you, and it is possible that you can still benefit. Previously funded works will be taken into account by our expert surveyor who can advise if we can improve things further.

### What if I contact you next year? Does the offer have a time limit?

Yes. When we contact you to discuss the offer, we will explain that we will need to book in the works to be completed by a specific date for your area. We will need to hear from you within a specified time frame of us contacting you to inform you that your home is eligible. We will make every effort to contact you, including calling in to knock on your door and speak to you directly. If we have not heard from you within the specified time frame, you will be added to a 'no response' list and this may impact your eligibility if the boundary changes (which will be at least every five years) or delay our ability to schedule the works into our delivery schedule.



### Tenant?

If you are a landlord or tenant, please get in touch with us to discuss your options, via the contact details provided.

If you are a tenant, you are welcome to call us and let us know that you have sent this onto your landlord and we can also get in touch with them directly.

### How can I find out if I am eligible?

If we have written directly to you, it is likely that your home will qualify.

#### If you are the homeowner, you can:

- Call us on **0800 344844** to talk directly to our team to start the registration process
- Email us at **communityschemes@heathrow.com** and our team will get back to you
- Visit our website at **heathrow.com/residentialinsulation** to find your address and fill in the registration form directly.

## How can I apply?

The first step is to get in touch with us by calling, email or filling in a registration form on the website. Scan the QR code on the front cover to go to the right page on our website.

We will then arrange a home visit with our expert team. They will survey your home and create a report setting out what measures we think you need to make your home quieter.

If you agree, we will start a process to book in the works, making sure you are communicated with along the way, fixing a date to install and working with you to make the process as smooth as possible.

**Heathrow will fund up to 100% of eligible costs.**

تتوفر نسخة من هذا المستند باللغة العربية على الموقع الإلكتروني.

इस दस्तावेज का एक हिन्दी संस्करण वेबसाइट पर उपलब्ध है।

Wersja tego dokumentu w języku polskim dostępna jest na stronie internetowej.

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# 4 SIMPLE STEPS TO A QUIETER HOME

THE PROCESS HAS THE FOLLOWING STEPS:

## 1. REGISTER



**FILL IN THE FORM ONLINE TO REGISTER YOUR INTEREST.**

If you prefer to call us directly, you can speak to the team on **0800 344844** or send us an email on **communityschemes@heathrow.com** and we will get back to you.

## 2. SURVEY & REPORT



**We will confirm your eligibility to the scheme and arrange a convenient date for our surveyor to visit you in your property at no cost to you.**

At the time of the survey, our surveyor will assess your property and produce a report on the noise insulation works that we will provide.

The survey report is issued to you directly and also to our delivery partner for review.

## 3. AGREE



**The delivery partner will contact you to carry out a detailed survey of your property to agree the scope of works.**

Upon reaching an agreement we will ask you to sign and return a works consent form to us, confirming you are happy to proceed with the works.

## 4. SCHEDULE



**Once that agreement is in place, we will be able to give you an estimate on when works will start.**

Nearer the time we will be in contact to agree a start date and provide you with more information on how to prepare for the day.

For more information on the Quieter Neighbourhood Support, the Residential Insulation Scheme, or if you would like this document in a large text or alternative format please contact our team.

Call our team: **0800 344 844** Send us an email: **communityschemes@heathrow.com**

[www.heathrow.com/company/local-community/noise/what-you-can-do/apply-for-help/quieter-neighbourhood-support](http://www.heathrow.com/company/local-community/noise/what-you-can-do/apply-for-help/quieter-neighbourhood-support)