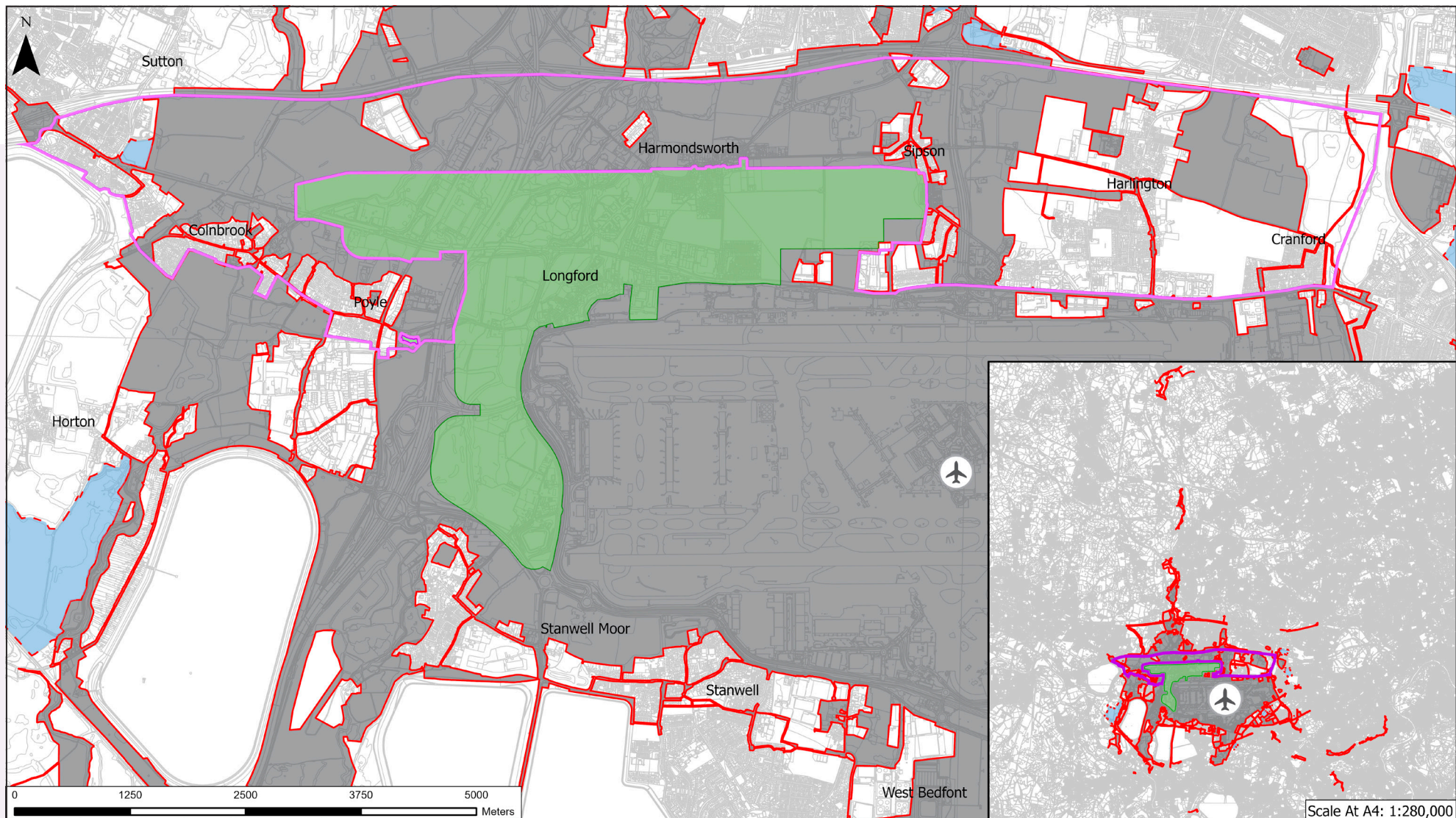


Residential property policies explained





-  London Heathrow Airport
-  Compulsory Purchase Zone (CPZ)
-  Wider Property Offer Zone (WPOZ)
-  Draft Development Consent Order Limits
-  Draft Development Consent Order Limits - Optionality

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1 Introduction

To build Heathrow's proposed airport expansion, (which you may see referred to elsewhere as "the project"), we will need to buy some residential homes.

For those that live in the Compulsory Purchase Zone, or CPZ, the proposals mean that we will have to acquire all properties in that area. We know that losing your home is a significant loss and it's natural to find this difficult. Our preference is always to reach agreement directly with homeowners whenever possible. We will however need to seek powers under a Development Consent Order (DCO) to purchase homes compulsorily, if necessary. We have written to everyone who owns or rents a home in this area to confirm that they are in the CPZ. We understand this may be worrying and unsettling.

This guide is for people who own or rent residential property in the CPZ. It is also for owner-occupiers in the Wider Property Offer Zone (WPOZ) where homes are not needed for airport expansion but may be negatively affected by its construction, operation or maintenance. It aims to clearly explain our draft and interim property policies as well as the support and compensation that you may be eligible for. It is a summary, and the full policy documents remain the main source of information.

Our residential policies explain how Heathrow would make offers to buy affected residential properties, and what financial support would be available to homeowners, landlords and tenants.

The offers are intended to provide support for people affected by the proposals. They do not remove or change any statutory rights.

Draft Residential Owner-Occupier Policy

For people who own and live in their home in the CPZ.

Draft Residential Landlord Policy

For people who own a home in the CPZ that is rented to tenants.

Draft Residential Tenant Policy

For people who rent and live in a property in the CPZ.

Draft Neighbouring Property Support Schemes

These schemes cover homes and community buildings in the Wider Property Offer Zone (WPOZ) that are close to Heathrow Airport's proposed new north-west runway and associated infrastructure.

It also includes noise insulation measures for properties which are not acquired. Heathrow is extending and updating its residential and community building insulation schemes, Quieter Relocation Scheme (QRS), and Vortex Impact and Prevention Scheme to include the effects of expansion. New measures will also include road, rail and construction noise insulation schemes.

You can view the full draft Residential Policies here:

www.heathrow.com/expansion

This site also includes other non-residential property policies including those for agricultural property and commercial properties, as well as our policy on professional fees.

Our consultation: your feedback matters

Before the residential policies are finalised, we want to hear your views. Your feedback can help shape the final approach. This guide is for people who live in, own, or rent residential property in the CPZ, and for owner-occupiers in the WPOZ.

If you would like to talk to us about what the policies may mean for you, please get in touch with our Community Relations team.

The Community Relations team can help explain the proposed process, talk through the support that may be available, and answer any questions you may have.

Contact details for the Community Relations team are on the back cover of this brochure.



Existing property schemes

The Interim Property Hardship Scheme (IPHS) is available to residential property owners, farmers and small businesses who have a compelling need to sell their property but have been unable to do so because of the proposed expansion of Heathrow.

The scheme reopened in 2021 and since then there have been some successful applications.

It will remain available alongside the other property policies which are now being consulted on.

The Scheme allows eligible applicants to sell their property before Heathrow receives Development Consent Order (DCO) consent. However, the offer available under the Interim Property Hardship Scheme may differ from those set out in Heathrow's draft Land and Property Acquisition and Compensation Policies. For example, under the draft policies, eligible property owners may be entitled to an additional loss payment of 25% of their property's unaffected open market value (excluding development value).

2 Who may be able to get support

The offers summarised in this guide are optional. When they are launched, you don't have to apply for them or accept an offer from us. They're designed to provide additional support. They do not change any legal compensation rights you may have.

You may be eligible for support if you:

- Own and live in a residential property in the Compulsory Purchase Zone
- Own a residential property in the Compulsory Purchase Zone that you rent to tenants
- Rent and live in a residential property in the Compulsory Purchase Zone
- Own and live in a residential property in the Wider Property Offer Zone



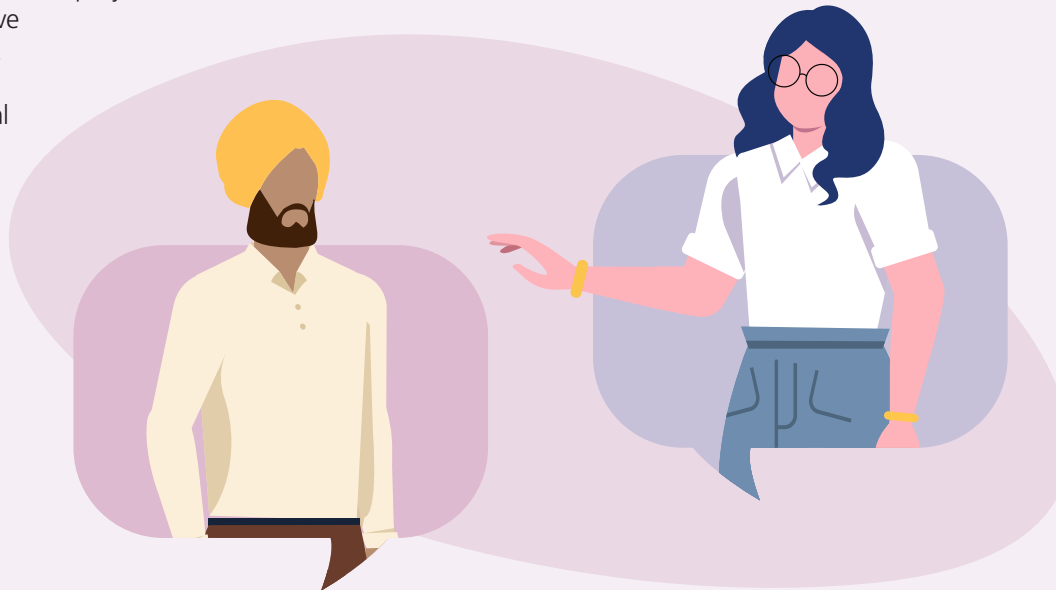
Compulsory Purchase Zone

The proposed Home Purchase Scheme (HPS) would allow eligible residents to sell their home to us by agreement rather than having it compulsorily acquired. It's intended to give people more choice, more certainty, and more support, if your home is needed for the proposed airport expansion. Under the Home Purchase Scheme, eligible residents would be able to sell their home to us through a home purchase bond. We expect that the actual sale will take place after we have received Development Consent Order (DCO) approval for the airport expansion and we have confirmed our intention to proceed with the project. We will be able to confirm the launch date of the scheme after the consultation on the draft residential policies and we have been able to consider all of the feedback received.

Wider Property Offer Zone

Owner-occupiers in the Wider Property Offer Zone (WPOZ) can choose to sell their home to us through the Home Purchase Scheme, by entering into a bond agreement. A home purchase bond allows the property owner and us to discuss and agree the purchase of the home, and for the actual sale to take place after we have received Development Consent Order (DCO) approval for the airport expansion and we have confirmed our intention to proceed with the project.

Further information on the **Home Purchase Scheme** is provided on page 11 of this brochure.



3 A summary of the available compensation for the Compulsory Purchase Zone

If your main home is in the Compulsory Purchase Zone (CPZ), the Home Purchase Scheme would allow you to sell your home to us. The offer may include:



1

The value of your home

This means the market value of your property without taking Heathrow's proposed expansion into account. This is called the unaffected market value. It would be based on valuations by Royal Institution of Chartered Surveyors' registered valuers.

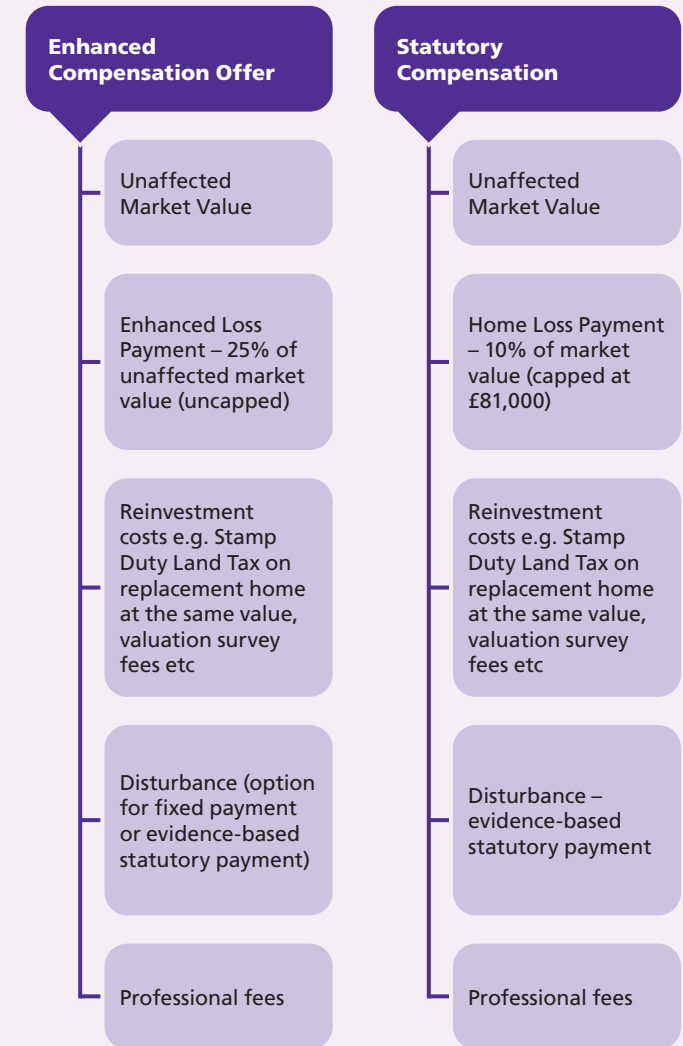
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2

A home loss payment

This is an extra payment to recognise the stress and disruption of having to sell your home. If you bought your home in the CPZ before **26 June 2018** and meet the other eligibility criteria, the **proposed enhanced payment is 25% of the agreed value of your home**. If you do not meet the eligibility criteria, the proposed payment is 10%, which is in line with statutory compensation.

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4 Further information on Compulsory Purchase Zone compensation

This section explains what our draft policies would mean for owner-occupiers, landlords, and tenants in more detail



For owner-occupiers

Owner-occupiers would be eligible for enhanced compensation through the Home Purchase Scheme (HPS) if they:

1. Purchased and lived in their home before 26 June 2018 and;
2. Have lived in the home for at least 12 months before selling it to Heathrow under the HPS; and
3. Have not let the property to tenants at any time after 26 June 2018.

If you're an owner-occupier in the Compulsory Purchase Zone (CPZ) but don't meet all these criteria, you will still be able to apply for statutory compensation through the HPS. This would include the unaffected market value of your property plus a 10% home loss payment (currently capped at £81,000 by the Government and this may change over time).

If you enter into an HPS agreement with us you may also be able to claim reasonable costs of buying your new home (Reinvestment Costs). These could include Stamp Duty Land Tax (relative to the full value of the home being sold to us), legal fees, removal costs, surveyor fees, valuation fees, as well as disturbance costs.

You may be able to choose between a fixed disturbance payment or claiming eligible costs after you've completed the sale of your property to us. The fixed disturbance payment depends on the number of bedrooms in your property and is set out in table 1.

Table 1: Fixed disturbance payment rates by number of bedrooms

Number of bedrooms in property	Fixed disturbance payment
Studio	up to £2,500
1 Bedroom	up to £3,000
2 Bedrooms	up to £3,750
3 Bedrooms	up to £4,500
4 Bedrooms	up to £5,500
5+ Bedrooms	up to £6,500

If your home has been adapted for the owner or someone else living at the property who is disabled or has a medical condition, disturbance costs would also be payable to adapt their new home.

Please get in touch as early as possible if you need to discuss any additional support.

For landlords

Landlords would be able to sell eligible residential properties in the CPZ to us through the HPS. This would be through a home purchase scheme. To be eligible, the property must be in the CPZ and rented to tenants under a formal tenancy agreement with less than three years remaining.

Landlords who qualify for the HPS would receive a standard basic loss payment equivalent to the statutory rate. This is currently calculated at 2.5% of the value of their interest in the property. The payment is currently capped at £25,000 by the Government and this statutory cap may change over time. Qualifying landlords may also be entitled to the 25% enhanced loss payment (uncapped), subject to meeting eligibility criteria. Landlords who sell to us under the HPS would be entitled to reimbursement of reasonable reinvestment costs. These would be in addition to the purchase price and cover costs incurred in investing in a replacement property, up to the unaffected market value of the property purchased by us. The reinvestment must be made within one year of the date the property is sold to us, in line with the Compensation Code.

Reinvestment costs typically include Stamp Duty Land Tax and legal fees but may also include the reasonable cost of items such as a valuation and condition survey of the replacement property.

Landlords will also be able to make a claim for disturbance to cover reasonable costs incurred directly as a result of our purchase. This includes the cost of relocating furniture from a furnished

buy-to-let property purchased by us to a replacement buy-to-let property purchased by the landlord.

For tenants

Staying in your home after your landlord sells a property to Heathrow

If we buy a rented property from a landlord, we may offer tenants a new tenancy agreement. This is called an Assured Periodic Tenancy (APT).

This could allow you to keep renting the property until it's needed for construction. Tenants with an APT agreement with us would be given at least three months' notice before they need to leave.

Whether we can offer you a new tenancy will depend on the timing, the condition of the property, and whether any work is needed to make it safe and suitable to rent. If you have broken the terms of your current lease, you may not be eligible for a new tenancy with us.

Compensation if you're renting when Heathrow needs the property

Tenants living in a rented home when we need to purchase it may be eligible for compensation to recognise the disruption they may experience.

If your landlord sells their home to us or their property is compulsorily acquired, you may be able to receive enhanced compensation. This would include an enhanced home loss payment. For tenants who have lived in the property for less than one year this would be from £5,000 increasing up

to £15,000 for tenants who have lived there for at least ten years. You will need to provide documents showing how long you have lived at the property.

Tenants who don't claim enhanced compensation would receive the statutory loss payment when we need them to leave the property. This is a statutory amount set by Government currently capped at £8,100 and may change over time.

Only one compensation payment would be available for each home. If several tenants live in the same property, they will be entitled to an equal share of the payment.

Tenants may also be able to claim disturbance compensation to help with moving costs. You would be able to choose a fixed payment of up to £6,500. The amount will depend on whether your home is furnished and how many bedrooms it has. Alternatively, you would be able to claim reasonable moving costs after you have moved. You will need to provide receipts to show the costs were directly linked to the move.

If the Government increases the statutory home loss payment, we will review the enhanced tenant loss payment amounts, so they remain above the statutory entitlement.

Protected tenants may also be able to apply for compensation. Their circumstances will be considered individually.

5 Selling to us through the Home Purchase Scheme

The Home Purchase Scheme (HPS) would allow eligible owner-occupiers and landlords in the Compulsory Purchase Zone (CPZ) to sell their property to Heathrow through a home purchase bond. A home purchase bond lets you agree the sale with us now, giving you more certainty, while the sale itself takes place later.

Home purchase bond for owner-occupiers

Certainty and flexibility to plan a future move

A home purchase bond allows you and us to agree the terms of the sale of your home, with the sale itself taking place later, once we have received Development Consent Order (DCO) approval for the proposed expansion and have decided to proceed with the project.

Home purchase bond for landlords

How the bond agreement works

Landlords can choose to enter into a bond agreement with us until a Development Consent Order (DCO) is granted. The agreement will include a date from which the landlord can serve notice requiring us to buy the property, with completion taking place once DCO consent is granted and we have confirmed our decision to proceed with the project. The landlord can choose to sell to us before the date the property is needed for construction, or we can choose to buy the property.

6 The Home Relocation Support Service

What you can expect

We will set up a dedicated Home Relocation Support Service (HRSS) to help you understand your options and, if you decide to sell your property to Heathrow, support you throughout the process.

As part of this service, you will be given access to the HRSS Hub. This is a secure online portal where you can find information, access helpful guidance, contact the team, book appointments and keep important documents in one place. You will also be able to track the progress of your application if you choose to apply to sell your property through the Home Purchase Scheme.

The Hub is designed to make it easier to find the information and support you need, when you need it.

If you prefer not to use online services, you can still access support by telephone, video call or meeting with a member of the team in person.

When it's time to move, the Home Relocation Support Service team will also be available to provide practical advice and guidance. This may include explaining the steps involved, helping you understand what information you need to provide, explaining how to claim eligible moving costs and signposting you to other sources of support. The team can also help you think through practical arrangements such as removals, timings and any specific support needs you may have.



7 Common questions

What is the unaffected value of a property?

This is the value of a property on the day it's sold to us, without any increase or decrease caused by the proposed airport expansion.

How will you value residential properties?

The value of a property will usually be based on two independent valuations. The final value will normally be the average of the two.

We will give you a list of a panel of valuation firms registered with the Royal Institution of Chartered Surveyors (RICS).

We will choose one firm from the list to value the unaffected market value of the property.

You can choose another firm from the list or choose your own RICS-registered valuer.

All valuers are given the same instructions, so the valuations are carried out consistently. The valuation will be a formal Red Book valuation, which means it is completed independently by an RICS-registered valuer.

If you choose a firm from the list, we will pay the valuation fee directly to that firm.

If you choose your own firm that is not on the list, you will need to pay the fee first. We will then contribute up to £1,000 including VAT, once you provide an invoice and receipt.

What happens if I disagree with Heathrow's valuation?

All valuations are carried out as independent RICS Red Book valuations and are based on the property's unaffected market value.

This means the valuation reflects what the property would be worth at the date of sale, without any increase or decrease in value resulting from Heathrow's proposed expansion.

In most cases, the property's unaffected market value will be based on two independent valuations, one organised by us and the other by you, with the final figure being the average of the two.

If the two valuations differ by more than 10%, a third independent valuation will take place. The final unaffected market value will then be calculated using the average of the two closest valuations. This helps to ensure a fair and balanced outcome.

If I own a home in the CPZ, do I have to sign a Home Purchase Bond?

No, you don't have to sign a home purchase bond. It's your choice.

When the Home Purchase Scheme (HPS) launches, we would encourage eligible homeowners and landlords to consider applying because it may provide more certainty, compensation, and access to support from the Home Relocation Support Service.

Our preference is always to reach agreement with homeowners wherever possible. However, we recognise that not everyone in the CPZ may choose to sell their property to us through the scheme. As part of our application for a Development Consent Order (DCO), we will ask for compulsory purchase powers. If these powers are granted, this would mean that we are able to take ownership of properties in the CPZ without the owner's agreement.

Whilst eligible owners can continue to apply to the HPS even after DCO consent is granted, it is important to know that it could impact your entitlement to enhanced compensation.

If you choose not to enter into an agreement with us, the timing of any future compulsory purchase would depend on the construction programme, and in these cases only statutory compensation would apply. We recommend that you explore all the options and get independent advice to make sure that this is the right decision for your household.



8 Respond to the consultation

Is the Home Purchase Bond available to residential property owners in the WPOZ?

We will confirm when the Home Purchase Bond scheme is expected to be open to owner-occupiers in the Wider Property Offer Zone (WPOZ) after the consultation is closed and we have considered all the feedback. Home purchase bonds for owner-occupiers in the WPOZ will be able to be redeemed once we have received DCO approval for the proposed expansion and have decided to proceed with construction.

If eligible WPOZ owner-occupiers sell their home to us through a home purchase bond, they may receive the market value of their home, a home loss payment and reimbursement of reasonable costs, such as Stamp Duty Land Tax, legal costs and moving costs. If the property was their main home before 17 December 2013, the proposed home loss payment is 25%.

The Home Purchase Bond is voluntary for residential property owners in the WPOZ. However, unlike the CPZ, these properties will not be subject to compulsory purchase.

What happens if the proposed expansion does not go ahead?

If we do not get the DCO powers we are applying for, or if we decide not to continue with the proposed expansion, any home purchase bonds that have not been redeemed would be cancelled and any ongoing applications would be stopped.

We will let property owners know if we decide not to go ahead with the proposed airport expansion.

This document summarises the draft and interim property policies that would apply to homeowners, landlords and tenants in the Compulsory Purchase Zone and Wider Property Offer Zone.

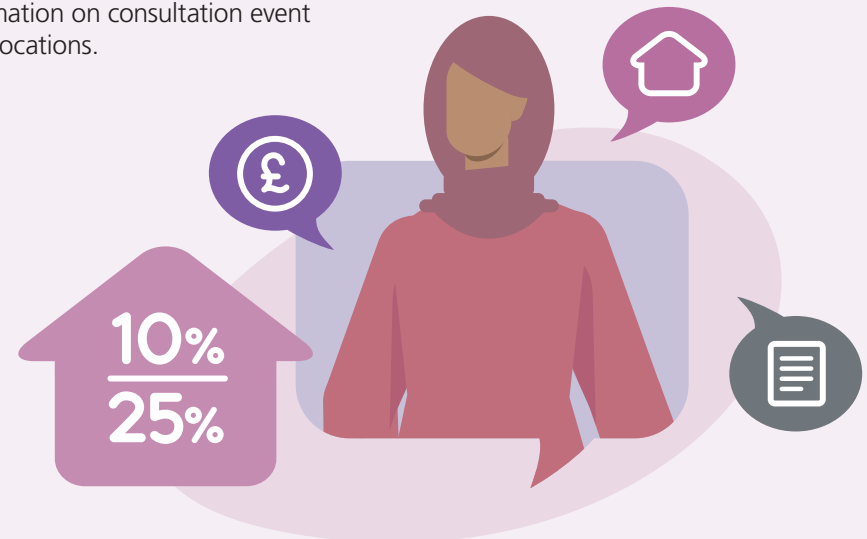
It doesn't cover every detail. We recommend that you also read the full policies.

We invite you to share your views on these draft and interim property policies as part of the consultation.
www.heathrow.com/expansion

Consultation events are being held in communities around Heathrow throughout the consultation period. Please visit the consultation website for information on consultation event dates, times and locations.

We will only be able to launch the Home Purchase Scheme after consultation has closed. We will need to review your feedback, consider any changes, and reflect these changes in the final policies. This may take some time and we will write to you when applications for the scheme open in your area.

If you would like to talk to the Home Relocation Support Service team about these draft and interim policies and what they may mean for you, please come along to a consultation event. If you need specific support to help you understand the proposals and policies, or would prefer a quiet area to talk, please let us know.



Contact information and support

Please contact us if you would like to discuss the Home Purchase Scheme or if you feel the process is affecting your wellbeing or the wellbeing of someone you know. We are here to help.

To talk to the Community Relations team,
call **0800 307 7996**

More information can be found at:
[Heathrow.com/residentialproperty](https://www.heathrow.com/residentialproperty)

Your Wellbeing Support Service

Heathrow recognises that our expansion proposals may feel worrying or challenging, particularly for those who live in homes we will need to acquire. We know that losing your home is a significant loss and it is natural to find this difficult. We are fully committed to providing compassionate and clear support to everyone affected by our proposals.

The wellbeing of homeowners, landlords, and tenants in the Compulsory Purchase Zone (CPZ) is a priority for us. We are funding Your Wellbeing Support Service, which will be available to support you at every step if you live in or own a home in the CPZ. Recognising the scale of the impacts that our proposals would have on Harmondsworth, we will be extending this support service for all Harmondsworth residents.

This mental wellbeing service is completely confidential, independent, and run by qualified specialists. It offers dedicated support throughout the entire process of home relocation and is completely free of charge. Eligible residents will be contacted directly.

If you need a copy of this in Arabic, Hindi, Polish, Punjabi or Urdu, please contact our Communities team.

अगर आपको इसकी हिंदी में एक कॉपी चाहिए,
तो कृपया हमारी कम्युनिटी टीम से संपर्क करें।

إذا كنت بحاجة إلى نسخة من هذا النص باللغة العربية،
يُرجى التواصل مع فريق المجتمعات لدينا.

Jeśli potrzebujesz kopii tego dokumentu
w języku polskim, skontaktuj się z naszym
zespołem ds. społeczności.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸਦੀ ਕਾਪੀ ਦੀ ਪੰਜਾਬੀ ਵਿੱਚ ਲੋੜ ਹੈ, ਤਾਂ
ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਕਮਿਊਨਿਟੀ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو اردو میں اس کی کاپی درکار ہو تو براہ کرم
ہماری کمیونٹیز ٹیم سے رابطہ کریں۔

Heathrow