

23 April 2015  
EIR Reference: E0002282

Dear XXXX

I am writing in respect of your recent request of 16 March 2015 for the release of information held by the Civil Aviation Authority (CAA), and I am sorry for the delay in our response.

It is the CAA's view that the information you have requested is environmental information (as defined) and accordingly the CAA has considered your request in line with the provisions of the Environmental Information Regulations 2004 (EIR) rather than the Freedom of Information Act 2000 (FOIA).

The EIR, as well as the FOIA, provide a right of access to recorded information held by public authorities. However, they do not place any obligation on a public authority to answer questions or offer opinions and parts of your request are not valid requests for information under either the EIR or FOIA. Notwithstanding this, we have provided answers where we are able to do so.

*Can you confirm when was the last time LHR 2004/2005 Night Restrictions contour & LHR 1994 Day Noise Insulation Scheme Boundary revised?*

Both of those noise insulation schemes are still current. Heathrow's night noise insulation scheme is based on the 2004/05 night restrictions noise footprint and the residential day noise insulation scheme is based on the 1994 Leq 18h noise contour.

*In spite of rapid increase in the air traffic over the last few years & significant increase in noise levels for properties around Heathrow airport, why has Heathrow selectively left out properties in Bedfont Close, Feltham TW14 from any of the noise insulation schemes inspite of it being so close to the Terminal 4 runway getting constant humming sound from the planes on the runway & air deafening noise from flights taking off / landing at Heathrow?*

*Heathrow is making an ambitious plan of further expanding the airport & possibly adding another couple of runways. However Heathrow's noise insulation scheme is very dodgy & many properties who needs noise insulation are being denied respite from noise by Heathrow.*

**Civil Aviation Authority**

Aviation House Gatwick Airport South Gatwick RH6 0YR [www.caa.co.uk](http://www.caa.co.uk)  
Telephone 01293 768512 [foi.requests@caa.co.uk](mailto:foi.requests@caa.co.uk)

*Why is Heathrow shying away from providing noise insulation to properties in TW14 8LH when there is significant aircraft noise especially between 8 pm to 11 pm? Noise insulation boundary guidance currently being followed seems to be outdated & needs urgent revision no matter Heathrow expands or not.*

The CAA has no regulatory role in relation to Heathrow's noise insulation schemes and we do not hold any information in relation to these questions, which should be directed to Heathrow.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with requests under the Environmental Information Regulations. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Stevens'.

Mark Stevens  
External Response Manager

**CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.