

Local Community Forum
MINUTES



Date: 14th May 2024

Meeting location: Compass Centre, Nelson Road, Heathrow

Time: 17:30-20:00

Present:

Chair: Dr Roger Green- Independent Chair for LCF

Present:

Justine Bayley – Chair, Stop Heathrow Expansion
 Cllr Puja Bedi - Colnbrook & Poyle Parish Council, Slough
 Hannah Burgess – Senior Community Engagement Manager, Heathrow
 Simon Crossley – Secretary, Stanwell Moor Resident’s Association (virtual)
 Nicola Edwards – Headteacher, William Byrd Primary Academy
 Hylton Garriock – Longford Resident’s Association
 James Holmes – Head of Local Strategic Engagement, Heathrow
 Christian Hughes – Chair, Longford Resident’s Association
 Peter Hood – Chair, Colnbrook Resident’s Association
 Mark Izatt - Interim Chair (CISHA)
 Leon Jennion - Longford Resident’s Association
 Cllr Wendy Matthews – Iver Parish Council
 Nigel Milton – Chief Communications and Sustainability Officer, Heathrow
 Sarah Omar – Community Engagement Coordinator
 Sarah-Jane Pickthorne – Community Engagement Manager, Heathrow
 Gary Peacock – Head of Asset Management Property, Heathrow
 Veronica Rumsey – Friends of the Great Barn, Harmondsworth

Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police
 Lee Spencer – Senior Property Manager, Heathrow
 Eilish Stone –Harmondsworth Allotment Society
 Christine Taylor - HASRA (Harlington)
 Jane Taylor – HASRA (Sipson) (Virtual)
 Armelle Thomas – HASRA (Harmondsworth)
 Taz Virdie – CEO, C-Change West London

Apologies:

Cllr Alastair Buchanan - Colnbrook & Parish Council
 Cllr Sean Beatty - Ashford North & Stanwell South, Spelthorne Borough Council
 Kathleen Croft – Stanwell Moor Resident’s Association
 PC Libby Free – Aviation Police, MPS
 Arvinder Garcha – Chair, Stanwell Moor Resident’s Association
 Ian Millin - Stanwell Events
 Cllr June Nelson – Heathrow Villages, Hillingdon
 Hardip Singh – Governor, Harmondsworth Primary School
 Anthony Smith – Chair, HATF
 Roger Smith – Chair, Hounslow Borough Respiratory Group
 Graham Young – Richings Park Residents Association

Item	Action
<p>WELCOME & CHAIRS UPDATE – ROGER GREEN</p> <p>Welcome all and to guest speakers.</p> <p>Introductions around the room and apologies as listed above.</p> <p>Chair reminded forum members of the Terms of Reference (TOR) and code of conduct. The chair emphasised that it was ok to agree and disagree, that members should respect all views, listen to comments, behave courteously, and work together to find solutions alongside Heathrow and the community. The Chair confirmed his attendance at other community meetings was on behalf of the LCF.</p>	



Item	Action
<p>Cllr Puja Bedi – Colnbrook & Poyle Parish Council requested to make a ‘Point of Order’. <i>The atmosphere has become quite difficult and at times uncomfortable. Certain members take over the meeting and make it about their own areas. This forum is for all to be able to voice, work and achieve together. As a councillor I have attended consistently and whilst I represent a certain town or ward, my inputs have been for all that are blighted by HAL activity. The undermining of colleagues by certain members, the racism felt in this room at times, the challenges faced and the style and manner in which some are questioned by some members is totally unacceptable behaviour. Let me be clear on one thing, when I moved to Colnbrook in 2007, I knew where I was moving to, and I wasn’t naïve in that I knew Heathrow would grow as many businesses do and in fact, I worked for British Airways for 20 years, my children, family and friends live and work around Heathrow. The reason I joined the LCF was to be able to show, highlight and encourage HAL to see the impact of the HAL and stakeholders alike are doing to the environment around them as well as to the lives of those I describe. To date, Heathrow have and are listening, not always delivering as we would like, but the support to villages is there and this forum gives us all a voice. What I am finding more and more, is the disruptive nature of certain members, the rudeness towards colleague members, officers of HAL and even when attending meetings outside of this forum in regard to HAL, certain members are intimidating rude loud, unacceptably aggressive toward others and I hate using the word racist, but I feel some of us are experiencing a certain level of that in this forum. To be honest if things don’t change, and certain members aren’t removed from this forum, like some others will be left no other option than to leave. I’m sorry to have to say all this, but enough really is enough.</i></p> <p><i>members expressed their apologies that the councillor felt that way and that that was not their experience at the forum or otherwise.</i></p> <p>Chair - The Local Community forum is a forum for all communities around the airport with differing views. We are determined to grow to forum to represent all the communities around Heathrow and this includes diversity and inclusion. Behaviour of this nature, as outlined above, is not acceptable and those who cannot abide by the code of conduct will be asked to leave.</p>	
<p>MINUTES FROM PREVIOUS MEETING</p> <p>Page 1: Justine Bayley – Stop Heathrow Expansion surname spelt incorrectly.</p> <p>Page 2: 2-3 Special meeting are mentioned – what will these be?</p> <p>Page 2: Nigel Milton confirmed at the January LCF, that he said members can approach Heathrow with any cases where they are aware that local residents are experiencing issues with selling their properties because of the effects of Heathrow.</p> <p>Page 6: 4th paragraph down the word HGV needs to be added next to cars.</p>	<p>1.SARAH PICKTHORNE: To correct spelling.</p> <p>2.SARAH PICKTHORNE: Amend January minutes to confirm Nigel’s comments on previous minutes.</p> <p>3. SARAH PICKTHORNE: amend</p>



Item	Action
<p>Page 7: Nigel Milton, Heathrow. "On behalf of Heathrow, I apologise for the error that Becky brought up at the last forum."</p> <p>Christine Taylor – <i>There is no coverage of my comments, in the March minutes, of bringing up ground noise. I have been told that we cannot bring this issues up in the Noise forum, Becky Coffin said to bring up in LCF but no one at this forum is here to represent noise. I have also been told to report to the local authority. I have a recording of ground engine noise from 3am that proves I was correct about this issue.</i></p> <p>A replacement for Andy Knight’s role has been found and will attend future LCF once in post.</p> <p>CISHA – feedback received about night flights has been captured in our consultation response.</p> <p>Colnbrook & Poyle Parish</p> <ul style="list-style-type: none"> - the ‘actions’ column should be used properly ie, comment about bird boxes should be an action - The minutes are emailed out in advance; members should respond to them via email which will then not delay the meeting. <p>page 7: Action 3: Chair did attend AQWG and fed back community issues verbally which were well received, and Brian Stacey, Chair of AQWG said he will follow this up.</p> <p>Page 8: Spelling error on the airspace change weblink: https://airspacechange.caa.co.uk/</p>	<p>page 6 to include ‘HGV’</p> <p>4. CHRISTINE TAYLOR: Email comments to Community Engagement team.</p> <p>5. SARAH PICKTHORNE: Review action column use and remind members to review and send comments prior to LCF meetings.</p> <p>6. SARAH PICKTHORNE: Amend weblink spelling</p>
<p>FEEDBACK FROM COMMUNITY GROUPS – PART 1</p>	
<p>Mike Smooker – Civilian Crime Prevention Unit, Metropolitan Police</p> <p>2 points of interest:</p> <p>We are currently seeing more problems with certain meet and greet companies. Some companies are currently having legal and financial issues; however, they are dealing with it correctly and shouldn’t impact the local community.</p> <p>Last year we had 120 cars not returned to their owners, but we found 119. There has been a new company that has started up and may be of interest. At the moment we have had 11 reported stolen vehicles, 3 have been found, 1 in Colnbrook Village Hall car park, 1 on the Bath Road and 1 on Park Street, Colnbrook. The company receive bookings via an agent in Holland who give work/bookings to other meet and greet companies. To prove credentials, they have used forged passports, driving licences and insurance documents.</p> <p>Vehicles have been traced to Willesden, Harlesden, Luton, Sussex, and Ilford and we are checking daily the car parks in Colnbrook and around the A30.</p> <p>High end vehicles are being targeted ie VW, Audi’s, Range Rover etc, we are still working on locating them.</p> <p>When investigating we have come across the booking agent have immediately cancelled and handed it over to another company.</p>	



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<p>Until there are regulations put in place from local authorities we will continue to have these issues. To end on good news we are doing much better than last year, and we have a Sergeant currently investigating.</p> <p>Colnbrook & Poyle Parish - <i>Appreciate all the hard work, we have signage going up in village hall car park with a 5hour time limit in line with the control parking zone which will be implemented this year.</i></p> <p>Further update on 'Airtimes': they have now been taken over by 'Terminal Parking'. They have been Heathrow's business account holders for 14 years and we have only received 1 complaint. I have been to see them making it clear about crime prevention and made clear to adhere to rules.</p> <p>Friends of the Great Barn – <i>We are monitored on CCTV the most in the world? Are they changing registration plates?</i></p> <p>Mike Smooker – Some vehicles have trackers, and some don't. APNR cameras have tracked as far out as Luton, Sussex, and Ilford. Some vehicles are also parked into cargo containers for export or registration plates are removed/swapped for cloned plates so don't show up as a stolen vehicle.</p> <p>Member of HASRA – <i>There have been numerous cars with tape over the plates such as in Harlington but no sign of parking tickets on these vehicles.</i></p> <p>Mike Smooker – Some of these are by taxi touts touting in terminals to pick up passengers, in result so far, we have seized 9 cars of this nature. Taxi touts are private cars targeting passengers with " <i>do you want a lift?</i>" who don't understand the value of the currency and are being asked for fares up to £600 for example. The police are very much under pressure with many types of crime being reported.</p> <p>Independent Chair – <i>Thank you Mike, you're doing a great job.</i></p>	
<p>PROPERTY SURVERY RESULTS – LEE SPENCER SENIOR PROPERTY MANAGER</p> <p>The purpose of this survey was to get an understanding/overview on how Heathrow are working with Romans in our residential portfolio. Romans are a separate company but as they represent Heathrow, we need to make sure they are following our values and expected service levels. Surveying was previously conducted in 2019 and we want to conduct these surveys on a regular basis so we can gather direct feedback on how we are doing and provide regular benchmarking and improvements.</p> <p>The Property Survey Overview Results:</p> <ul style="list-style-type: none"> • 123 interviews were completed by telephone (44% of all tenants) • 75% of those interviewed have been tenants for more than 3 years, with 16% for more than 10 years. • Overall satisfaction with tenancy 7.98/10 	



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<ul style="list-style-type: none"> • 54% of tenants are very likely to recommend their tenancy experience (up from 34% in 2019) • 78% are very likely to remain a tenant (up from 54% percent in 2019) • 72% of those asked needed to arrange urgent work, where 78% found thus very or quite easy to arrange. <p>Harmondsworth Allotment Society – <i>When did this survey take place?</i></p> <p>The survey was conducted in February and March, by Firebrand (who conducted the previous survey) and included more detailed questions to see if there was a theme to issues to take action and work with Romans in a collaborative approach.</p> <p>Property Survey Key Pointers:</p> <p>Background given from Lee on work to date since joining the company and how he has spent time understanding the portfolio and looked at how he can make improvements. He discussed how a change of personnel at Romans has led to improvements and that he wants to ensure that Romans, or any property management company are a good fit for Heathrow.</p> <p>To address the key pointers of the survey:</p> <ul style="list-style-type: none"> • There has been an improvement in service levels recently. • New personnel and staffing levels have been noted - and approved. • Responsiveness has not always been great. • Fault rectification can take too long. • Not always possible to contact Romans by 'phone. • Email reporting not liked by all – cumbersome/slow. • Mould seems to be a problem faced by many – this is a key issue and could be caused by other underlying issues which would be dealt with upon inspection of the property. <p>Longford Residents Association – <i>How can people identify which properties are owned by Heathrow and are there any owned in Longford?</i></p> <p>You wouldn't know if it's a Heathrow property as there is no signage of Heathrow visible on the properties and we have no residential properties in Longford. We did have some properties under the T5 portfolio which were purchased in the early 2000's for the construction site workers accommodation for the T5 project. However, they are no longer classified as residential properties but are land holdings.</p> <p>Longford Residents Association- <i>do hardship properties sit within your portfolio?</i></p> <p>The 5 derelict properties do not sit within the Roman's contract as they are uninhabitable.</p> <p>Longford Residents Association – <i>would I be able to identify a Heathrow property from the outside? Didn't thy all have the same burglar alarm?</i></p> <p>No, you would not be able to distinguish a Heathrow owned property from any other privately rented property. Our properties now have different burglar alarm systems.</p>	<p>7. GARY PEACOCK: check number of residential/land holdings in Longford and respond via email.</p>



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<p>As a result, to the survey and our next steps:</p> <ul style="list-style-type: none"> • Heathrow will continue to make meaningful change and continue to work with Romans to improve communication and response times and working with residents on what they prefer. • Key points will be included in the upcoming tender for the management contract. • A new key contact – Olivia Lomanto (01344 835723 EXT 22863) • All issues should be logged with Romans in the first instance, then raised with Olivia before Heathrow is contacted. Following the approved process will provide efficiency and avoid any missed communication. • The full survey results will be circulated after the LCF. <p>Harmondsworth Allotment Society – <i>Does everyone know about Olivia? How have they been updated?</i></p> <p>We will make sure Olivia’s contact details are circulated to tenants.</p> <p>Colnbrook Residents Association - <i>Have you been able to establish if any of your properties are being sublet or if they are being bad neighbours?</i></p> <p>We wouldn’t get that level of detail from the survey results, but we have more resource at Romans working on our account and we have had an instance where residency occupation was questioned and after investigation this checked out to be fine. If Romans do find any issues of illegal subletting, then they are instructed to follow procedure and remove the tenant. Subletting now is a way of trying to make quick money.</p> <p>William Byrd Academy – <i>There are pupils in my school where their fathers are subletting the house to get money, and the woman in the household are on a child protection plan. Please consider that there are no safeguarding measures in place before serving eviction notices.</i></p> <p>Friends of the Great Barn - <i>What restrictions are you putting in place on how many cars a household can park? There are some 1-bedroom properties that park 4 vehicles. Permitted spaces cost residents £75 and not being able to park near your own place of residence is a compounding issue 24/7.</i></p> <p>Following the consensus, Romans will instruct tenants of the appropriate number of vehicles per household. It will be clear, and tenants will be restricted on the number of vehicles for example a 3-bedroom house could take up to 3 vehicles dependent on driveway facilities etc. We have been in discussion with Jane about a number of challenging issues with ne of them being parking.</p> <p>We meet with the team at Romans on a regular basis to go through the day to day issues and to work strategically on how we are going to improve things. To clarify, if there are any issues then the first point of action is to give Romans a call on anything</p>	<p>8. COMMUNITY ENGAGEMENT TEAM: Circulate the full survey to LCF Members.</p> <p>9. PROPERTY TEAM: circulate contact details of new key contact Olivia Lomanto to tenants.</p>



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<p>regarding Heathrow Properties. The Romans team will send regular reports to the property team for greater awareness and to conduct proactive works.</p> <p>Harmondsworth Allotment Society - <i>You mention 123 survey responses, how many properties do Heathrow own and how many are in the process of being purchased under the hardship scheme in Harmondsworth?</i></p> <p>I would need to come back to you with an accurate number, but we own under 300 properties.</p> <p>HASRA (Harmondsworth) – <i>Could we have an update on how many properties you own? How many were bought under the Sipson, hardship and blight schemes? This would be good for us to know and the village locations. This could be on a yearly basis, or 6 months would be good too.</i></p> <p>Independent Chair - <i>Once a year would be a good suggestion.</i></p> <p>NM: Heathrow own 280 properties in total. We could be more transparent, knowing which properties are Heathrow owned could stop the blaming of Heathrow for certain tenant behaviours. Moving forward we can take this away and come back to you with more data, not necessarily as a presentation. It comes across as we don't care enough so Heathrow will be more transparent, while recognising appropriate privacy concerns.</p> <p>BREAK – 18:50</p> <p>STATUTORY BLIGHT & INTERIM PROPERTY HARDSHIP SCHEMES – GARY PEACOCK, HEAD OF ASSET MANAGEMENT PROPERTY</p> <p>What is Heathrow's Hardship Scheme?</p> <p>The Interim Property Hardship Scheme was reactivated in May 2021 is available to eligible property owners who have a compelling need to sell their property but have been unable to do so, except at a substantially reduced price, as a direct result of the proposals for the Heathrow Expansion Project – and as a consequence are facing significant hardship.</p> <p>Our discretionary interim policies are intended to supplement and operate in parallel with the existing statutory regime governing compensation for the compulsory acquisition of land, statutory blight for instance.</p> <p>Heathrow's Interim Property Hardship Scheme policy goes beyond the statutory compensation regime. 25% home loss payment is the major differentiator versus 10% statutory (capped at £64k).</p> <p>To qualify to have a property purchased by Heathrow under the Interim Property Hardship Scheme, an applicant must satisfy ALL the five criteria below:</p>	<p>10. PROPERTY TEAM: Confirm the number of properties owned and create an annual data list/map of ownership for LCF Members.</p>



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<p>(a) qualifying interest; (b) no prior knowledge; (c) proximity; (d) efforts to sell; and (e) hardship.</p> <p>Applicants will need to provide evidence to demonstrate that they satisfy each individual criterion. Hardship is subjective but claimants must demonstrate how moving will alleviate the hardship they are facing. Hardship can span many things including Work, Health, Children, Education, Financial, Family and Marital.</p> <p>Property Compensation Schemes Heathrow (search for Heathrow Hardship online).</p> <p>Hardship Panel – Set Up and Governance</p> <p>Scheme is administered by CBRE as Secretariat. Applications are made to CBRE who then collate, assess supporting documentation, and convene panel hearings. Applications are considered and decided by independent Hardship Panel Assessors – a rotating group of qualified assessors with a vast range of experience. Panel follows published Panel Guidance Policy – available online. It is an open and transparent process. Decisions are formally minuted.</p> <ul style="list-style-type: none"> • Panel receives applications and supporting data one week prior to hearing to review. • Panel then meets and reviews each case on their merits in accordance with policy. We aim to be fair and consistent. <p>If applications are successful, we (Heathrow) then make an offer to the claimant based on two independent property valuations.</p> <p>If accepted by claimant, we then go into a traditional conveyance type purchase and this work is carried out by Eversheds on our behalf. If applications are unsuccessful, we write outlining why they have failed. Applicants can re-submit after 3 months under certain conditions.</p> <p>Longford Residents Association - <i>Are there different terms on the resubmission eg under 3 months etc?</i></p> <p>I can get back to you on the terms for the resubmission, but residents can re-submit within 3 months under certain circumstances.</p> <p>Statutory Blight – We underwrite the DFT</p> <p>What is blight?</p> <p>Blight typically describes the situation when the value of your property is reduced due to a proposed large scale, or major development close to your home. It can make it difficult to sell your home, business premises or agricultural land at market value and might mean you have to sell at a much lower price. However, by law (Town and Country Planning Act 1990), when your property falls within land identified as needed for a development in a policy those developing the land can be asked to buy your home from you for a fair price. This is called statutory blight.</p> <ul style="list-style-type: none"> • Heathrow underwrite the scheme on behalf of the Department for Transport (DfT) and Secretary of State for Transport (SoSFT). 	<p>11. GARY PEACOCK: look into the terms for resubmission.</p>



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<ul style="list-style-type: none"> • Certain owners can apply within the red line Airport National Policy Statement (ANPS) boundary. Not limited to residential property. • Applications are sent to the SoSFT but managed by CBRE on Heathrow’s behalf. CBRE advise on validity of notices etc. • Scheme is less generous than Hardship but the bar for qualification is lower as there is no need to demonstrate Hardship as a result of not being able to sell except at a significantly reduced price. • Home loss payments of 10% apply but capped at £64k as opposed to 25% under Hardship. • Successful applicants will get all of their reasonable disbursements paid in addition to property value and home loss. • Cases can be referred to the Upper Lands Tribunal should the parties enter dispute. • We recommend that legal advice is sought on the validity and serving of formal Statutory Blight notices. If the application is successful, these reasonable costs will be re-imbursed with other disbursements. <p>Friends of the Great Barn - <i>My house goes under the new runways, so you would give me the value of my house – plus 25%?</i></p> <p>Longford Resident Association – <i>Your property must’ve been advertised for a certain amount of time and you have to be a willing seller, defined as willing to take 85% of market value which is grossly unfair, if you compare it to other EU companies, they go up to 200% market value.</i></p> <p>Friends of the Great Barn– <i>This is making it worse, when they get desperate people will take less you are not helping people with that hardship scheme. This is why residents are accepting foreign investors bids who then turn the properties into ‘house in multiple occupation’ (HMO) which is changing the demographic of the village.</i></p> <p>Colnbrook & Poyle Parish Council – <i>Would this go up for review? When the third runway came back on the radar the percentage would change, you would change these subjects to review?</i></p> <p>The blight is set up by government. We just follow what is required to do. Hypothetically there would be a new scheme.</p> <p>Longford Residents Association: <i>The previous 3rd runway offer was 125% of the unblighted value. There is a distrust of HAL by communities and the ‘unblighted’ element has to be removed as this has a detrimental effect.</i></p> <p>NM: we cannot pre-empt any 3rd runway decision and the previous scheme under that was generous. Right now, we cannot take forward any other scheme and we are doing what is required and not above.</p> <p>Colnbrook Residents Association – <i>Heathrow need to re-establish a resettlement team - they need to understand people need to go somewhere as Heathrow are forcing residents to move. A resettling team could assist in finding a property that would suit</i></p>	



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<p><i>the needs and match to requirements. It's less easy to establish where to move too, 5 years on and we've assets reduced in value due to the internal expansion of Heathrow. HAL operations affect all of us including illegal car parking. Try and establish a resettlement team to help us make our mind up and move away from the current ongoing road rage and pollution. This would be a step in the right direction.</i></p> <p>HASRA (Harlington) - <i>Heathrow can do something about. Third runway is still on the table. Each news article where execs are quoted has an impact on our community. Potential investors thinking they only got 5-8 years and we're not worth investing in. We have to fight the little we have.</i></p> <p><i>The outcome to people like Peter and the rest of us who live around the local area who is going to buy our houses. The last plans weren't the case.</i></p> <p>Independent Chair - <i>These are important issues coming up, health and wellbeing being on the 2024 priorities. We need to look at how we can include this in this years priorities.</i></p> <p>Harmondsworth Allotment Society - <i>Heathrow are not actively buying, but you're not selling properties, why not?</i></p> <p>NM: We haven't made a decision about a third runway. Thomas is still gathering all the information he needs so until we have made the decision the status quo is regulatory control. It is a regret that the local community, unfortunately, have no status in the regulatory process.</p> <p>Longford Residents Association – <i>With the hardship scheme do you insist on vacant procession?</i></p> <p><i>Long standing residents are being displaced, landlords want to sell but they have been requested to stay until they are contacted by Heathrow. We are losing neighbours who have been longstanding tenants, they are being evicted due to landlord waiting on behalf of Heathrow.</i></p> <p>Heathrow does not buy 'Buy to Let' properties</p> <p>HASRA (Harmondsworth): can you confirm the boundary for the hardship scheme?</p> <p>Details of the scheme which includes a map can be found on the website Property Compensation Policy Interim Hardship Scheme</p>	
<p>FEEDBACK FROM COMMUNITY GROUPS – PART 2</p> <p>Friends of the Great Barn - <i>The community rangers seem to be under a lot of pressure. It used to be easy to get things done but now it seems to be getting harder and harder. Get some more community rangers. They do such a great job, and everyone really appreciates their hard work.</i></p> <p>We will look into this and see if we can get another ranger.</p> <p>Independent Chair – <i>Has the working group met up yet?</i></p>	



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<p>Yes, the first meeting took place along with a tour of the local villages, the next meeting will be more in detail, and we can make this a topic to discuss within the meeting.</p> <p>The Rangers are useful and can end up spending a lot of time in that specific area, they need to be spread out a bit more everywhere or particular areas. From Heathrow’s point of view, what would you like to see more with what the rangers are doing?</p> <p>Stop Heathrow Expansion - <i>The Rangers need to be shared more equally. In Harmondsworth they have put a lot of work into the local community. Very appreciated and ask their share of work around the local areas, we are disappointed we don’t get the generous help. You are the victim of your own success.</i></p> <p>Colnbrook & Poyle Parish Council – <i>The rangers are really valuable in Colnbrook and local schools. They need to be spread out. Its great what they are achieving in the local community.</i></p> <p>HASRA (Harlington) - <i>Not aware of even seeing the Rangers in Harlington, not one of them are visible only sign of the rangers are at schools at William Bryd</i></p>	<p>12. GBWG: add ‘Rangers’ as topic for discussion at next meeting and feedback to LCF</p>
<p>EASTERLY ALTERNATION (EA) - HANNAH BURGESS</p> <p>Pre-application engagement</p> <p>Easterly Alternation Infrastructure</p> <ul style="list-style-type: none"> • Easterly Alternation will bring predictable periods of respite from aircraft noise to thousands of people in the local community. • Communities will share the noise and noise relief fairly and equally, as they do today when we are on westerly operations. • Heathrow actioning the end of the Cranford Agreement is Government policy and part of Heathrow 2.0. <p>With the ending of the Cranford Agreement in 2009 we are in the early process of the Town and County Planning application to build the noise barriers and ground infrastructure.</p> <p>Image on slide also on our website. Easterly alternation Heathrow</p> <p>Easterly Alternation Infrastructure – Engagement so far</p> <ul style="list-style-type: none"> • Early engagement started in April 2023 with key stakeholders and Longford community. • The website was updated with project details in June 2023, and as part of an environmental assessment, we invited certain households in Longford to have a small monitor installed at home to gather sample air quality data for around 6 months. • In December 2023, letters were sent to approximately 300 addresses in Longford, asking for feedback on the proposed noise barrier. • A door knocking exercise took place in February 2024, to gain further survey responses. 	<p>13. COMMUNITY ENGAGEMENT TEAM: Circulate image and highlight website.</p>



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<p>From the results we had a lot more responses which was really positive. LCF feedback was acted on and we conducted door knocking for the survey, which resulted in further responses to the survey. Thank you to the LCF for the suggestion. We are currently looking at the ground infrastructure design, which includes the proposed noise barriers, which will extend around the Terminal 5 pod car park. We want to understand how we can make it more visibly palatable with possibly using a mix of clear and hard materials. That's the sort of the information we want to highlight and to share with the community.</p> <p>This pre-application engagement is moving forward and London Borough of Hillingdon (LBH) will have a separate consultation following the submission of the planning application.</p> <p>The next stage of our engagement will begin in Summer 2024 and will involve the following:</p> <ul style="list-style-type: none"> • Letter drop • Social media campaign • Updated website (text and video) • Public information events (Longford, Stanwell Moor, Cranford, and Old Windsor) <p>Our objective is to inform local communities of the project and an overview of proposed changes. It will be an engagement exercise rather than consultation.</p> <p>Longford Residents Association - <i>Before you go to the community we need to have a conversation, as I haven't had any engagement? Saying you had engagement isn't representative. I also sent CISHA very detailed questions and also about the pollution increase which you don't have the figures for. Our biggest concern is that Heathrow is around 260 metres from resident's properties where jets will be taking off, Longford will be used on regular basis it will become inhabitable in my opinion. It's described in the design, and we should really have a discussion.</i></p> <p>We will organise a follow up discussion. We will be conducting a full environmental impact assessment, which will include noise and air quality conducted by a specialist team.</p> <p>Longford Residents Association - <i>my concerns are also about the vibrations from the aircrafts affecting structure from the ascending and descending of aircrafts. I am really surprised about the positive responses as I haven't met anybody that is happy about this. It would seem that you have spoken to tenants and not long-term residents. Can you also include research from any current 09L departures.</i></p> <p>Stop Heathrow Expansion – <i>I was disappointed when I saw the leaflet that you had put through to Longford residents to see people's views on the noise barrier, but it said the only people allowed to reply were only people from Longford. When we get SW wind, we get the noise in Harmondsworth, would we need additional noise barriers. I think you should conduct this more widely as there will be other people impacted. Yes, you are sharing more fairly but people who haven't been leafletted will in fact be newly affected. What you're doing is inadequate.</i></p>	<p>14. HANNAH BURGESS: arrange follow up discussion on EA with Longford Resident's Association.</p>



Item	Action
<p>This is why we are going to engage in all these areas, and these are open events for anyone to attend and the social media campaigns will reach a wider audience.</p> <p>Iver Parish Council - <i>Is this an absorptive or deflective noise barrier? This will have an impact and will need more modelling.</i></p> <p>This can be discussed at the engagement events which start next month. Our application will go into LBH later this year and it is our intention to engage a wider audience.</p>	
<p>HEATHROW BUSINESS UPDATE: NIGEL MILTON</p> <p>Nigel Milton is covering Becky who is away from the business due to the passing of a close family member.</p> <p>CISHA Open Forum thank you to LCF members who had attended. Thomas gave an update on his first 6 months in the role and the full minutes can be found on the CISHA website. https://www.cisha.org/meetings</p> <p>There have been a couple of changes within our executive team including my job title which is now Chief Communities and Sustainability Officer. After 15 years at Heathrow, our Chief Operating Officer (COO), Emma Gilthorpe, has decided to leave Heathrow and will be taking on the role as the CEO of the Royal Mail from 1 May. Emma’s last day at Heathrow was 26 April. Drawing on the strength of internal talent, we are delighted to announce that Javier Echave, currently our Chief Financial Officer (CFO) will take over from Emma and become our new COO from 26 April. Our Chief Strategy Officer, Chris Annetts, has also left the business and is not being replaced. His team and portfolio are being shared within the current structure.</p> <p>Thomas has been impressed with his interactions that he’s had with local stakeholders. He is currently focusing on implementing Heathrow’s new business strategy with our purpose of ‘Making Every Journey Better’ and our new vision ‘To be an extraordinary airport, fit for the future’. Thomas has also included 6 new beacons which now includes ‘People and Planet’ which is where the team’s focus is on to bringing our Heathrow 2.0 and Giving Back Programme to life.</p> <p>It is currently Airport Safety Week and safety is a very important part of what we do and this week gives us the opportunity to discuss this to talk about and adopt best practise to avoid serious incidents.</p> <p>Terminal 4 Security has now been returned to Heathrow officers which means all terminals are now staffed by HAL. Campus security has been outsourced to a third party ICTS – and this week the outsource continues onto passenger services e.g. trollies. Heathrow had a long discussion with Unite and PCS as they previously balloted for an industrial strike action which we are now delighted to say they have pulled out from. Heathrow are under pressure for a challenging summer, but we look forward to providing a great service.</p>	



Item	Action
<p>Friends of the Great Barn - <i>When will we get live feeds for the buses at the central bus station? I have been asking for many years.</i></p> <p>Thomas has raised this with TfL and is continuing discussions with Andy Lord.</p> <p>Longford Resident Association – what has happened to the free travel zone?</p> <p>Funds have been redirected to the Sustainable Travel Zone which includes subsidised travel with more frequency. Hard copies of the Sustainable Travel Zone Annual report were given out to LCF members</p> <p>Longford Resident Association – <i>The POD parking stations is behind the Kings Arms pub and residents were told at the time that whilst they could not have access to use the PODS but that they would have use of the free travel zone instead. What has changed and can Heathrow offer use of the PODs for Longford residents??</i></p> <p>We will look into this and let you know the response at the next meeting or via email.</p>	<p>15. Community Engagement Team: Chase this up the use of POD parking pods by residents with Surface Access.</p>
<p>FINALISE LCF PRIORITIES 2024</p> <p>The priorities once finalised are to go live on the website.</p> <p>Longford Residents Association - <i>Longford has lost its voice, with ongoing mental health battles, the third runway threat, the vibrations of the Easterly Alternation, residents including myself are worried to stay there.</i></p> <p>Chair: some issue around blight and hardship scheme can be delved down into and perhaps included with 'Health & Wellbeing' priority.</p> <p>We can work with the Chair around the wording of this and then circulate it to the LCF for sign off.</p> <p>We need to consider that 'can' the engagement team effect and work on based on valuable community views.</p> <p>Independent Chair – The blight of the third runway, disintegrating communities, HGVs, noise and housing are all issues we need to work on collectively and the priorities should be solution focused. All the independent Chairs of Heathrow forums need to meet regularly to work more collaboratively.</p> <p>Harmondsworth Allotment Society - <i>The result of stress has an impact on our health and wellbeing.</i></p> <p>Iver Parish Council – <i>A suggestion to develop an action plan to sit underneath this, what the issues are and what can be done. Who is going to do any of this, we can ask about it and get nowhere, how we going to do this, who is going to do it and by when? We need a timeline.</i></p>	<p>16. CHAIR: include wording on the priorities that captures 'blight'.</p>



Item	Action
<p>Colnbrook Residents Association – <i>You should recognise there have been changes that have taken place, police are now attending, and we are slowly getting somewhere with the freight industry. Couldn't say this again but invest in having a resettlement team.</i></p> <p>Independent Chair - <i>Priorities and action plan. Our first special meeting needs to be agreed so please send your suggestions to Community Engagement team to then arrange our first special meeting.</i></p>	<p>17. LCF Members: Email Sarah Pickthorne/ Sarah Omar on priorities and then arrange for our first special meeting.</p>
<p>AOB</p> <p>Independent Chair - <i>Great to see you all and from Longford as well as all other residents.</i></p> <p>Longford Residents Association - <i>The Hillingdon map on the last application shows Heathrow's footprint incorrect and it is also wrong on the consultation. What you did on that map was also wrong, it shows that you own Longford already and you don't, you need to make sure it's corrected as it's contentious.</i></p> <p>Colnbrook & Poyle Parish Council - <i>On behalf of the LCF please send our condolences to Becky.</i></p> <p>MEETING CLOSE: 20:17</p>	