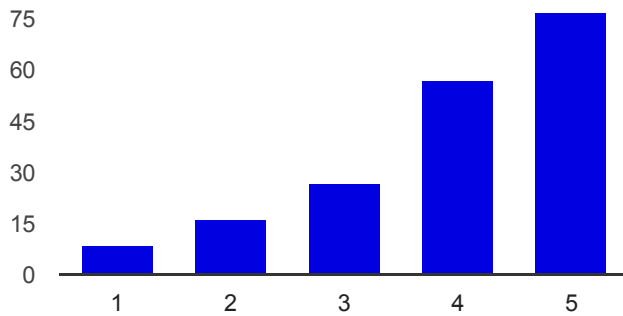


# 186 responses

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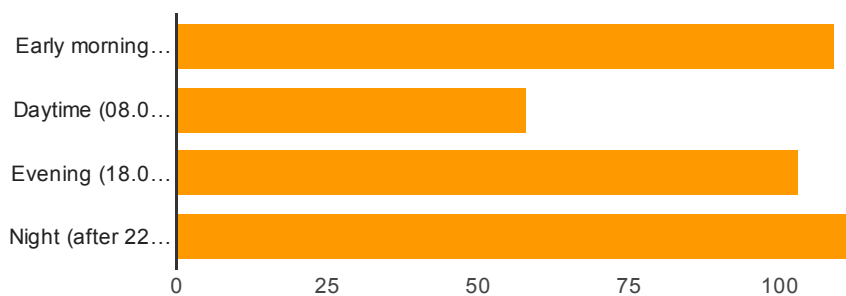
## Summary

Since the trials of 2014 are you still disturbed by aircraft noise?



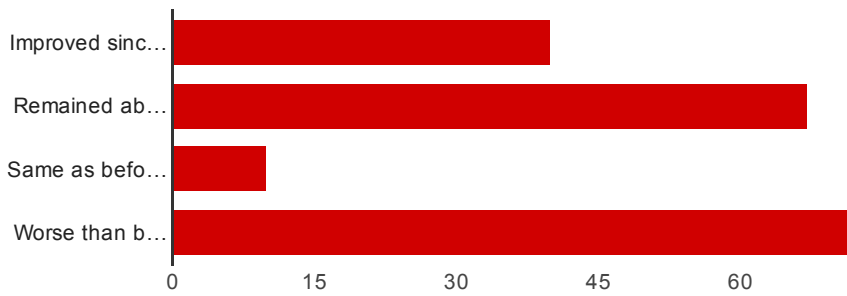
Not very: 1	<b>9</b>	4.8%
2	<b>16</b>	8.6%
3	<b>27</b>	14.5%
4	<b>57</b>	30.6%
Very much: 5	<b>77</b>	41.4%

At what times do you experience noise disturbance?



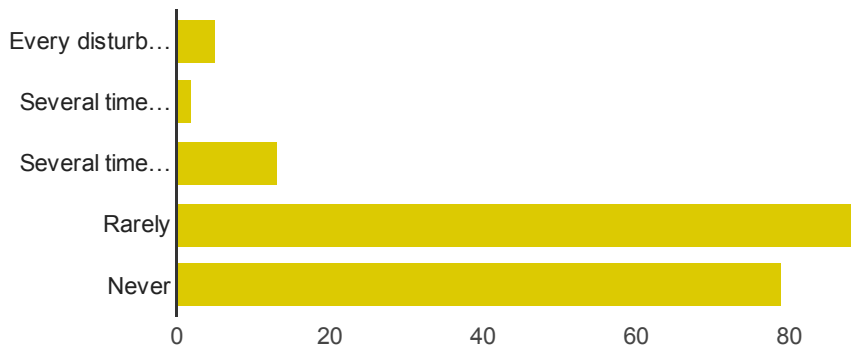
Early morning (04.00 - 08.00 hrs)	<b>109</b>	58.6%
Daytime (08.00 - 18.00 hrs)	<b>58</b>	31.2%
Evening (18.00 - 22.00 hrs)	<b>103</b>	55.4%
Night (after 22.00 hrs)	<b>113</b>	60.8%

Overall, since the trials of 2014 would you say noise has:



Improved since the trials ended	<b>40</b>	21.5%
Remained about the same as during the trials	<b>67</b>	36%
Same as before the 2014 trials	<b>10</b>	5.4%
Worse than before the trials began	<b>72</b>	38.7%

### How often do you submit complaints to Heathrow?



Every disturbance	<b>5</b>	2.7%
Several times a day	<b>2</b>	1.1%
Several times a week	<b>13</b>	7%
Rarely	<b>89</b>	47.8%
Never	<b>79</b>	42.5%

### Approximately how many complaints did you send to HAL in the year 2015?

- 0
- None
- 1
- 2
- 3
- none
- 5
- 4
- 50
- 10

6

150

40

20

15

Nil

30

400+

two

See above

60+

200

30 plus

Only during the aircraft positioning trials

once

7

None directly but I support the organisation submitting complaints

60

4503 to Heathrow

2/3

Just signed a group petition

Two

one

149

Not enough

14

40+

Did not know how to

Just the one

Never

1800

I have not sent in any complaints recently as they do not appear to make any difference

25

60

o

none but did write to Michael Gove about it.

One

104

c.250

2000

Twice

Non

**Approximately how many complaints have you sent to HAL in 2016 to date?**

0

None

none

1

2

5

10

3

20

See above

4

One

Non

None so far

10+

Less than 10

O

5 ~ I gave up

non

802 to Heathrow

Zero

one

15

41

Not enough

Nil

None

Did not know where to send them

Never

NONE

750

N/A

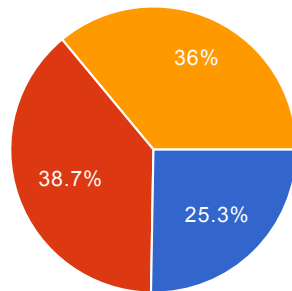
90

c.100

300

none so far

### In which of the 3Villages do you live?



Bagshot	47	25.3%
Lightwater	72	38.7%
Windlesham	67	36%

### Please use this section for any comments you would like to make on the noise situation

We lived in Hounslow so the noise is much less. Nobody should be exempt from it. Around 10.30 - 11.00 every night there seems to be more planes taking off, it's not every night but when it does occur the noise is certainly loud.

I am very rarely troubled by aircraft noise

I chose to live here because, unlike Windsor, it was NOT in the flight path. Now it is and is a less desirable place to live as a result.

Often woken early in morning by aircraft noise around 6

We moved to the village 10 years ago as the peace and quiet was a big factor on where we wanted to live having spent several years living near Heathrow.

Unfortunately this has now changed and it seems Heathrow has followed us.

Awful and NATS , CAA and LHR are all complicit in lying to us about what they are doing

I have answer worse to worsening g of noise since trial end as although not as many during the day late at night there are some enormously noisy and disruptive flights.

These early morning and late evening flights mean that it's impossible to have the bedroom windows open in the summer months. This causes stress and anxiety as people are not refreshed for demanding work lives. We specifically chose to live in Lightwater as it was not a flight path.

I'm not sure if the noise has got better or whether we have got used to it.

I have never been sure to whom to complain. The flights I notice are later, sometimes just past 22.00 hours, sounding as if very heavy with fuel and setting off

on a long flight.

Noise in general has increased in Windlesham over the past 15 years the increase in aircraft noise is just another blight along with traffic, increase in heavy lorry movements and now more aircraft noise over this area we are bursting at the seams in this country someone has to have the strength to put a halt to continued expansion.

Have become somewhat demoralised so have complained less but still very aware of the increased noise levels and continue to be angry that a once peaceful village has been subjected to a massive increase in aircraft movement overhead and close surrounds with the obvious impact.

We find that some of the big aeroplanes are flying VERY low.

There is one flight circa 10.30 that seems to be particularly noisy

We do not get a proper response from either Gove or Heathrow whenever complaints are made. Gove is in their pocket!

Not, generally, a major problem

The reason I have not made any complaints in 2016 is because I do have other things to do and have little confidence that anybody is going to do anything about the complaints apart from sending me platitudes. I am sure I am not alone in this view.

There is clearly more aircraft traffic over Lightwater than before the trials

I am advised that if I complain about the noise I will have to disclose this on the property information form should I wish to sell my house. This will be an anti sell

The big thing is, when we bought in Windlesham we moved here from Harmondsworth, so one of the criteria was to get away from the noise from Heathrow. Areas under the existing flightpath at that time were aware when they purchased their property that they did so with the existing flight situation. To arbitrarily move the flight path to directly overhead is akin to shifting a railway line across our estate, a huge invasion to our quality of life. Why not use the new flight guidance systems to narrow the path of departing aircraft in the existing and accepted flight routes? Why impact on those who specifically paid a premium to not be under a flight path?

I do not complain on a regular basis due to a scripted reply from HAL every time, the facts that HAL refuse to acknowledge is aircraft now perform tighter turns over our airspace resulting in higher engine noise due to manoeuvres with reduced altitude aircraft noise has increased significantly.

I believe your organisation is restricting progress as regards an important facility, true they did not advise of the trials, but since they have ended the noise level as abated to that of before the trials, in fact we believe it is better overall

We moved to Bagshot in 2006 there was very little aircraft noise, which sadly it is not the case now.

Heathrow has been disingenuous in its statements and dealing with complaints in my view. This is very worrying going forward

the planes are getting lower and a lot more of them

I am often woken up by aircraft passing at approximately 10pm. I am therefore not in a state to make notes of the exact time or to write an email of complaint there and then, and I feel my complaint won't be taken seriously if I don't have the exact time of passing to quote. So I would have complained about twice as much as I have if had been able to make a precise note of offending aircraft.

Late evening and early morning planes are a lot lower over my house

I'm not sure if it's improved or I've just become used to it!!

In 2014 the constant noise was disturbing. Seemed like every aircraft leaving LHR came right over head....low flying 747's trying to gain height the loudest Since the trial finished we have had nothing significant to complain about.

The aircraft noise is really annoying at night when trying to sleep. I assume it will have an impact on property prices.

Unfortunately I think I have either got more use to or accepting of the increase flights and therefore do not submit as many complaints

Our airplane noise hell started in 2012 with Heathrow Operational Freedoms Trials and noise have not returned to pre-trials level since.

The situation has not improved and is far worse than it was when we moved here 32 years ago

I tend not to complain so much as the aircraft that offend my noise levels are always the same . I believe the reason for this is that the aircraft are "old" by today's quieter, more modern aircraft and BAA cannot impose aircraft change on British Airways.

Just worried it could worsen to levels I experienced in Windsor

Working shifts not at the airport evening and night flights are a nuisance

It seems to have worsened in the last 3 days or so. The listed answers to the question on how often do we submit complaints is too narrow. Occasionally I have made complaints several times a week but that was during the trials. If it was during a month, I'd say 1 or 2 times. It also depends on how close I am to my PC and how disturbed I have been. I have not kept a record.

To be honest we don't much notice the noise level in Windlesham any more and feel that aircraft engines have become much quieter compared to the bad old days of the 80s and 90s (Concorde excepted!). This is not to condone any increase in traffic volumes and we vehemently object to the addition of another runway.

Seems much better. But in last few weeks have noticed more aircraft.

Very early in the morning a couple of planes come over our retirement block and wake me up, you can see them clearly as they are low so I watch them and hear them until they go over St Anne's Church..then turn as if they were preparing to land..at night a couple come over very low and the noise is dreadful.They are taking off from Heathrow, at 82 years of age they still fascinate me that's why I watch them if they wake me up.....

Seems to be more air traffic over us throughout the day now ... Previously seemed to be at specific times ( ie early morning and late evening)

It's completely changed the atmosphere of our quiet surrey village

It seemed to get better but in the last 6 weeks I've noticed it coming back

I have noticed more plane noise between midnight and 6.00am. The last one I heard was at 3.00 am!

I moved here in 2007 and we never ever had AIRCRAFT NOISE. This is a big problem now and it is not fair on this village or for the money we have paid to buy our house and pay high council tax. It should be stopped at all costs

I moved to lightwater almost three years ago. There has been a noticeable increase in aircraft noise in that time

Times of noise disturbance question is not set up correctly - my answer is none of these times

Some of their customers' aircraft fly over our village very early, some very late and occasionally so loud the house vibrates!

I am unsure whether it's just that I've had Windows and doors open more lately but they seem to be getting worse again after what I thought had been an improvement.

The aircraft noise increases during the evening, the noise impacts on my going to sleep even with double glazing. When the warmer weather arrives and windows are open it will be unbearable. When the trials were happening I made several complaints. Until I have not but feel it is now necessary otherwise it might be viewed that the noise is acceptable which it is not

Why change after so long moved from Staines to bagshot only still to hear aircraft noise even more so in a village further out.

During th trial the early morning and particularly the late evening noise from the Southern Africa bound flights was significant. It has improved since the trials ended, although not immediately (after) as was claimed. I sincerely hope it does not return. Heathrow absolutely does NOT need a third runway!!! Common sense says the additional London runway should be at Gatwick.

Seem to be coming over lower at night and noise lasts longer

Terrible increase in aircraft noise since 2014. Offensively noisy!

I lost our phone line so didnt have any broadband for 3 weeks so could complain re increased noise and low flying planes during the day

I have not made as many complaints recently, but the noise levels from aircraft, at all times of day, but particularly in the late evening and until midnight, most nights, is still at a higher than pre trial level and does disrupt the sleep of me and my young family, which it did not do prior to the 2014 trials.

more planes coming over lower than before,

The J'Burg and Cape Town flights are particular noise culprits - they fly over so low.

The noise has increased considerably in last few years, it will only increase in the future

The aircraft are very low when passing over .

Windlesham has been bombarded with extra noise, pollution & traffic due to Heathrow trials, the M3 widening project & Runnymede development - there has been no regard for the impact on local residents - our opinion has not been sought & we



are not told of future plans which may impact our lives/health. It's very undemocratic & time it was stopped.

It is awful that the peaceful villages we live in is being blighted by these noisy aircraft! HAL take note - enough is enough!!!

I have increasingly heard aircraft noise after I have gone to bed.

A plane arrives at about 5.00 in the morning ruins your sleep. Several noisy planes go over house in the day time, very annoying if in the garden.

Did not realise that could complain to HAL

HAL will use every opportunity to use all available airspace in the UK and will use the monolith of Heathrow to try and justify all and any expansion. I have reliable information that in the last 30 days at least 2 loss of separation events have taken place in the London TMA due to controller overload. The controllers involved were temporarily removed from duty due to fatigue stress.

The complaints I logged to Heathrow are still only a small fraction of the planes which disturb me as it is not always feasible to make a complaint I.e when I am washing up - I cannot get the gloves off fast enough to pick up my mobile, find which plane it is on Fliht radar and fill in the form to Heathrow!

Late evening the noise from the planes can be very disruptive and feels as though they are going to land on the house. During the day, the planes can be very noisy as they are taking off from Heathrow.

We've moved to Lightwater from Windlesham. Same problems persist.

late evening and early morning is worst time also when overcast must increase pollution

So far this year we've been indoors with the windows shut. As the weather gets warmer, we'll have a better idea of number of instances of unacceptable noise levels.

I have my windows shut in the winter which is why my perceived level of noise is slightly improved since the trial ended but is it still worse than when I bought the house. I have thought about complaining but haven't done so yet. I regularly here flights after 11pm over Bagshot and around 5am.

It's awful and not what we were informed of when we purchased our house in this area.

It is a disgrace. Heathrow do not respond and when they do they use very complicated information which is difficult to interpret. Total noise pollution and insane that they are trying to make out there has not been a change.

I think I may have grown used to the plane noise. Or perhaps it isn't as bad as it was during the trials & for some months afterwards. I used to check noisy flights on FlightRadar & submit a complaint, but since then I've become busier, & more tired as a result, and I don't notice the planes so much. Occasionally an early morning one wakes me (before 7am on a Sunday seems grossly unfair) but I get back to sleep so quickly that I forget to complain. I'm also finding that I think there is now more media attention being paid to complaints of aircraft noise, and the news that the A320's are to be retrofitted to reduce the whine is good. I'm aware that this probably means that

a battle over noise has been partially won but that the war (over 3rd runway and other demands of [foreign owners of] the civil aviation industry in south east England) is far from over. I also think we'll see smaller airports' wishes to expand their operations becoming more of an issue, and Heathrow will have to change focus away from the hub idea. Here in Lightwater we are facing the increase in traffic that will come with the smart motorway opening up more capacity for the Deepcut development and no doubt other developments in the pipeline. This area will become increasingly urbanised and green belt will be increasingly encroached upon. Aircraft noise will be just one environmental stress among many as corporatism takes over the Home Counties!

The noise level is very obtrusive and I can't trust any data supplied by the airport. Flights now come over every 90 seconds where they used to come over every 5 minutes.

Have noticed in last few weeks that I am seeing more planes at lower altitudes over the villages than since Xmas. It may be because I'm out during the daytime locally more than previously.

I have noticed an increase over the last few years in 23 years has doubled even I would say trebled. I feel I am almost living back nearer Heathrow. In fact the whole area is now getting noise from the surrounding roads and Motorway by extra increase in traffic and added pollution. The Airport at Farnborough is also getting louder at times. Some days more aware than others.

I travel for work, so when I am home the flights are more noticeable, more so than before the trials.

Yesterday evening I was VERY perturbed as my front lounge window rattled alarmingly as an aircraft taking off flew overhead.

this is totally unacceptable and not an honest representation of the true effect that this is having on the noise levels of aircraft now operating in this area.

It is definitely getting worse, particularly at night. The levels of noise and times of disturbance are wholly unacceptable.

We moved to this area 8 years ago from a village next to Heathrow to get away from the noise. We could sit in the garden in relative silence after moving but now we can frequently hear aircraft jet engines. It is definitely getting worse.

The ongoing impact of flights causing sleep disturbance (with consequent health impacts) before 7am and after 10 pm is totally unacceptable

The increase in noise disturbs our sleep and significantly lessens our enjoyment of our garden and the country park. It is invasive and will have health implications for local residents.

I rarely hear aircraft noise, it is only the rare but louder noise that I notice and may comment on to my wife. When we are out in the garden we may notice the occasional aircraft, but for me it is infrequent.

Haven't noticed any for about a year (until last night about 10:15pm)

Also air pollution and global warming

Most problems with low aircraft at around 10.30pm, very loud. Also, but not anywhere near as noisy I get disturbed early some mornings 4.30- 5am

Will depend on when Heathrow gets another runway. Can only get worse

We have more noise and disturbance from the 322 road, lorises make our house shake!

I must admit that my number of complaints is a big estimate as I have not kept records

Not sure it is very easy for the lay person to determine the actual route of the flights and the flight numbers, to then help and report all the relevant noise incidents, as so many going over us at some times. Otherwise we at least would have reported on many more occasions, rather than just complained to ourselves (family, friends and neighbours). Politically also does not seem easy to raise or maintain this as a key issue when mixed with others e.g travellers or Brexit etc. These are overshadowing the air routes as they are more visible and seem to be dealt with fairly effectively within and for the community by councillors e.g raised at the April 2016 Parish Council meeting from the floor as no mention made on the county or other councillors reports', rather disappointing. Well done for your efforts.

Low flying aircraft noise late in the evening very disturbing!

It is diabolical that since the "trials" the noise has got worse!!!

I have almost given up on making complaints, as nothing has been achieved so far, and Heathrow are still in complete denial about it. I'm ready to up my protests!

Noise has increased during all periods of the day but most prevalently in early morning. It is worth noting, however, that it is not every day, maybe because of changes to take-off/landing direction in certain weather conditions and/or maybe because Heathrow are varying their flight paths.

Easterly take offs :- all USA bound aircraft now track over Bagshot area as well as the usual inbound noise before lining up for the runway. Westerly take offs:- Most aircraft now track over Bagshot

At the moment it is not a problem. It was during the trial.

The flights to Johannesburg fly over late evening at approx 4000ft altitude. The noise can be quite deafening

LHR will take advantage of a lack or diminishing of complaints from local residents. I think after a drop in test flights in 1H15, they began once again to plague us with noisy evening flights in 2016.

We get occasional low flight noise

Really object to noise early morning e.g. 05:10am to-day Saturday 23rd April.