

Miss R James  
Lightwater  
Surrey

17 January 2016

For the attention of  
Messrs Cameron, McLoughlin, Goodwill, Gove, Rolfe, Holland-Kaye and Dame Deirdre  
Hutton

Dear Sirs and Madam,

As yet another day began with aircraft thundering over my property as low as 5,800ft just after 6am this morning, I write yet again to ask what the Government and Aviation Industry officials are doing to address this unacceptable situation.

I shall not go into the historical details. You have all, without exception, been made adequately aware of the constant issue of aircraft noise now facing communities across the South East since at least 2014 and before.

The Government's policy of concentration as well as PBN are no doubt responsible for large numbers of communities now finding themselves in the Heathrow noise footprint (although the issue is not confined to Heathrow), something which the DfT has spectacularly failed to address. Despite record levels of complaints and letters submitted by both individuals and groups representing thousands more, the DfT still insists on sending ill considered responses to complainants often stating there has been no change. This is not only insulting to those receiving such patronising responses but calls into question whether those in Government responsible for this Industry have any real grasp of the issues. If they do not, then they urgently need to acquaint themselves with the many issues surrounding FAS and the rules governing the industry which are clearly no longer fit for purpose

Why is it that Industry bodies responsible for creating what have been dubbed noise ghettos have, in almost two years, failed to come up with a single idea as to why noise is now an issue where it was not previously? NATS in particular is no shrinking violet when it comes to declaring the benefits it brings and the vast technologies it can deploy to improve efficiency, sadly not a single benefit in terms of reducing the additional noise its actions often create. With such technology and funds at its disposal, it has instead opted to take a purely reactive role and to date scratches its head in wonderment as to why so many people now complain about aircraft noise (it was Community pressure alone which uncovered and forced admission of such changes as the Compton Route for example 8 months after implementation).

In turn, Communities find themselves in a position of having to do the legwork which should have been undertaken by the Regulatory and Government bodies supposedly governing this industry, some of whom feel alarmingly close to the industry operators leading many to question their independence and impartiality.

For an industry and Government tasked with making considerable changes by 2020 (FAS), to state they do not know what those changes are (many of which will already have been trialled and implemented), is quite frankly ludicrous and takes the public for a fool. Those responsible are either disregarding the feedback from Communities or they are simply unprepared to grasp the nettle and deal with the situation.

This situation has escalated from being an aircraft noise problem, to what is fast becoming a Government and Aviation scandal. I simply fail to understand why an answer to the question of why aircraft noise is now an issue for thousands of people where it was not previously, is so difficult a question for any one of you to answer. Instead, you abdicate responsibility and are happy it seems for communities to be given the run-around as they work to gather and research data, waste huge amounts of their otherwise valuable productive time in endless meetings - tasks which you all should have undertaken as soon as the scale of the problem became evident.

Those elected to represent us have a duty to address this situation and, more importantly, act to remedy it as a matter of urgency. You have the authority as well as the responsibility to hold the aviation industry to account and to rectify and redefine the rules governing this industry to prevent further erosion of people's quality of life.

I am afraid my experience of dealing with industry bodies and Government representatives over a two year period since being affected by this fiasco, has left me with little faith in anyone's ability or willingness to truly address and deal with this matter.

The time has come for an honest acknowledgement by each of you of the noise issues now blighting tens of thousands of people across the South East and to concentrate your collective efforts to produce a comprehensive strategy and plan of action as to the measures you propose to rectify the situation.

Action is long overdue.

Yours faithfully

A handwritten signature in black ink that reads "R James". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

R James  
Aircraft Noise Lightwater  
Representing 1000+ families of Lightwater, Windlesham & Bagshot