

Edinburgh Airports Noise Insulation Scheme Policy

This policy explains how we receive and process those enquiries regarding Edinburgh Airports Noise Insulation Scheme.

Introduction

We understand that you are the owner of the property at the above address (the “Property”) which is within the 63dB and greater LAeq noise contours of Edinburgh Airport. Provided that the Property was built prior to 2009, you are eligible for assistance by Edinburgh Airport with the insulation of your property as part of our commitment to the local community (the “Noise Insulation Scheme”).

Summary

As part of the Noise Insulation Scheme, Property owners are entitled to apply to Edinburgh Airport for:

1. Free secondary glazing to fit existing windows;
2. A 50% contribution towards standard double glazed PVCu replacement windows;
3. A 50% contribution towards high specification double glazed PVCu replacement windows (specially designed to reduce noise levels); and/ or
4. A 50% contribution towards replacing glass sealed units (glass only, keeping existing window frames).

Loft insulation has also been found to help further reduce noise disturbance. As part of the Noise Insulation Scheme, eligible Properties could also be entitled to ventilation and loft insulation free of charge.

The Noise Insulation Scheme operates as follows:

1. Property owners shall obtain not less than two quotes from third party contractors for the installation of windows, glass and/ or loft insulation (as applicable) and provide these to Edinburgh Airport. Where applicable, such quotes must detail costs per window and/ or doors (provided that only external doors are covered by the Noise Insulation Scheme);

2. We shall visit the property and assess the number of windows units and doors required.
3. We shall (acting reasonably and without undue delay) agree in writing which quote should be accepted, the contribution which Edinburgh Airport shall pay, and how such contribution shall be paid;
4. The Property owner shall instruct the agreed contractor to commence the installation then notify us once the installation is complete;
5. When we are satisfied that the installation is complete (by way of an inspection of the Property) then we shall reimburse the Property owner the agreed contribution.

Liability

The provision of the Noise Insulation Scheme does not constitute acceptance by Edinburgh Airport of liability for any noise insulation works carried out at the Property. Edinburgh Airport shall have no liability to you or any other occupier or owner of the Property for noise insulation works carried out at the Property (other than to the extent set out in Paragraph 2 above). Any liability in contract or delict, and any guarantees of workmanship or performance, will be owed by the appointed contractor to the owner of the Property.

Arranging your own repairs

Nothing in this letter prevents the owner or occupier of the Property from arranging repairs of the Property at their own cost or claiming under their building insurance policy.

Receiving Enquiries and Managing your Data

In order to deliver the intent of this policy and maintain the integrity of the enquiries process and data, in line with our commitment to work to engage and improve our communications with the public. Enquiries regarding Edinburgh Airports Noise Insulation Scheme made to the

airport should be submitted via our dedicated enquiries web portal–
<http://noiselab.casper.aero/edi>

In circumstances where the enquirer does not have access to the internet enquiries can be made by letter to our postal address at the end of this document or by telephone to our dedicated noise line, 0800 731 3397 (Freephone 24/7). Enquiries received by post and telephone will be entered into the NTK system by our staff, to maintain a single, uniform and transparent record of all enquiries.

We will register, acknowledge and, where appropriate, investigate all enquiries received. For statistical purposes, it is essential that we are provided with a full name, valid email address (where available) and postal address and the reason for the enquiry, otherwise it cannot be logged.

Names, email addresses and postal addresses given will not be made public or used for any purpose other than registering the enquiry details, and to allow direct response to the enquirer.

How long we will keep your personal information for –

Once your property has received works under Edinburgh Airports Noise Insulation Scheme your data will then be kept for a period of 10 years. After this time, we will minimise the personal data we hold on you by securely deleting all but your address and if the works were accepted and completed.

This residual information will be held on record until the scheme is closed. This information is required to ensure that an accurate record is kept of properties that have had works undertaken.

Policy Review

We will keep this policy under periodic review.

Postal Address Vortex Damage/Ice Fall Damage
Communications Team
Terminal Building
Edinburgh Airport Limited
Edinburgh
EH12 9DN Scotland

Email Address

Noise@edinburghairport.com