

THE LONDON HELIPORT CONSULTATIVE GROUP

Agenda for the meeting to be held on Monday, 16th June 2008 at 7.00 p.m. at Wandsworth Town Hall (Room 123), Wandsworth High Street, London SW18 2PU

MEMBERS

Chairman

Mr. Roger Bird

Users' representatives

Capt Ian Field
Capt Ian Rose
Capt Robin Renton
Capt Paul Watts

Residents' representatives

Wandsworth

Mr. Alan Fairleigh (Battersea Reach Residents' Association)
Mr. Jonathan Harris (Prices Court Residents' Association)

Hammersmith and Fulham

Sir Peter Jennings

Kensington and Chelsea

Ms. Eryl Wrage

Local Authority Representatives

Hammersmith and Fulham

Councillor Jane Law (Sands End Ward)

Kensington and Chelsea

Councillor Maighread Condon-Simmonds (Cremorne Ward)

Wandsworth

Councillor Tony Belton (Latchmere Ward)
Councillor John Hallmark (St. Mary's Park Ward)

AGENDA

1. Minutes (21.01.08)

The Consultative Group are asked to confirm that they approve the draft minutes of

(see back)

the last meeting of the Consultative Group held on 21st January 2008 (Attached – Paper A).

The draft minutes were circulated to all members of the Consultative Group and to all on the circulation list for Consultative Group papers, and published on the Council's website, on 12th March 2008.

Upon approval, the minutes will be signed by the Chairman as a correct record of the meeting.

The Chairman will then invite members to raise any matters arising from the minutes.

2. Research into the improvement of the management of helicopter noise

The final report of the research undertaken by the University of Salford and QinetiQ (Farnborough) Ltd. into the improvement of the management of helicopter noise in the UK (NANR235) on behalf of the Department for Environment, Food and Rural Affairs (Defra) is due to be published shortly.

Mr. Geoff Kerry from Salford University has kindly agreed to attend the meeting to present the findings of the research to the Consultative Group.

3. Helicopter movements in London 2007

Mr. Steve Mayner, the Council's Head of Public Affairs, has prepared an analysis which sets out, for information, the figures compiled by the Civil Aviation Authority for helicopter movements during London in 2007. (Attached – Paper B).

4. Information on helicopter movements

Summary information on helicopter movements at the London Heliport provided by Capt Christopher Forrest is included herewith for information. (Attached - Paper C).

Detailed information on helicopter movements at the Heliport, as provided by the Heliport on a monthly basis to the Council and the Civil Aviation Authority, for the period January to April 2008 are available from the Heliport. In view of the purely statistical nature of this document, and also because of its size – and hence in the interest of economy – this document has not been circulated with this agenda. However, electronic copies will be made available by the Heliport or the Secretary to the Consultative Group, upon request.

5. Noise complaints

Information on noise complaints received and on the action taken in response by the Heliport, during the period January to April 2008, is included herewith for information. (Attached – Papers D and E).

(see over)

6. Noise abatement

Attached for information is a letter dated 19th February 2008 from the British Helicopter Advisory Board (BHAB) (Paper F) which was sent to all member operators to encourage noise abatement. Also attached, for information, is a letter dated 25th April 2008 from Eurocopter (Paper G) in response to another BHAB letter, urging manufacturers to incorporate noise reduction mechanisms in future designs.

7. Visit by Rotterdam officials

This report is for information. On 13th March 2008, the Heliport Manager, Mr. Simon Hutchins and the Secretary to the Consultative Group, Mr. Francis de Lima, met with three visitors from Rotterdam led by Mr. J. P. F. M. Schutjes, 'Policy-maker Spatial Planning' of 'Gemente Rotterdam' (Dutch Civil Service), at the latter's request.

This visit was in connection with a proposal to set up a heliport in Rotterdam and the planners' wish to study the implications of locating a heliport in an urban setting. As Mr. Schutjes explained in his initial approach to the Secretary, "... we are trying to investigate the possibilities to write out a concession for a non-dedicated heliport inside the city boundaries. To be able to write a good policy for that heliport, we need to get more grip on the different issues, like the environment, noise and communications."

The visitors also met with Mr. Jeremy Skinner (Strategic and Political Advisor) at the Greater London Authority, who was to advise them "on some issues about the helicopter policy in London as we are interested in some strategic choices concerning airports and air traffic".

8. Residents' items

The residents' representatives have asked for the following items to be placed on the agenda:-

- (a) Update on the issue of helicopters "cutting corners"; and
- (b) Update on Wandsworth Council monitoring helicopter movements.

9. Any other business

The Chairman will ask members of the Consultative Group whether there are any other matters they wish to raise.

10. Date of next meeting

The Consultative Group are asked to determine the date of their next meeting. Monday, 17th November 2008 is suggested as the prospective date for the next meeting.

(see back)

Refreshments

Sandwich refreshments will be available for members of the Consultative Group in the Committee Room, prior to the meeting.

Contact:

Francis de Lima (Secretary to the Consultative Group),
Administration Department, Wandsworth Borough Council, The Town Hall,
London SW18 2PU.

Tel: 020 8871 6488 Email: fdelima@wandsworth.gov.uk

9th June 2008

PAPER A

THE LONDON HELIPORT CONSULTATIVE GROUP

Minutes of the meeting of The London Heliport Consultative Group held at Wandsworth Town Hall (Room 123), on Monday, 21st January 2008 at 7 p.m.

PRESENT

Chairman

Mr. Roger Bird

Residents' representatives

Mr. Alan Fairleigh
Mr. Jonathan Harris
Sir Peter Jennings
Ms. Eryl Wrage

Local Authority representatives

Councillor Maighred Condon-Simmonds
Councillor John Hallmark
Councillor Jane Law

Observers, advisers and officers

Capt. Christopher Forrest (Operations Director, PremiAir Aviation Services Limited)
Mr. Simon Hutchins (The London Heliport)
Mr. Steve Mayner (Wandsworth Borough Council)
Mr. Colin Stanbury (Wandsworth Borough Council)
Mr. Bob Leuty (Wandsworth Borough Council)
Mr. Francis de Lima (Wandsworth Borough Council)
Mr. Max Dixon (Greater London Authority)

APOLOGIES

Apologies for absence from the meeting were received from Councillor Tony Belton and Capt Paul Watts.

Minutes (24.9.07). On item 1 (Paper A), the minutes of the last meeting of the Consultative Group held on 24th September 2007 were approved and were signed by the Chairman as a correct record.

Bridges Wharf site. On item 2 (Paper B), the Chairman observed that works at this location were already in progress.

Mr. Leuty informed the Consultative Group that, on 10th January 2008, the Council's Planning Applications Committee had considered a revised planning application for the Bridges Wharf site. The Committee adopted the recommendation set out in the Borough Planner's report (Paper B) and decided to grant conditional planning permission for the scheme, subject to the completion of a legal agreement which, amongst other matters, would require the completion of the current restrictions on helicopter operations.

Mr. Leuty also informed the Consultative Group that the application proposed a new riverside walk linking the scheme to a new footpath which would run in front of the new residential block and would involve the use of part of the Heliport land to the east and north side of the Heliport to join the riverside walk to the north of the Heliport site. The riverside walk, which would be embodied in a Section 106 agreement, would be designated as public highway and would be for use by pedestrians, cyclists and emergency vehicles only.

Guidance leaflet. On item 3 (Paper C), Mr Mayner informed the Consultative Group that publicity for the publication of this leaflet had been given through a press release and the Council's website. An article in the Council's newspaper, *BrightSide*, would follow shortly. Mr Mayner said that a supply of the leaflets had been sent to Hammersmith and Fulham and Kensington and Chelsea Councils, for distribution to their residents and copies will be distributed to each of the riverside developments in Wandsworth.

In reply to a question by Councillor Condon-Simmonds on whether there would be a limit on flights on days that coincide with major sporting events such as the Henley Regatta and Cheltenham, Mr. Mayner mentioned that the leaflet states that: "..... there are five days when the limit is raised to 160. The heliport can accept up to 130 movements on other days provided that the total for all these 'busy days' does not exceed 1,000. These busy days normally coincide with major events such as Cheltenham, The Derby, Royal Ascot and the Formula 1 Grand Prix".

Capt Forrest explained that Henley is not a busy day for helicopters.

Information on helicopter movements. On item 4 (Paper D), the Chairman noted that the figures provided were for a four month period and that the number of movements were contained within the number that would allow for the overall number to be contained within the annual limit for non-exempt flights.

Noise complaints. On item 5 (Paper E), Capt Forrest confirmed that the report provided a full account of the number of complaints received during the September to December 2007 quarter.

Mr. Harris commented that the reduced number of complaints received could be accounted for by the lack of faith that residents have in the present complaints procedure. He expected that a better gauge of the number of complaints may be possible after the guidance leaflet reaches local residents.

Mr. Harris then commented on complaint reference 07/038 dated 4th October 2007, which involved an RAF aircraft. He observed that, given the low overall number of

RAF helicopters that use the Heliport, this complaint represented a high proportion of complaints.

In reply, Capt Forrest reiterated that the Heliport constantly sought to encourage pilots using the Heliport to fly their helicopters in a neighbourly manner. He explained that a number of helicopters fly through London and that their journeys do not involve stops at the Heliport. The military flights through London are usually justified on the basis of the wars in Iraq and Afghanistan. Capt Forrest advised that it would be more effective if complainants were to direct complaints involving military aircraft to the Ministry of Defence's complaints line. He explained further that the Heliport has sought to dissuade military helicopters from flying through London.

The Chairman asked for any complaints involving military helicopters to continue to be logged by the Heliport, as this would provide the Consultative Group with information regarding helicopter flights by military aircraft.

In answer to Councillor Condon-Simmonds' comment that she did not receive complaints (regarding helicopter noise) presumably because people did not know whom to complain to, the Chairman said that the guidance leaflet would advise local residents on how to make complaints. Councillor Condon-Simmonds then reported that her main complaint regarding helicopter noise related to Police helicopters at night, which, she argued, were often brought out with little justification. Mr. Harris then produced an article from the *Evening Standard* about a helicopter that was used to chase a 17 year old bicycle thief.

Helicopter noise update. On item 6 (Paper F), in reply to a question by the Chairman on whether the meeting with key stakeholders, proposed in paragraph 3.5 was being progressed by the London Assembly, Mr. Dixon informed the Consultative Group that the recommendations in the report were being worked on and that a working group, which had not yet been established, would be set up. The Chairman requested Mr. Dixon to keep Mr. de Lima advised of any progress being made on the setting up of this group.

In response to comments by Mr. Harris about the absence of residents' representatives on committees dealing with helicopter matters, including the informal meeting proposed in paragraph 1.2 of the report, Mr. Dixon informed the Consultative Group that the London Assembly's Environment Committee had taken evidence from wide-ranging groups which would have reflected, among others, the views of residents. He added that if a substantial working party were to be created, undoubtedly it would include residents' representatives.

Mr. Mayner commented that he expected that the Council would be invited to such a meeting, as being a key stakeholder, as would the Consultative Group with its residents' representatives. He observed that the Consultative Group had now built up a body of knowledge and experience which would be a valuable resource to any stakeholders' meeting. In this way he expected that residents' representatives would be involved.

In reply to a question by Councillor Hallmark about the deadlines for the implementation of the recommendations in the report, Mr. Dixon advised that, whilst

some recommendations had been implemented, there were no firm deadlines for the implementation of the other recommendations, though it was intended that the meeting with key holders was a priority, though, here too, there was no set deadline for implementation.

DfT Consultation on Heathrow expansion. On item 7, Capt Forrest agreed with the Chairman that, regrettably, the implications of helicopter movements were not being considered as part of this consultation by the Department for Transport (DfT). Accordingly, any comments submitted regarding helicopter movements, would need to be submitted separately and directly to the DfT.

DEFRA project on helicopter noise. Mr. Stanbury informed the Consultative Group that, on 18th December 2007, he and Mr. Mayner had had an interesting and useful meeting with the successful contractors appointed to carry out this project funded by the Department of the Environment, Food and Rural Affairs (DEFRA). They had discovered that the project was primarily intended to conduct research and that the first tranche of the project would involve fact finding through a literature review. Some two or three studies would be carried out during the time allotted for the project. Following their meeting, the contractors then met with Mr. Harris.

Mr. Harris reported that his 45 minutes meeting with the project contractors involved a discussion of residents' concerns and raised at meetings of the Consultative Group.

Capt Forrest commented that the DEFRA project would have a national – rather than a London – focus.

Residents' items. On item 9, the Consultative Group then considered the matters placed on the agenda by the residents' representatives.

As regards item (a) – the incident in April 2007 involving a military helicopter – Capt Forrest informed the Consultative Group that he was unable to provide an update as the Ministry of Defence (MOD) had indicated that the matter was now closed.

Mr. Harris commented that, as long as the MOD and the Heliport “blame each other”, it would not be possible to get to the bottom of the matter. He said that he had been advised by a pilot that the incident could have been catastrophic.

Capt Forrest replied that immediately following the incident, which he had informed the Consultative Group about at the first opportunity, the Heliport had lodged a complaint with the MOD and had pursued the matter with the Ministry. There was no further action that the Heliport was able to take in the matter but had the option of excluding that particular pilot from using the Heliport in future. Capt Forrest commented that if Mr Harris' advice had been received from a pilot of a fixed wing aircraft, it ought to be treated with some caution.

The Chairman then stated that the Heliport were clearly not in a position to pursue the matter any further and that the Consultative Group was unable to reach a verdict on the incident.

As regards (b) – an explanation of ‘corner cutting’ as discussed at the last meeting – Mr. Hutchins informed the Consultative Group that, following the last meeting, he had examined the three complaints that referred to helicopters “cutting corners”. They were all individual complaints, by residents of Valiant House, and referred to the same incident.

Mr. Harris said that residents’ concerns centred around pilots cutting corners which the Heliport operators were aware of and ought not to allow to happen, but were obviously doing nothing to stop.

In reply, Capt Forrest said that he did not understand the reference to “cutting corners” or what corners it was being suggested that pilots were cutting. Mr. Harris suggested that it might be assumed that the residents were suggesting that the helicopters involved had not followed the correct route. Accordingly, it was entirely reasonable for residents to expect the practice to stop.

The Chairman then read the text of the recorded complaint number 07/019, dated 13th May 2007, along with the other two identical complaints, as follows:-

“Brief details of complaint – Helicopter not flying along the river and flying low.

Brief description of investigation – P4HEC had just landed. No other a/c in circuit so should have been flying along the centre of the river. Pilots reported required height around that area, but were coming in to land. No mention of centre navigation, but that area is well known for ‘cutting’ the corner.”

Capt Forrest then advised that, when helicopters were approaching from the north east, they perhaps give the impression that they are making a sharp turn. He said that he would investigate the matter further and, as requested by the Chairman, would report back on his findings to the Consultative Group at the next meeting.

Ms Wrage commented that it would be useful to know whether this practice was being adopted in order to save time.

As regards (c) – the request that Wandsworth Council should randomly monitor pilot routes to highlight any variation from the guidance set out in the leaflet – the Chairman asked the residents’ representatives to explain what they had in mind.

Mr. Harris replied that, given the variance in reports between local residents and the Heliport, it would be helpful to have some independent monitoring carried out by means of video cameras or CCTV of the routes that helicopters take en route to and from the Heliport. He suggested that the evidence gained from such monitoring would be educational for all.

Councillor Law questioned how such an exercise would be funded as it would be unfair for Wandsworth Council to have to bear the entire cost of this exercise.

Mr. Hutchins reiterated that the large majority of flights to and from the Heliport were legal and well within the flying rules.

Mr. Stanbury advised that the only practical approved method was by means of CCTV cameras, as the cost of having to place someone on the bridge for periods of time would be prohibitive. A check would need to be made to ascertain whether the Council had cameras that could be diverted temporarily for this purpose. There were also issues about how the recorded material was to be examined and evaluated. Besides, the three to four days that would be required to review the recorded material would have resource implications.

The Chairman suggested that perhaps, at least two cameras would be required for this exercise.

Capt Forrest advised that one would need to be clear about what operation was to be filmed. Helicopters over Chelsea, for instance, would be expected to be some 1,500 feet above ground level because of the restrictions imposed, whilst those over the river would be at least 1,000 feet above the surface of the river.

Ms. Wrage, in supporting the monitoring proposed by Mr. Harris, suggested that it might be appropriate to record helicopter arrivals. Mr. Harris added that the monitoring could be done by having one camera placed on Wandsworth Bridge and pointing down river.

The Chairman then suggested that the technical aspects of such an exercise were perhaps paramount, more so than the resource implications. He suggested that before a decision could be taken, the various key issues needed to be addressed, namely, the precise equipment that would be required, whether such equipment would be available for the purpose, the methodology to be employed, what footage would be required, and how the costs of this exercise would be met.

Mr. Mayner undertook to consider the feasibility of such an exercise, in conjunction with Mr. Stanbury and in consultation, as necessary, with Hammersmith and Fulham and Kensington and Chelsea Councils, and to report back to the Consultative Group.

Councillor Hallmark suggested that the GLA also had a responsibility in this regard and that the proposal fitted in well with recommendation 1 set out in the Annexe to Paper F.

The Chairman then asked the officers to take into account an approach to the GLA, as suggested by Councillor Hallmark, and to DEFRA, as suggested by Councillor Law.

Date of next meeting. On item 10, it was agreed that the next meeting of the Consultative Group should be held on Monday, 16th June 2008 at 7.00 p.m.

Any other business. At the end of the business set out in the agenda, the Chairman enquired whether members of the Consultative Group wished to raise any other matters. The following additional items of business were raised:-

(a) CAA information on London-wide helicopter movements. Mr. Mayner informed the Consultative Group that the Civil Aviation Authority (CAA) publishes a great deal of information including on helicopter movements across London on its website. He undertook to prepare and submit to the Consultative Group at the next meeting, an analysis of these movements.

(b) Work programme. With the approval of the Chairman, Mr. Ken Fergusson of the residents' representatives group, raised issues regarding the Consultative Group's work programme, on behalf of the residents' representatives.

Mr. Fergusson referred to a briefing note that Mr Stanbury had prepared and made available to the residents' representatives when they met with Council officers on 17th November 2006, just prior to the establishment of the Consultative Group.

Mr. Fergusson made reference to the paragraph in the briefing note entitled 'Battersea Heliport – Environmental Impact' which read: "Battersea operations are known to adversely impact on the local environment in respect of noise." He then read an extract from the paragraph entitled 'Battersea Heliport – Environmental Controls': All civilian helicopters are required to pass international noise certification (ICAO) tests. The certification process for helicopters is similar to that adopted for fixed wing aircraft. At Battersea, helicopters that are not able to meet a local noise standard of 81dB(A) at a distance of 150 metres from the take off position are restricted to a maximum of 1,500 movements within the annual 12, 000 quota. Most commercial helicopters using Battersea, however, fall within an automatic "A" list which was drawn up by the former Greater London Council. In practice this control now does little to encourage the introduction of newer and less noisy types of helicopter."

Mr. Fergusson pointed out further that the briefing note had stated that "it is hoped that as well as being consulted and informed about helicopter operations at Battersea, the new group might have a role in contributing to the emerging debate on helicopter strategy in London.

He then explained that there were two pieces of work that had been promised in the briefing note, following the preamble:-

"In terms of items specific to Battersea Heliport, Wandsworth Council will be pressing for the following issues to be included in the workplan of the consultative group for the next 12 months:-

- In line with its robust stance on aircraft noise, Wandsworth will also want to see progress made towards the establishment of a proper system of noise monitoring in the Battersea area. It is hoped that this will involve undertaking a comprehensive noise study (paid for by the Heliport operator) in order that the effect of helicopter operations on the local noise climate on both sides of the river can be objectively assessed for the first time. Currently, there are no decibel or "contour" limits that apply to Battersea (unlike Heathrow). A comprehensive noise study may reveal future options for noise reduction and/or mitigation (for example by the use of modified departure and arrival profiles). If the study were to include a social survey it may also be possible to identify particular elements of the Battersea operation which are currently

most annoying. A noise study would also enable objective data to be collected on the relative noise emission of different helicopter types.”

Mr. Fergusson said that this measurement of the noise levels associated with different types of helicopters was precisely the sort of ranking table residents had hoped to have access to. He referred to Paper F considered by the Consultative Group on 30th April 2007 and commented that the residents’ representatives had hoped that a register of noise levels would emerge from the research project being funded by DEFRA. Accordingly, the residents hoped that this work would be amongst the early tasks that the project would set itself.

Mr. Stanbury replied that, whilst he was happy to contact the project to enquire from them the extent to which they would apply themselves to the production of such a register, he did not believe that the researchers were programmed to undertake this work. He said that he would contact the researchers in order to avoid any duplication of effort that might otherwise result.

Capt Forrest advised the Consultative Group that such a list had been prepared some years ago, a little after the Heliport was opened, but that, apart from military ones, helicopters had become less noisy.

(c) Ceiling on helicopter flights. Sir Peter Jennings enquired about what measures are in place to ensure that the annual maximum of flight movements involving the Heliport are not breached. He suggested that, despite the downturn in the economy in 2007, the total number of movements affecting the Heliport was merely 140 short of the maximum. Accordingly, any upturn in the economy could be expected to increase the number of movements to and from the Heliport.

Capt Forrest explained that, following the breach in the ceiling in the previous year, a rationing procedure has been put in place. The number of movements currently is well within acceptable limits and the ceiling would not be breached this year. He said that, though unpopular with users of the Heliport, the rationing system would continue to be enforced rigorously.

The Chairman acknowledged that the procedure introduced last year had been successful so far.

(d) Users’ representatives’ attendance. Councillor Law expressed regret that no representatives of the users of the Heliport were present at the meeting. Capt Forrest said that he would speak with them to ensure that they attended meetings of the Consultative Group.

The meeting ended at 8.05 p.m.

HELICOPTER MOVEMENTS IN LONDON 2007

Summary

CAA figures for 2007 show a total number of helicopter movements in central London (Heathrow and City areas) of **34,669**.

Of these **12,634** (36%) were recorded as starting or ending at Battersea Heliport.

The vast majority of flights (78 per cent) - involve twin engine helicopters.

Two thirds of all movements (67 per cent) take place between 1300 and 2000 hours. The next busiest periods are 0600-1200 (30 per cent); 2000-2400 (2 per cent) and 0000 - 0600 (1 per cent).

Just over **70 per cent** of flights (24,534 and all twin engine) did not follow any of the designated helicopter routes.

The rest - mainly single engine - all followed a designated route. Of these 4,388 followed the H4 River Thames route between Barnes and the Isle of Dogs.

Police helicopters accounted for 11 per cent of all movements (3,765) with the air ambulance 8 per cent (2,677).

Observations

The figures show that almost two thirds of helicopters in the sky over central London are nothing to do with Battersea.

Almost one in five (19 per cent) are police or air ambulance.

The high percentage of direct flights (70 per cent) shows the difficulty faced by complainants in knowing when a helicopter is on or off-route.

The figures for early morning or late evening flights are very low. Before 0600 they are almost exclusively taken up by the police. Between 2000 and 2400 and 0600 and 0700 around half the flights are police.

Comparisons with heliport figures

The London-wide figures in this note are compiled for the CAA by Thames Radar. While useful in showing the general pattern of movements in the capital they are not a complete record.

The heliport's own returns to the council are based on actual Air Traffic Control records of take-offs and landings. By comparison these show a total of 13,124 movements in and out of Battersea during 2007.

Of these 11,860 counted against the annual quota of 12,000. In addition there were 832 exempt flights including those made by government, the royal family, police and air ambulance. There were a further 432 military flights.

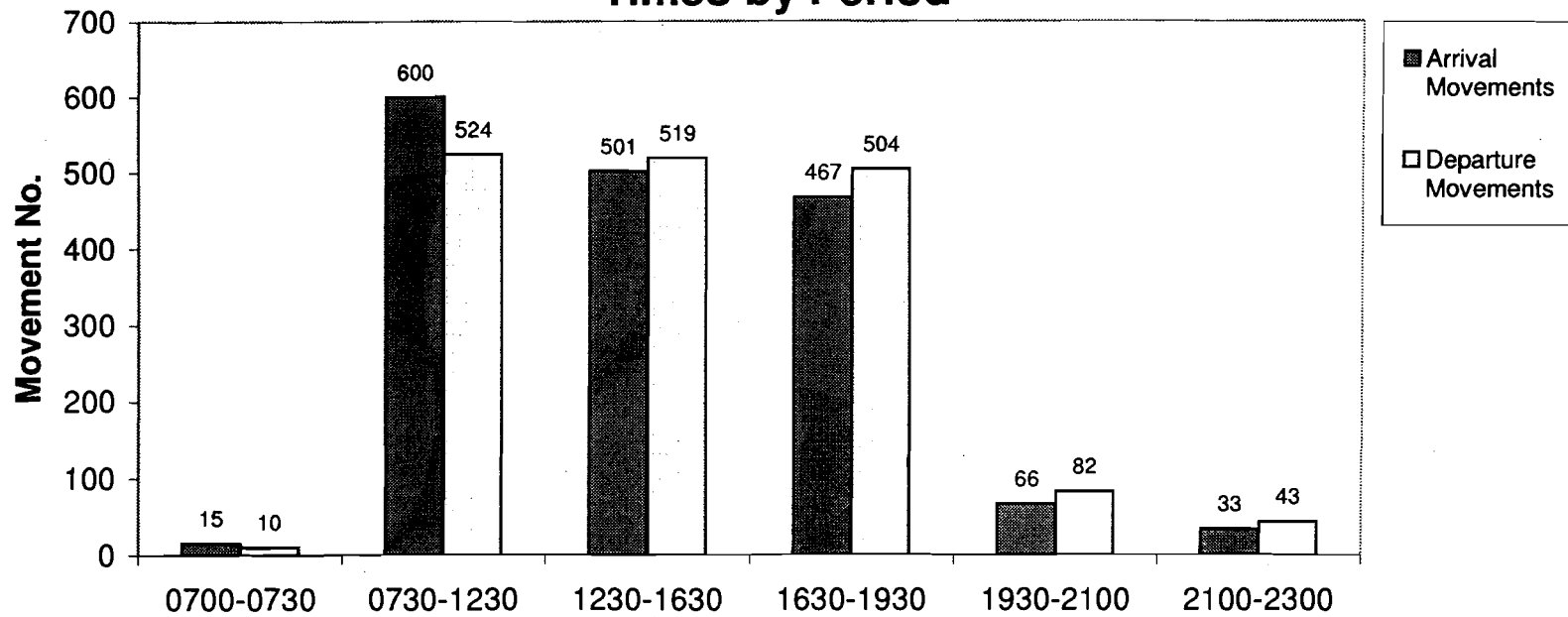
Steve Mayner
Head of Public Affairs
April 2008

Qtr 1+1 (January - April) 2008 Movement Time Breakdown

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Time Band	Arriyal Movements	Departure Movements	Total
0700-0730	15	10	
0730-1230	600	524	
1230-1630	501	519	
1630-1930	467	504	
1930-2100	66	82	
2100-2300	33	43	
Total	1682	1682	3364

London Heliport Qtr 1+1 (January - April) 2008 Movement Times by Period



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The
LondonHeliport

THE LONDON HELIPORT NOISE COMPLAINTS SUMMARY JAN-MAR 2008

Complaint Reference	Date of Complaint	Time of Occurrence	Time of Complaint	Brief Details of Complaint	Brief Details of Investigation	Action Taken	Completed By/Date
08/001	07/01/08	23:20-23:45	17:00	Hovering helicopter in the Northcote Road area evening of 06/01/08.	Heliport was closed at this time. Due to nature of complaint it was surmised that the Met. Police ASU were responsible.	Complainant given contact telephone number for Met.Pol. ASU base at Lippitts Hill. Explained that aircraft would have been in the area for a specific operational reason and not just to annoy the people on the ground below.	K.L. 07/01/08
08/002	29/01/08	08:55	08:55	Helicopter too low on approach in front of Albert Bridge House. Complainant could read aircraft registration.	S92 helicopter is larger and noisier than other regular traffic, so therefore appears lower.	ATC informed, and approach was following correct procedure. No further action taken. Recorded for consultative group meeting.	D.H. 04/02/08
08/003	31/01/08	Numerous	16:30	Large helicopters hovering noisily above eleven storey complex (Dolphin Square) at night.	Grosvenor Road (between Chelsea and Vauxhall bridges) is outside heliport circuit. Police or military as close to Chelsea Barracks, are most likely responsible.	Complainant invited to Heliport on behalf of residents for further explanations. Also informed of consultative group. Some of this correspondence detailed in "Dolphin Times"	D.H. 04/02/08
08/004	11/02/08	09:50	09:55	Helicopter hovering in Blackfriars area for 20 minutes approx.	Incident outside of Heliport ATZ. And operations temporarily suspended due fog at this time but Helicopter thought to be on filming task.	Reply made by email inviting further contact or correspondence. None received.	SH 11/02/08
08/005	03/03/08	18:05	18:15	Aircraft reported to be too low in approach to complainant residence (Valiant House)	Advised by ATC that approach conformed within required parameters.	Complainant informed by telephone of outcome of enquiries who reported that they intended attending next consultative group meeting.	DH 03/03/08

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Complaint Reference	Date of Complaint	Time of Occurrence	Time of Complaint	Brief Details of Complaint	Brief Details of Investigation	Action Taken	Completed By/Date
08/006	10/03/08	16:10	16:12	Aircraft reported to be flying too low and close to riverbank / Valiant House	No further investigation made. Advised by ATC that approach conformed within required parameters.	No formal response to complainant as they simply wanted complaint logged	H.F.. 10/03/08
08/007	20/04/08	17:25	17:25	Helicopter reported to have shallow departure climb-out rate departing to south toward Sainsbury's / north bank of Thames near Wandsworth Bridge. (Complainant: Prices Court)	Pilot elected to depart by alternate to nominated runway due to reported cross-wind from east and turbulence in nominated climb-out. Less lift therefore available, hence shallow climb-out.	Complainant informed of findings by telephone answer-phone message and invited to call back. No reply.	S.H.28/04/08
08/008	22/04/08	16:21	17:25	Complainant considered that heliport and en-route over-flying aircraft not adhering to centre-river navigation and overflying or flying too close to his and neighbouring properties. (Complainant: Regent on the River, LBH&F)	No specifics to investigate. Increased movements and introduction of off-set approaches and clearance delays due to City Airport traffic during last four years may have altered complainant perception.	Email reply and further email correspondence. A more general explanation given of heliport operations and how they may have changed in recent years to explain what complainant might be experiencing.	S.H. 22/04/08

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Graham Suite, West Entrance, Fair Oaks Airport, Chobham, Woking, Surrey GU24 8HX.

Telephone: 01276 856100 Fax: 01276 856126 Email: info@bhab.org Website: www.bhab.org

Our Ref: bhab/onshore/pn190208

19 February 2008

Captain C A A Forrest
PremiAir Aviation Limited
Hangar Road, Denham Aerodrome
Denham
Uxbridge
Middlesex UB9 5DF

Dear Christopher

HELICOPTER NOISE ABATEMENT

As part of our response to the Mayor of London's investigation into helicopter noise in 2006, the BHAB Council of Management established a small sub-committee known as the Noise Action Group (NAG). The group's mission is to consider all possible strategies that will lead to a reduction in helicopter noise and greater acceptance of the helicopter as a public service and business tool by authorities and the general public. In addition to the existing BHAB pilot's code of conduct, the BHAB Council has accepted the following NAG recommendations for which we now seek your buy-in:

- The BHAB strongly endorses the HAI noise abatement training programme that has been widely distributed to our members.
- BHAB member company pilots will respect a voluntary 10 kts reduction in cruise IAS over all built-up areas.
- The BHAB encourages its member company pilots to fly steep approach and departure profiles wherever possible
- BHAB member company pilots will seek to minimise ground running in built-up areas
- BHAB member company pilots will try to avoid turns below 1000 feet at The London Heliport and then only over the river

It is our view that a top-down culture of noise awareness from senior management to line pilot amongst all our operating company members is the single most important force for change in our industry.

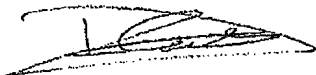
Yet, there is more that we can do and the BHAB has undertaken to pursue the following programme of noise reduction initiatives:

- To press for roof-top heliports as performance class 1 helicopters become available

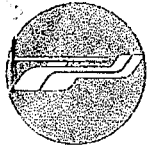
- To use commercial pressure to encourage manufacturers to accelerate developments in quiet technology
- To write to each airframe manufacturer to explain the UK requirement and market for quiet technology aircraft
- To establish, in co-operation with the manufacturers and industry, an achievable and voluntary noise limit for rotorcraft that is capable of implementation by 2020 or sooner.

Universal support for this programme to reduce helicopter noise is seen as fundamental if our industry is to continue to conduct and develop operations in both rural and urban areas in the face of increasing public unease. Your approval of this initiative and your commitment to the adoption of a noise awareness culture in your company is vital to the future acceptability of rotorcraft in our society. To signal your support, please send an email to info@bhab.org that simply states: 'my company (Name) supports the BHAB helicopter noise abatement programme'.

Yours sincerely



 Peter Norton
Chief Executive



eurocopter
an EADS Company

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BRITISH HELICOPTER ADVISORY BOARD

Graham suite
Fairoaks Airport
Chobham Woking
Surrey GU24 8HX

ENGLAND

Marignane, April 25th 2008

Our ref. : ET n° 2/2008

Subject : Public Intolerance of helicopter noise in the United Kingdom
Your letter 130208 sent to L. BERTLING

For the attention of Mr Peter NORTON – Chief Executive

Dear Sir,

First of all, thank you for your letter which shows your interest in EUROCOPTER and its products. It held all of our attention, more especially as reduction noise is one of our research axes.

Due to its own physical nature and the specificities of its flight, a helicopter is noisy. During ~~the flight an important amount of air is moved~~ by the rotors, causing random pressure fluctuations on the blade surfaces, and noise as a consequence. The major other source of noise is made by the engines which drive the rotors.

For all manufacturers through the world the reduction of this noise has been always very difficult. Even if many improvements have been made in the last years, leading to the actual situation, numerous research activities are still in progress with the aim to have helicopters more and more quiet in the future.

First of all, may be it is necessary to remind that Eurocopter provides today the quietest range of helicopters in the world, all its rotorcrafts being quieter than required by current regulatory limits for noise perceived on the ground. For example in 2005, the US Department of Transportation instituted the Grand Canyon National Park rule, the most stringent helicopter noise limitation in the world. The first helicopters to meet that rule were Eurocopter aircraft's.

Obviously, saying that is not sufficient. Indeed Eurocopter is involved in many Reduction Noise Research Programs in order to prepare the future and to propose the most possible silent helicopters.

As an example of a new Program in which Eurocopter will play a significant role is the Clean Sky Joint Technology Initiative, a wide scale European research effort – supported by the European Union and the major aeronautical industry groups – to propose technological solutions for meeting the environmental goals set by ACARE. One of these goals is a 50% reduction of noise impact by 2020.

Many research tracks are investigated: optimisation of the blade shapes, use of active technologies to reduce the blade vortex interaction, improvement of the tail rotors, study of the variable rotor rotation speed impact on the noise ...

Engine noise reduction is also part of the plan. By adding acoustically treated lateral engine inlets and streamlining the engine outlet nozzle, Eurocopter and turbine manufacturers expect to achieve another significant noise reduction. Works are also done on soundproofing gearboxes.

But noise reduction is not only a question of new technologies. Impact can be significantly reduced also by noise abatement flight procedures.

In consultation with operators and aviation authorities, Eurocopter is developing optimised flight procedures to reduce helicopter footprints in noise sensitive areas. Specific recommendations will be included in the flight manuals for our entire new-generation product line. Additionally an on-board software to assist the pilot in following such recommended procedures will be available, with low workload and in compliance with safety and air traffic regulations.

After implementation of all these ongoing technology programs, a 50% noise impact reduction (compared to baseline levels of year 2000) will be achieved with our next generation of helicopters.

As you can read, Eurocopter is doing its best to make sure that everybody, as buyer, operator or end-user, will always be welcome in your neighborhood.

We remain at your disposal for further information if needed,

Best regards,



Guillaume FAURY
Executive Vice President
Research & Development