

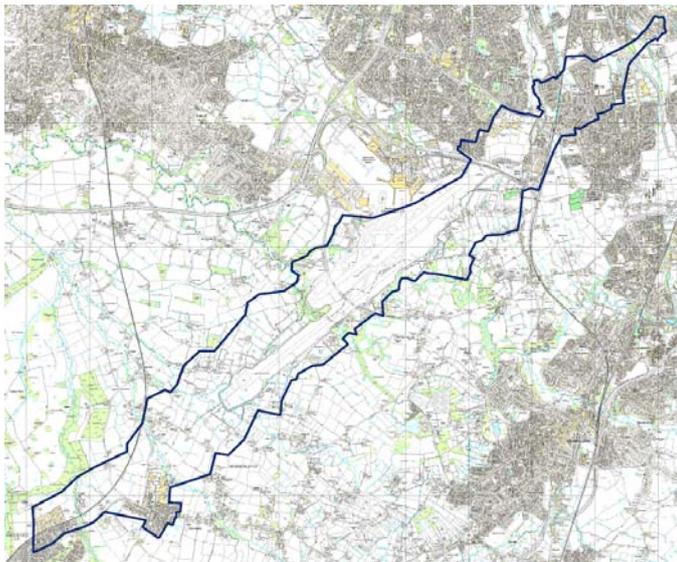


Mitigation Schemes

The Sound Insulation Grant Scheme

The Sound Insulation Grant Scheme (SIGS) is available to those houses close to the Airport site. Like other airports the boundary of the Scheme has been formed using 'noise contours' to define areas that are most affected by aircraft noise.

Through the Scheme up to five rooms can be insulated in qualifying houses. Only bathrooms and kitchens are excluded, although kitchen dining rooms are allowed. You may have the rooms insulated all together or through two separate applications. Manchester Airports Group will pay 80% of the costs up to a value of £2,000, per property.



Householders can apply for either Replacement or Secondary Glazing and up to £150 towards the cost of loft insulation.

For more information on the Sound Insulation Grant Scheme turn to page 2.

The Vortex Repair Scheme

Vortices are circulating currents of air as illustrated in the diagram below. They are created by the aircraft passing through the sky. All aircraft create vortices, but usually the vortices are broken up before they reach the ground. However, in certain weather conditions, vortices can reach ground level.

During the later stages of landing, it is possible for aircraft vortices to connect with property roofs close to the Airport. Occasionally vortices can cause roof tiles to move or slip. This damage is known as 'vortex damage'.

The airline is liable responsible for 'vortex damage'. As it is not sometimes possible to identify the airline; Manchester Airports Group operates a Vortex Repair Scheme. This Scheme is part of our commitment to the local community.

The Vortex Repair Scheme can only be triggered by 'vortex damage' to a house. If damage to a roof is caused by aircraft vortices it is repaired at the expense of the Manchester Airports Group.



For more information on the Vortex Scheme turn to page 3.

The Sound Insulation Grant Scheme

To qualify for a grant, the property must be of standard brick construction, built before 1985 and within the Scheme boundary.

- Work must first be approved by the Sound Insulation Grant Scheme Administrator.
- The property owner must agree to the work. You will need the written permission of the landlord if you live in rented accommodation.

How to apply & Process -Contact Thomasons (the Sound Insulation Grant Scheme Administrator) to check your property is entitled (contact details on Page 4).

Preferred supplier

We have chosen a 'preferred supplier' to meet the demands of the Scheme. Craftwork Construction Limited was appointed based on their high customer service standards and competitive pricing. If you choose our preferred supplier:

- Thomasons will arrange to visit your home and help you decide upon the best product to meet your need.
- After the visit a quotation and Purchase Agreement Form will be sent to you.
- If you decide to go ahead you will need to sign and return the Purchase Agreement Form and include a cheque to cover the householder contribution.
- When payment has been made (for the householder contribution) Thomasons will instruct Craftwork Construction; the glazing installer. Craftwork Construction will arrange to visit and carry out a manufacture survey. Craftwork will provide a date to fit the windows.
- Manchester Airport will pay the glazing contractor once you and Thomasons are satisfied with the work.

Thomasons (Scheme Administrator) contact details are on page 4.

Hardship Assistance

People that apply for a grant must pay a 20% contribution. If someone receives a Council Tax rebate of 80% or more; then a 100% grant may be considered. Written evidence will need to be provided.

If you think you may be entitled to hardship assistance; please let the Scheme Administrator know when you apply.

Loft Insulation

A grant for £150 for acoustic loft insulation is also available. The grant may be spent on insulation material or up to £50 on installation by a VAT registered contractor of your choice.

The insulation material must provide acoustic insulation; such as Rockwool's Rollbatt or other approved/comparable material.

If you choose your own supplier

You can choose your own supplier; Thomasons will provide the specification that must be installed. You will then provide a quotation from your supplier to Thomasons. This will provide a record of the planned installation and specification. Thomasons will review the contractor, specification and quotation; then confirm if the work is approved.

The following will apply if the use of an alternative contractor is allowed:

- You will have to pay the contractor in full for the work.
- Manchester Airports Group accepts no responsibility for any loss or damage suffered by you because of your choice of an alternative contractor.
- On completion of the work Thomasons will conduct a survey of the work and paperwork.
- If the finished installation passes Thomasons' survey then the Manchester Airports Group will make payment, by BACS transfer, direct to the occupier for the value up to the grant amount.
- If the contractor does not complete works to the specification authorized, then no payment will be made.
- Manchester Airports Group accepts no responsibility for the works or their quality and if they are not carried out to the satisfaction of Thomasons then you will receive no money.

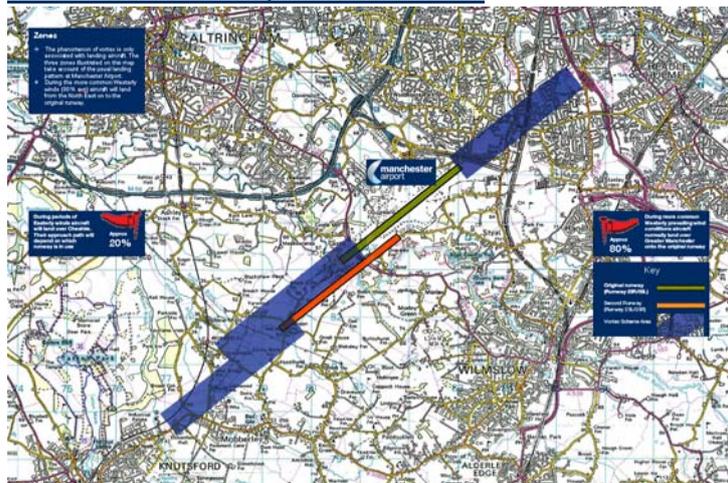
To claim this Grant, submit the original invoice for insulation materials and work to the Manchester Airport Community Relations department (Olympic House, Manchester Airport, Manchester, M90 1QX). We may arrange for the Scheme Administrator to inspect the work. Payment will then be made direct to you from Manchester Airport.

The Vortex Repair Scheme

Qualification

The damage caused by aircraft vortices is unique and cannot be mistaken for frost, vibration age or other maintenance issues. Manchester Airport has appointed a company expert in identifying the exact cause of roof damage.

The full Scheme covers all privately owned residential properties (not properties owned for commercial benefit) within the areas of 'high incidence' shown on the map below. A larger map is on page: www.manchesterairport.co.uk/vortex.



What if a property suffers a vortex strike, but is outside the area of 'high incidence'?

In the rare event that damage occurs outside the area of 'high incidence'; Manchester Airport will investigate the cause. If the assessor confirms vortex damage, repairs will be made but no new roof covering will be offered.

What does the scheme provide?

An assessor will attend and report to the Airport on the damage:

- If the damage is confirmed to be caused by aircraft vortices then repairs will be offered.
- Properties within the area of 'high incidence' (defined above) will be offered a new roof covering.
- The new roof covering will have a greater resistance to aircraft vortices will be offered to properties that have a confirmed vortex strike.
- **The offer will only be made once;** if the householder does not accept the offer the property will not be eligible for any further assistance from the Scheme (no repairs or a new roof will not be offered again).
- Qualifying householders will be notified in writing of their eligibility and held on a waiting list.
- Once re-roofed all future repairs, maintenance and any future replacement become the responsibility of the householder. -No further work or assistance will be offered by Manchester Airports Group.

Why do Manchester Airports offer a new roof?

Vortex damage is concentrated in small areas near to the end of the runways. It is possible for the same property to be damaged several times and so Manchester Airport sought a permanent solution to the problem. The new roof will pin and clip each tile, and this provides a greater resistance to aircraft vortices.

It is for this reason that, once re-roofed, all future repairs, maintenance and any future replacement become the responsibility of the householder. -No further work or assistance will be offered by Manchester Airports Group.

What if my claim is turned down?

If our independent assessor considers that the damage to your property is as a result of storm, general deterioration, wear and tear, or any cause other than vortex, Manchester Airports will **not** carry out repairs. **The decision of our assessor is final.** If the property suffers Vortex damage you in the future, you may still contact the Airport for assessment.

How do I know when / if I will be re-roofed?

Once a property has had confirmed vortex damage and a repair, Manchester Airports will hold the details on file until the next period of re-roofing. You will be informed, in writing, of when your property will be 'phased' for re-roofing. You may have to wait twelve to eighteen months. Our appointed contractor will contact you to discuss timescales for the work. Currently Manchester Airports re-roofs once a year during the summer.

What about my neighbours?

If the eligible property is a semi-detached or terraced property, properties sharing the same roof will be re-roofed. Your neighbours will be written to directly.

What happens after I have been re-roofed?

Once a new roof covering has been installed future maintenance and repairs become the responsibility of the householder.



For details on how to report Vortex damage turn to page 4.

Next steps

The Sound Insulation Grant Scheme

How to pursue your grant.

To apply for a Sound Insulation Grant, you should contact Thomasons; the Scheme Administrator.



Telephone: 0161 839 3993

Thomasons
17 Brewery Yard
Deva Centre
Trinity Way,
Manchester,
M3 7BB

Thomasons or the Community Relations Team will be able to advise whether your property is entitled to a grant.

The Vortex Repair Scheme

What to do if you believe you have Vortex damage?

If you believe you have a valid claim, it is important that you contact Manchester Airport as quickly as possible; before initiating any repairs.

Monday to Friday office hours please ring
08000 967 967
(answer phone outside office hours)

If the damage requires immediate action at night or at the weekend call the Customer Contact Centre on 08714 777 747. When connected ask to speak to the Airfield Duty Manager about the Vortex Repair Scheme. The Airfield Duty Manager will contact our assessor for you.

Record/provide the following information:

- The exact date and time of the occurrence (if known).
- A description of the damage.
For example:
"Rear roof slope, approximately thirty tiles moved".
- Your name, address and telephone number.
- Name, address and telephone number of the house owner (if not you).
- Details of the aircraft concerned; if you saw it.

If vortex damage is confirmed the roof will be repaired as soon as possible (usually within 24 hours of the inspection).

