

LONDON BOROUGH OF RICHMOND UPON THAMES AIRCRAFT NOISE COMPLAINT LINE

Table 1: Complaints by Category

Quarterly Report for the Period from 1-7-02 to 30-9-02

Complaints about fixed wing aircraft and Concorde.

COMPLAINT TYPE	NUMBER OF COMPLAINTS	PERCENTAGE OF COMPLAINTS
Taking off - General	61	5%
Arrivals -General	39	3%
Arrivals ILS	206	18%
Track Keeping	1	0%
Alternation	10	1%
Under NPR	0	0%
Morning general 4.30am - 7.00am	0	0%
Night - general 23.00pm - 4.29am	0	0%
Day frequent 7.00am - 7.30pm	66	6%
Evening frequent 7.30pm - 11.00pm	44	4%
Night frequent (incl. morning) 11.00pm - 7.00am	45	4%
Particularly noisy	279	25%
Low flying	110	10%
Increased flights	39	3%
Could not get to sleep	32	3%
Woken up	36	3%
Cannot get back to sleep	26	2%
Easterlies	41	4%
Westerlies	8	1%
Garden noise	22	2%
Communication breaks	31	3%
Stress/Car alarm	11	1%
TV/radio interference	14	1%
General noise	1	0%
Ground noise	0	0%
Other noise	0	0%
Vibration (no damage)	6	1%
Damage	1	0%
Insulation request	4	0%
Property blight	0	0%
Pollution	1	0%
Safety	0	0%
Policy DoT	0	0%
Cranford - contravention of	0	0%
Cranford - existence of	0	0%
Westerly preference	0	0%
Cross runway	0	0%
Other	0	0%

Total number of complaints in period: 1134 **Total number of calls in period: 322**

