The Sound Insulation Grant Scheme

The Sound Insulation Grant Scheme (SIGS) is available to those properties 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.

The Scheme offers the opportunity to noise insulate up to five rooms. The only rooms excluded are bathrooms and kitchens, although kitchen dining rooms are allowed. If you wish, you may have the rooms insulated all together or through two separate applications. The Airport 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

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The Vortex Repair Scheme

Vortices are circulating currents of air as illustrated on the diagram below. They are created by the passage of aircraft through the sky. All aircraft shed vortices, but in most cases 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 make contact with the roofs of properties close to the Airport. They can, occasionally, cause the movement of, and slippage of roof tiles. This is known as vortex damage.

It is the airline that is liable for vortex damage. In recognition of the fact that identification of the airline is not always possible, Manchester Airport operate a vortex damage repair scheme as part of our commitment to the local community.

The Vortex Repair Scheme is a reactive programme and can only be triggered by a property affected by vortex damage. If damage has been caused by aircraft vortices the roof is repaired at the expense of Manchester Airport PLC.

For more information on the Vortex Scheme turn to page 3

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Manchester Airport
Mitigation Schemes
Qualification
To qualify for a grant you must live in a home of a standard brick construction, built before 1985, which is within the boundary of the Scheme. To find out if you are eligible for a grant contact the Scheme Administrator, see page 4 for contact details.

Important Notes:
• All work must be done after the Sound Insulation Grant Scheme Administrator has given approval. An Airport approved supplier must complete all installations.
• In order to proceed with a grant you will need the authorisation of the property owner. If you are in rented accommodation you will therefore need the written permission of your landlord.
• After checking your eligibility the Scheme Administrator, Thomasons, will arrange to visit your home. Thomasons will help you decide upon the best product to meet your needs and prepare a quotation for you.
• After the visit a quotation and Purchase Agreement Form will be sent to you.
• If you decide to take advantage of the grant you will need to sign and return the Purchase Agreement Form with a cheque to cover the householder contribution.
• Once your payment has cleared (for the householder contribution) Thomasons will instruct our glazing supplier Craftwork Construction to proceed.
• Installations take place at quarterly intervals. When Craftwork Construction visit to carry out their manufacture survey they will be able to advise you of your installation date.
• Manchester Airport will pay the balance directly to the glazing contractor on satisfactory completion of the installation.

Hardship Assistance
Householders applying for a grant are required to pay a 20% contribution. In cases of hardship where an occupier is receiving 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 make the Scheme Administrator aware of your situation when you apply for assistance.

Glazing Contractor
As a result of a review of the market place in 2011 we appointed Craftwork Construction Limited to fulfil the rigorous demands of our Scheme. Craftwork Construction were appointed on the basis of their high customer service standards and competitive pricing. Craftwork has now been working with us for over a year and has generated a great deal of positive comment:

“Everywhere was left so clean, tidy and in such pristine condition it was difficult to realise that windows had been taken out and lintels and new windows put in.”

Frank Hewitt, Styal

Loft Insulation
A grant for acoustic loft insulation is also available. Properties qualify for a single grant of up to £150. The whole 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 be of a type that will provide the necessary acoustic insulation reduction such as Rockwool’s Rollbatt or other approved and comparable material.

The approval of payment is subject to you submitting the original invoice for the insulation materials and work done by a contractor to the Manchester Airport Community Relations department (Olympic House, Manchester Airport Plc, Manchester, M90 1QX). We may require an inspection by the Scheme Administrator. When these criteria have been met payment will be made directly to you from Manchester Airport.

To find out how to apply for a Grant turn to page 4
Qualification
The pattern of damage caused by vortices is very characteristic. Because it is unique, it cannot be mistaken for frost or vibration damage, general deterioration or other maintenance related problems. The company appointed by the Airport to inspect damage are expert in identifying the exact cause of roof damage.

The full Scheme covers all private and publicly owned residential properties (not commercially owned properties) within the areas shown on the map below (the map is depicted at a large scale at 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 of damage occurring outside the area, the Airport will investigate the cause. Should the assessor confirm vortex damage, repairs will be undertaken, but no new roof covering will be offered.

What does the scheme provide?
Assessors will attend and provide a report to the Airport on the extent and cause of damage. If the damage is confirmed as vortex related then initial repairs will be undertaken.

A new roof covering with a greater resistance to aircraft vortices will be offered to properties within the area of high incidence (defined above) that have a confirmed vortex strike. The offer will only be made once. A property is only entitled to one new roof, if the householder declines the offer then the property will not be eligible for any further assistance from the Scheme (no repairs and a new roof will not be offered again).

Qualifying householders will be notified in writing of their eligibility and held on a waiting list.

Why do Manchester Airport offer to re-roof?
The incidence of vortex damage tends to be concentrated in small areas near to the end of the runways. It is possible for the same property to be damaged several times, for this reason, the Airport Company sought a more permanent solution to the problem. The method used for re-roofing, with each tile being pinned and clipped; provides a roof covering with a greater resistance to aircraft vortices.

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 Airport will not be able to carry out repairs on your behalf. The decision of our assessor is final. If in the future your property suffers Vortex damage you may still contact the Airport for assessment.

How do I know about when / if I will be re-roofed?
Once you / the property owner has had a confirmed vortex event and repair, Manchester Airport will hold your details on file until the next period of re-roofing is undertaken. 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 then contact you to discuss timescales and methodology for the work. Currently the Airport undertake re-roofing once a year during the summer.

What about my neighbours?
If the eligible property is a semi-detached or terraced property, the properties sharing the same roof structure will also be re-roofed and your neighbours will be corresponded with directly.

To find out how to report Vortex damage turn to page 4
How to pursue your grant.

In order to apply for a grant under the Sound Insulation Grant Scheme you should contact Thomasons, the Scheme Administrator.

Telephone: 0161 839 3993
e-mail: sigsagent@manairport.co.uk
Thomasons, 17 Brewery Yard, Deva Centre Trinity Way, Manchester, M3 7BB

Thomasons will be able to advise whether or not your property is entitled to a grant.

You will need to arrange a home visit, to assess your property, discuss your options and how to make the most of your grant. You will be under no obligation to proceed. The quote will be valid for six-months. If you exceed this period

After the visit, Thomasons will post you a quote outlining your contribution and that of Manchester Airport. If you decide to take the grant you will need to sign and return the Purchase Agreement Form and a cheque to cover the householder contribution. Once your payment has cleared Thomasons will instruct our glazing supplier Craftwork Construction to proceed.

Within three weeks of your payment clearing, Craftwork Construction will contact you to make a pre-manufacture survey of your property. Craftwork Construction will be able to advise you of the installation date at this time.

What to do if you believe you suffer Vortex damage to your property?

Our appointed assessor deals with all claims arising from this Scheme. 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 extent of damage requires immediate action at night please call careline on 090 10 10 1000 or at the weekend call the main airport switchboard on 08712 710 711. When connected ask to speak to the Airfield Duty Manager about the Vortex Repair Scheme. The Duty Manager will contact our assessor for you.

Please record and provide the following information:

- The exact date and time of the occurrence if known.
- The extent and nature 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 yourself).
- Details of the aircraft concerned, if you saw it.

If it is confirmed that the damage has been caused by aircraft vortices the roof will be repaired as soon as possible (usually within 24 hours of the inspection).