

Liverpool John Lennon Airport Consultative Committee

Noise Monitoring Sub-Committee

Date : Friday, 27 October 2017
Venue : Cavern Suite*, Liverpool John Lennon Airport, L24 1YD
Time : 10.30 am

Agenda

1 Apologies

2 Changes in membership

3 Minutes of last meeting

To approve the Minutes of the Sub-Committee held on 21 July 2017.

(Pages 3 - 12)

4 Noise complaints log

To consider the noise complaints log for the period 1 July 2017 to 30 September 2017, attached.

(Pages 13 - 22)

5 Airspace Change

Verbal update on;

- GNSS Centre Line (PIR)
- PLAS/FASI-N Update

6 Master Plan Feedback

Verbal update

7 Any other business

8 Date of next meeting

The next meeting of the Noise Monitoring Sub-Committee is scheduled for 19 January 2018 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

For further information, please contact:

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HQ, 59 Nicholas Street, Chester CH1 2NP. Email:
MikeA.Jones@cheshirewestandchester.gov.uk

Date of Publication: 18 October 2017

*** *The Cavern Suite is on the first floor of the terminal building, beyond the statue of John Lennon.***

Please park in the Multi-storey Short Stay Car Park opposite to the Terminal Building.

NOISE MONITORING SUB-COMMITTEE

21 JULY 2017
(10.30 am - 11.40 am)

PRESENT: Marshall Morris, Chairman
 Larry Dack, Speke Estate
 Normal Elias, passenger representative
 Cllr Evelyn Hudson, Hale Parish Council
 Isobel Mason, Environmental Health, Halton Borough Council
 Councillor Tricia O'Brien, Cressington Ward, Liverpool City Council
 Ian Rushforth, Environmental Health, Liverpool City Council
 Bob Swann, LJLACC Chairman
 Angus Tilston MBE, Wirral Transport Users Association
 Councillor Jeremy Wolfson, Liverpool City Council
 Toby Zorn, Environmental Health, Wirral Borough Council
Liverpool John Lennon Airport
 Andrew Dutton, Head of Environment
 Colin Barnes, Environmental Advisor
Secretariat
 Mike A Jones, Assistant Secretary

9 APOLOGIES

No apologies had been received.

10 CHANGES IN MEMBERSHIP

Members noted that for Hale Parish Council, Gary Wright had replaced Catherine Williams as Deputy.

11 MINUTES OF LAST MEETING**DECIDED: That**

the minutes of the meeting of the Noise Monitoring Sub-Committee held on 28 April 2017 be agreed as a correct record.

12 NOISE COMPLAINTS LOG

The Sub-Committee considered the Noise Complaints Log, which detailed every complaint received and the response to it, for the period 1 April 2017 to 30 June 2017. Colin Barnes gave a presentation to members on the Noise Log which included analysis of the number of noise complaints received by date, number of complainants, administrative area and the total number of complaints compared to the previous year. He also detailed the number of engine test runs and a summary of aircraft movements over the last twelve months. The presentation is attached to these minutes.

During the period a total of 34 complaints had been received, with the highest proportion (17, or 50%) from Halton, with 9 from one person, mainly linked to arrivals on runway 27. It was noted that no more than 3 complaints had been received on any one day.

Members discussed the contents of the Noise Log and noted that there had been less commercial aircraft movements this year but passenger numbers were higher because of increased occupancy and the replacement of Dash 8 aircraft by A320

and Boeing 737 that carry more passengers. They also noted that there had been complaints about aircraft passing over different areas. These may not be departing from Liverpool but merely using the Wallasey navigation beacon as en-route aircraft.

DECIDED: That

the Noise Complaints Log for 1 April 2017 to 30 June 2017 be noted.

13 AIRPORT MASTER PLAN 2030 AND BEYOND

Andrew Dutton informed members that the Airport had revised its Master Plan, which was originally from 2006/7. Since then, the economic downturn had curtailed growth forecasts. The new Master Plan was a consultation on a potential vision of what may happen in the future. The plans were aspirations dependent upon funding, planning consent and increased usage. These included extra access piers, a solar power gathering area, a longer runway and a new access road. The new Plan looked toward the year 2050.

DECIDED: That

the new Airport Master Plan be noted.

14 PLAS PROGRESS

PLAS (Prestwick Lower Airspace Systemisation) was the proposed revision of airspace in the North of England from the current organisation which dated from the 1950s. The consultation for the airspace around Liverpool Airport was scheduled to begin in October 2017, but before then members and groups were urged to speak to the airport so that any views could be taken into account in the initial design. The revision should include use of satellite navigation which should increase efficiencies throughout the industry.

There was an envisaged overall benefit for noise exposure and CO₂ emission benefit. However, satellite navigation was significantly more precise and the SIDS and STARS (departure and arrival routes for the airport) would potentially be more defined. The Airport was requesting that members report this back to their organisations or invite Andrew to come and speak to them to explain more and nominate other organisations that may be interested.

DECIDED: That

the update on PLAS be noted.

15 ANY OTHER BUSINESS

Andrew Dutton informed members that an Environmental Apprentice was being appointed at the airport. The role was a new one and the appointment process had been rigorous and elements of it had to be devised from scratch as there were no equivalents elsewhere.

16 DATE OF NEXT MEETING

The next meeting of the Noise Monitoring Sub-Committee is scheduled for 27 October 2017 at 10.30 a.m. in the Cavern Suite, Liverpool John Lennon Airport.

Chairman

Date

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Noise Monitoring Sub Committee Meeting

21st July 2017

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Liverpool John Lennon Airport Rolling 12 Months Movements July 2016 to June 2017

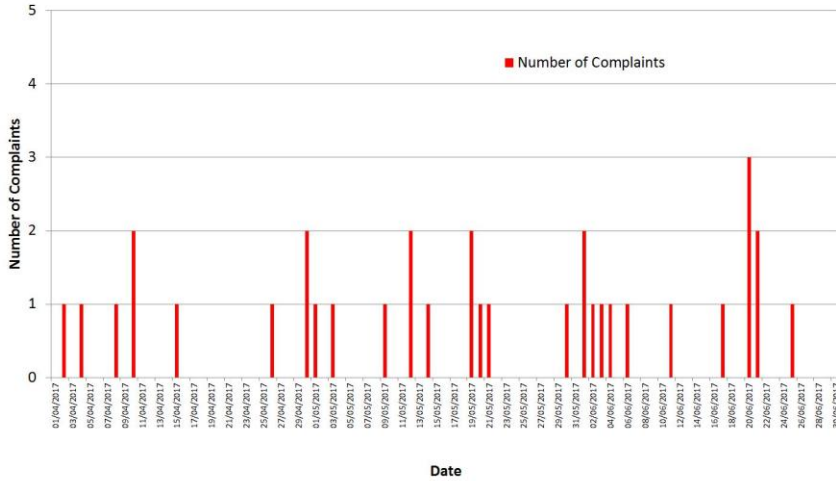
		Club	Commercial	Non Commercial	Other
2016	July	2,491	3,654	79	140
	August	2,408	3,699	105	206
	September	2,186	3,403	146	148
	October	2,370	3,301	135	144
	November	1,968	2,570	92	101
	December	1,567	2,769	102	74
2017	January	1,039	2,552	95	119
	February	1,610	2,395	107	101
	March	2,125	2,752	110	113
	April	2,327	3,141	122	111
	May	2,548	3,358	207	108
	June	1,833	3,166	141	141

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Liverpool John Lennon Airport Noise Complaints By Day 1st April to 30th June 2017

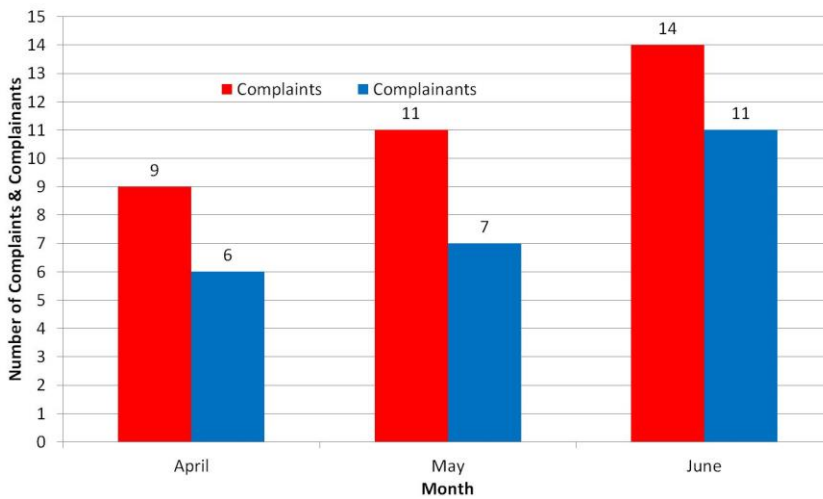


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Liverpool John Lennon Airport Complaints and Complainants for 1st April to 30th June 2017

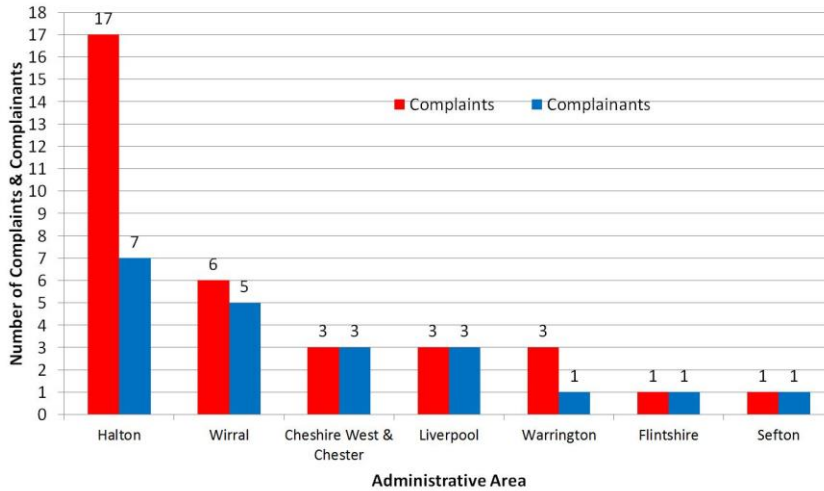


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Liverpool John Lennon Airport Complaints and Complainants with Administrative Area for 1st April to 30th June 2017

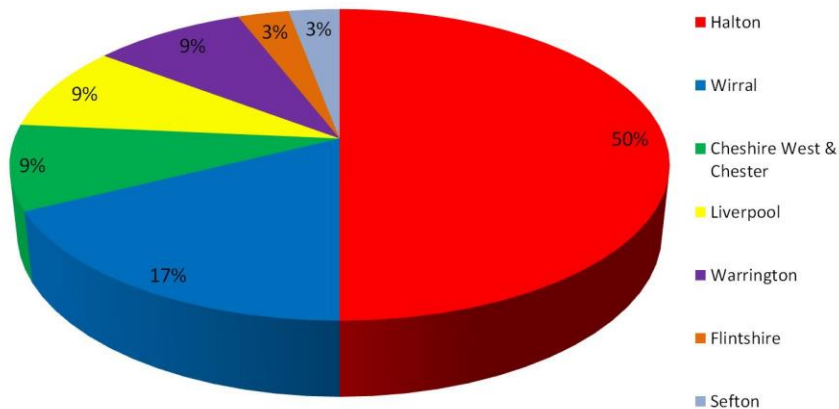


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Liverpool John Lennon Airport Percentage of Complaints for Administrative Area 1st April to 30th June 2017

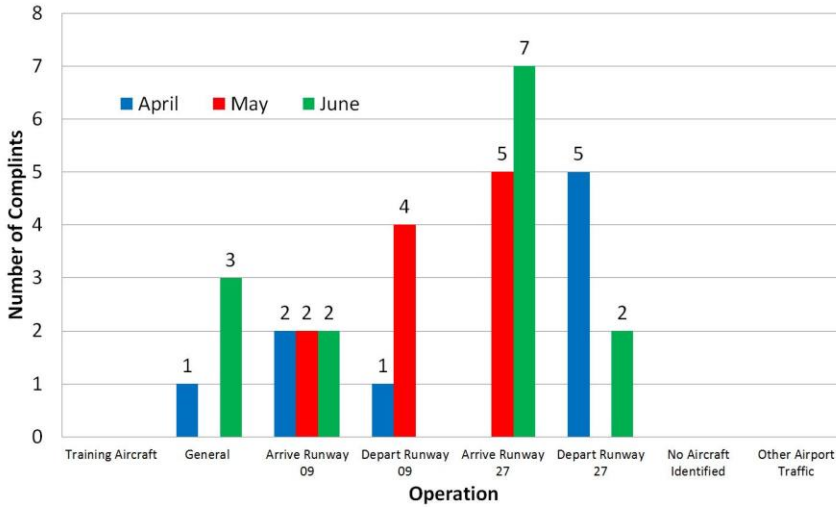


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Liverpool John Lennon Airport Operations that caused Noise Complaints for 1st April to 30th June 2017

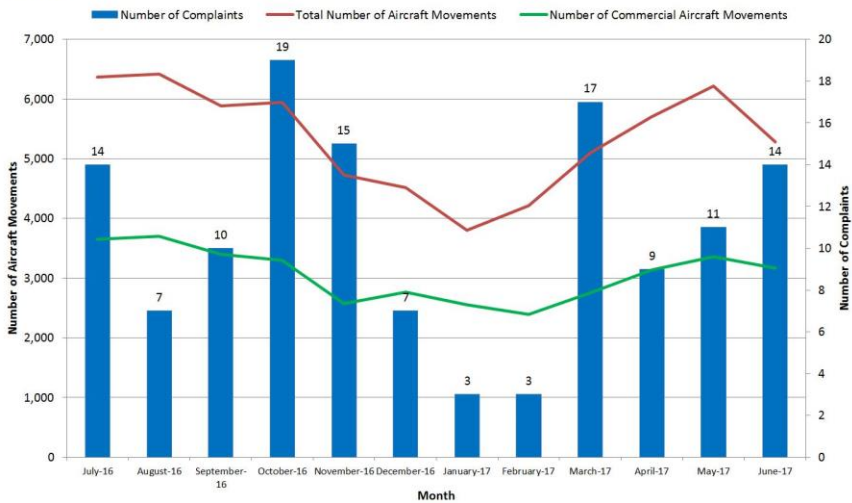


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Liverpool John Lennon Airport Rolling 12 Month Aircraft Movements and Number of Noise Complaints July 2016 to June 2017

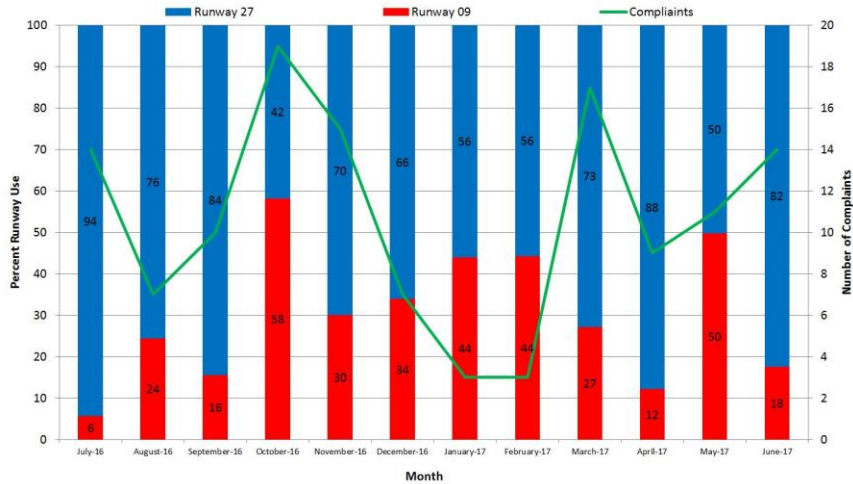


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Liverpool John Lennon Airport Rolling 12 Month Runway Use and Noise Complaints July 2016 to June 2017

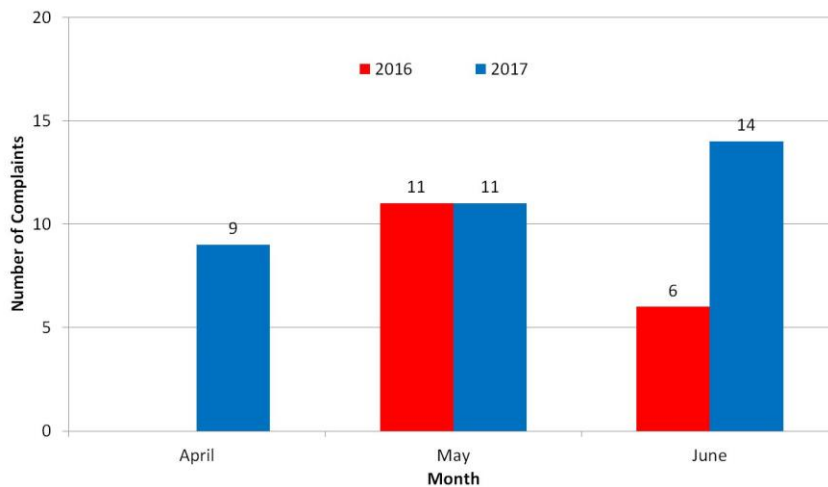


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Liverpool John Lennon Airport Complaints Comparison for 1st April to 30th June 2016 & 2017

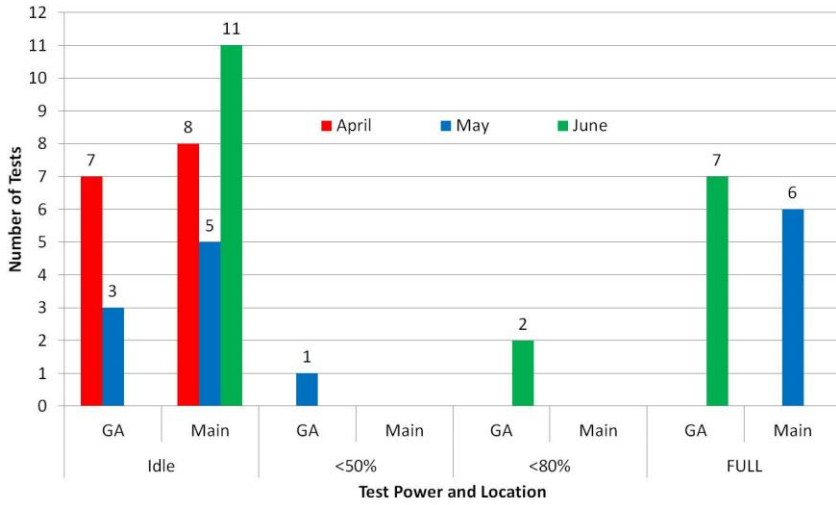


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Liverpool John Lennon Airport Engine Test Runs 1st April to 30th June 2017



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NOISE COMPLAINTS LOG
LIVERPOOL AIRPORT NOISE MONITORING SUB-COMMITTEE:
Noise Complaint Log July to Sept 2017

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
Childwall, Liverpool	2 nd July	19:50	Low flying easyJet so noisy	easyJet A319	Arriving Runway 27	Email sent which explained the aircraft was an easyJet Airbus A319 which arrived on runway 27 from Amsterdam. As the aircraft passed over Widnes it was at a height of 2600 feet and traveling at 259 knots. The Aircraft was operated within normal parameters.
Hale Village, Halton	4 th July	01:22	In bed asleep. Awoken by aircraft taking off over village. Very noisy	Ryanair Boeing 737 - 800	Departing Runway 09	Email sent which explained the aircraft was a Ryanair Boeing 737 - 800 which departed on runway 09 going to Dublin. As the aircraft passed over Hale Village it was at a height of 1400 feet and traveling at 167 knots. The Aircraft was operated within normal parameters.
Runcorn, Halton Page 13	11 th July	01:22 and 01:24	Two plane, very low and very noisy woke me up and I'm up for work at 6AM	easyJet A319 and easyJet A320	Arriving Runway 27	Email sent which explained the aircrafts where easyJet Airbus A319 which arrived on runway 27 from Lisbon and a EasyJet Airbus A320 which arrived on runway 27 from Palma de Mallorca As the aircrafts passed over Runcorn they were at a height of 1300 feet and traveling at 119 knots and at a height of 1300 feet and traveling at 130 knots. The Aircrafts where operated within normal parameters.
Runcorn, Halton	11 th July	01:37	3 rd noisy plane in the last ten minutes	easyJet A320	Arriving Runway 27	Email sent which explained the aircraft was an easyJet Airbus A320 which arrived on runway 27 from Alicante. As the aircraft passed over Runcorn it was at a height of 1500 feet and traveling at 130 knots. The Aircraft was operated within normal parameters.
Speke, Liverpool	16 th July	01:29	Engines running at one thirty in the morning	N/A	N/A	Email sent which explained the aircrafts scheduling times. Of aircraft movements during the summer period

Item No. 4

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
Runcorn, Halton	17 th July	01:24	Another plane flying low and waking me up	easyJet A319	Arriving Runway 27	Email sent which explained the aircraft was an easyJet Airbus A319 which arrived on runway 27 from Mahon. As the aircraft passed over Runcorn it was at a height of 1500 feet and traveling at 117 knots. The Aircraft was operated within normal parameters.
Hale Village, Halton	18 th July	09:51	Deviation from flight path and cutting across estate	easyJet A319	Departing Runway 09	Letter sent which explained the aircraft was an easyJet A319 which Departing on runway 09 to the Isle of Man. As the aircraft passed over Hale Village it was at a height of 1400 feet and traveling at 171 knots. The Aircraft was operated within normal parameters.
Hale Village, Halton	18 th July	10:05	Deviation from flight path and cutting across estate	Ryanair Boeing 737 - 800	Departing Runway 09	Letter sent which explained the aircraft was a Ryanair Boeing 737 – 800 which Departed on runway 09 to Malta. As the aircraft passed over Hale Village it was at a height of 1400 feet and traveling at 147 knots. The Aircraft was operated within normal parameters.
Hale Village, Halton	18 th July	11:32	Deviation from flight path and cutting across estate	Ryanair Boeing 737 - 800	Departing Runway 09	Letter sent which explained the aircraft was a Ryanair Boeing 737 – 800 which Departed on runway 09 to Derry. As the aircraft passed over Hale Village it was at a height of 1400 feet and traveling at 172 knots. The Aircraft was operated within normal parameters.
Hale Village, Halton	18 th July	12:22	Deviation from flight path and cutting across estate	Blue Air Boeing 737 - 400	Departing Runway 09	Letter sent which explained the aircraft was a Blue Air Boeing 737 – 400 which Departed on runway 09 to Cluj. As the aircraft passed over Hale Village it was at a height of 1300 feet and traveling at 137 knots. The Aircraft was operated within normal parameters.
Hale Village, Halton	19 th July	06:52	Deviation from flight path and cutting across estate	Ryanair Boeing 737 - 800	Departing Runway 09	Letter sent which explained the aircraft was a Ryanair Boeing 737 – 800 which Departed on runway 09 to Malaga. As the aircraft passed over Hale Village it was at a height of 1200 feet and traveling at 191 knots. The Aircraft was operated

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
						within normal parameters.
Hale Village, Halton	19 th July	06:57	Deviation from flight path and cutting across estate	Ryanair Boeing 737 - 800	Departing Runway 09	Letter sent which explained the aircraft was a Ryanair Boeing 737 – 800 which Departed on runway 09 to Las Palma. As the aircraft passed over Hale Village it was at a height of 1200 feet and traveling at 172 knots. The Aircraft was operated within normal parameters.
Hale Village, Halton	23 th July	01:03	Deviation from flight path and cutting across estate	Blue Air Boeing 737 - 400	Departing Runway 09	Letter sent which explained the aircraft was a Blue Air Boeing 737 – 400 which Departed on runway 09 to Bacu. As the aircraft passed over Hale Village it was at a height of 1100 feet and traveling at 153 knots. The Aircraft was operated within normal parameters.
Widnes, Halton	23 th July	22:45	Noise	easyJet A319	Arriving Runway 27	Letter sent which explained the aircraft was an easyJet A319 which arrived on runway 27 from Berlin. As the aircraft passed over Widnes it was at a height of 1800 feet and traveling at 160 knots. The Aircraft was operated within normal parameters.
Widnes, Halton	23 th July	22:58	Noise	easyJet A319	Arriving Runway 27	Letter sent which explained the aircraft was an easyJet A319 which arrived on runway 27 from Belfast. As the aircraft passed over Widnes it was at a height of 2500 feet and traveling at 205 knots. The Aircraft was operated within normal parameters.
Willaston, Cheshire West & Chester	24 th July	16:24	Noise	Blue Air Boeing 737 - 700	Arriving Runway 27	Letter sent which explained the aircraft was a Blue Air Boeing 737 – 700 which arrived on runway 27 from Milan. As the aircraft passed over Willaston it was at a height of 2600 feet and traveling at 232 knots. The Aircraft was operated within normal parameters.
Runcorn, Halton	25 th July	17:30	Helicopter Flying low	No aircraft in area	n/a	No aircraft in area asked for no letters to be sent in response to complaint.

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
Willaston, Cheshire West & Chester	26 th July	00:09	Aircraft woke me up	Ryanair Boeing 737 - 800	Arriving Runway 27	Letter sent which explained the aircraft was a Ryanair Boeing 737 – 800 which arrived on runway 27 from Alicante. As the aircraft passed over Willaston it was at a height of 2500 feet and traveling at 227 knots. The Aircraft was operated within normal parameters.
Helsby/Alvanly/Frodsham, Cheshire West & Chester	29 th July	19:16	Complaining on behalf of the people of Helsby/Alvanly/Frodsham			Sent a letter replying to their concerns and a breakdown of the airports procedures regarding commercial aircraft and GA aircraft using VFR
Widnes, Halton	30 th July	18:13	Noise	easyJet A319	Arriving Runway 27	Letter sent which explained the aircraft was an easyJet A319 which arrived on runway 27 from Isle of Man. As the aircraft passed over Widnes it was at a height of 2000 feet and traveling at 140 knots. The Aircraft was operated within normal parameters.
Widnes, Halton	30 th July	22:49	Noise	Wizzair A320	Departing Runway 09	Letter sent which explained the aircraft was a Wizzair A320 which Departed on runway 09 to Gdansk. As the aircraft passed over Widnes it was at a height of 8200 feet and traveling at 293 knots. The Aircraft was operated within normal parameters.
Crosby & Thornton, Liverpool	8 th August	14:07	Letter sent from local MP			Sent a letter replying to their concerns and a breakdown of the airports procedures
Heswall, Wirral	9 th August	09:20	Wanted to report increasing noise over the past 4 years			Sent a letter replying to their concerns and a breakdown of the airports procedures for aircraft arriving on runway 09.
Heswall, Wirral	10 th August	15:48	Writing to complain about the flight paths and about the risk of terrorism			Sent a letter replying to their concerns and a breakdown of the airports procedures. Explained that aviation is a safety driven industry
Parkgate	16 th August	07:00 & 09:52	Two planes	Ryanair Boeing 737 – 800 & easyJet A319	Arriving & Departing from Runway 27	Letter sent which explained the aircraft was a Ryanair Boeing 737 – 800 which Departed on runway 27 going to Malaga and an easyJet A319 which arrived on runway 27 from Lisbon. As the aircraft passed over Parkgate they were at a height

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
						of 5000 & 6700 feet and traveling at 275 & 266 knots. The Aircraft where operated within normal parameters.
Liverpool, Liverpool	2 nd September	14:10	Smell coming from aircraft	No aircraft in the area at that time		Reported a foul smell coming from an aircraft at 14:10 but the was no aircraft in the area at that time
Hunts Cross, Liverpool	5 th September	20:50	Extremely low and noisy flight flying over Hunts Cross	Airbus A300-600ST	Arrival at Hawarden Airport	Letter sent which explained the aircraft was an Airbus A300-600ST which Arrival at Hawarden. As the aircraft passed over Hunts Cross it was at a height of 2500 feet and traveling at 173 knots. The Aircraft was operated within normal parameters.
Warrington, Warrington	13 th September		Reporting Low and noisy flight flying over Warrington			Letter sent with explanation that there has been no change to the current flight path
Hale Village, Liverpool	14 th September	15:00	Very loud Military aircraft	Royal Saudi Airforce	Royal Saudi Airforce Tornado	Replied via telephone, explaining the aircraft was a RSAF tornado which is taking part in the Southport air show
Westbrook, Warrington	15 th September	23:43	Writing to ask for the flight path to be rerouted and complain about the increasing traffic	Blue Air Boeing 737- 700	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	15 th September	23:20	Complaining about flights	Ryanair Boeing 737- 800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	16 th September	00:37	Complaining about flights	EasyJet Airbus A320	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	16 th September	09:17	Complaining about flights	Wizz Air Airbus A321	Departing Runway 09	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	16 th September	09:17	Complaining about flights	Private Helicopter	N/A	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
						Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	16th September	16:22	Complaining about flights	Ryanair Boeing 737-800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	17th September	15:41	Complaining about flights	Aer Lingus A320		Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Manchester Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	17th September	02:51	Complaining about flights	EasyJet Airbus A320	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	17th September	14:48	Complaining about flights	Ryanair Boeing 737-800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	17th September	15:41	Complaining about flights	Ryanair Boeing 737-800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	15:56	Complaining about flights	Flybe Bombardier 8		Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Manchester Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	16:22	Complaining about flights	Thomas Cook Boeing 757-330		Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Manchester Airport that was complained about. The Aircraft was operated within normal parameters.

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Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
Westbrook, Warrington	18th September	16:22	Complaining about flights	TUI Boeing 737-800		Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Manchester Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	16:22	Complaining about flights	Flybe Bombardier 8		Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Manchester Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	17:59	Complaining about flights	easyJet A319		Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Manchester Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	16:35	Complaining about flights	Blue Air Boeing 737- 700	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	16:46	Complaining about flights	Flybe ATR 72 - 500	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	18:06	Complaining about flights	EasyJet Airbus A320	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	18th September	17:51	Complaining about flights	Ryanair Boeing 737-800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	20th September	06:49	Complaining about flights	Wizzair Airbus A320	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
Westbrook, Warrington	20th September	07:15	Complaining about flights	EasyJet Airbus A319	Departing Runway 09	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	22 nd September	15:35	Complaining about flights	Eastern Airways Embraer ERJ – 145LU	Departing Runway 09	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	22 nd September	08:15	Complaining about flights	Blueair Boeing 737-800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	22 nd September	08:11	Complaining about flights	Ryanair Boeing 737-800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	22 nd September	16:03	Complaining about flights	Ryanair Boeing 737-800	Departing Runway 09	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	22 nd September	18:14	Complaining about flights	Ryanair Boeing 737-800	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	22 nd September	18:34	Complaining about flights	EasyJet Airbus A319	Arriving Runway 27	Sent a letter replying to their concerns and a breakdown of all the flights that departed out of Liverpool Airport that was complained about. The Aircraft was operated within normal parameters.
Westbrook, Warrington	25th September-31 st September	00:00	Complaining about flights	Multiple Flights	Runways 27 & 09	Sent a letter replying to their concerns and a breakdown of all the flights that flew out of Liverpool airport also enquired to see if the complainants would like us to come and visit them. The Aircrafts were operated within normal parameters.

Complainant Area/Address	Date of Incident(s)	Time of Incident(s)	Nature of Complaint	Aircraft Operator	Comment	Action Taken
Heswall	25 th September	16:33	Complaining about possible terror attacks	N/A	N/A	Liverpool Airport acknowledges the concerns raised and will bring it up at the next safety committee
Gayton, Wirral	29 th September	05:24	Complaining about flights coming over Gayton and was writing on behalf of the Heswall Society	Thomas Cook Airbus A332	N/A	Sent a letter replying to their concerns and a breakdown of all the flights that flew out of Liverpool airport around that time and the details of Manchester airport and the flight from there that flew over heswall. The Aircraft was operated within normal parameters.

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