

Reference	Date/Time	Location	Runway	F/W Movements	Total Movements	Complaint	Action
FW33/21 and FW34/21	02/06/2021 1543hrs and 1623hrs.	RH1 5PF Within ATZ	18	156	209	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 18. The location is adjacent to the crosswind leg. Fixed-wing aircraft will overfly this location to avoid setting of CAIT and infringing the Gatwick CTR.
FW35/21and FW36/21	03/06/2021 1050hrs and 1615hrs	RH1 5PF Within ATZ	18	158	227	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 18. The location is adjacent to the crosswind leg. Fixed-wing aircraft will overfly this location to avoid setting of CAIT and infringing the Gatwick CTR.
FW37/21	06/06/2021 1505hrs	RH1 5BD Within ATZ	26L	198	255	Noise from fixed-wing aircraft.	This complaint relates to noise from fixed-wing aircraft departing from Rwy 26L. The complainant resides within the climb out area for Rwy 26L and as such will be subject to noise whenever this runway is in use. Appendix 1 shows the location with the area within which aircraft can be expected.
FW38/21, FW39/21 and FW40/21	08/06/2021 1030hrs, 1040hrs and 1420hrs	RH1 5PF Within ATZ	18	136	220	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 18. The location is adjacent to the crosswind leg. Fixed-wing aircraft will overfly this location to avoid setting of CAIT and infringing the Gatwick CTR.
FW41/21	08/06/2021 1405hrs	RH1 5DL Within ATZ	18	136	220	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 18. Pilots should remain south and east of this location. Email sent 13 June 2021 see Appendix 2.

FW42/21	09/06/2021 1845hrs	RH1 5PF Within ATZ	18	133	211	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 18. The location is adjacent to the crosswind leg. Fixed-wing aircraft will overfly this location to avoid setting of CAIT and infringing the Gatwick CTR.
FW43/21	11/06/2021	RH1 5BE Within ATZ	26L	149	228	Fixed-wing aircraft overflying property.	The complainant resides within the climb out to Rwy 26L. This location will be subject to noise when Rwy 26 is in use. See attached email; Appendix 4.
FW44/21	12/06/2021 1745hrs	RH1 5PF Within ATZ	36	186	245	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 36. The location is adjacent to the base leg. Fixed-wing aircraft will overfly this location to avoid setting of CAIT and infringing the Gatwick CTR
FW45/21, FW46/21, FW47/21 and FW48/21	13/06/2021 0940hrs, 0959hrs, 1005hrs and 1315hrs	RH1 5PF Within ATZ	18	145	211	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 18. The location is adjacent to the crosswind leg. Fixed-wing aircraft will overfly this location to avoid setting of CAIT and infringing the Gatwick CTR. In an attempt to a reduce the number of occasions this location is overflown email sent; see Appendix 2.
FW49/21	14/06/2021 1800hrs	RH1 4NW Within ATZ	36	101	121	Fixed-wing aircraft overflying property.	The complainant resides within the circuit pattern for Rwy 36. This location will be subject to noise when Rwy 18/36 is in use. Email sent; see Appendix 5
FW50/21	15/06/2021 1217hrs	RH1 4NW Within ATZ	36	198	242	Fixed-wing aircraft overflying property.	The complainant resides within the circuit pattern for Rwy 36. This location will be subject to noise when Rwy 18/36 is

							in use. Email sent; see Appendix 6.
FW51/21	15/06/2021 1240hrs	RH1 5PD within ATZ	08R	198	242	Fixed-wing aircraft overflying property	The complainant resides within the ATZ adjacent to the climb out from Rwy 08. Standard procedures require pilots to pass south of this location before turning crosswind. Location is marked on circuit diagrams for this purpose. Email sent on 13/06/21; see Appendix 2.
FW52/21, FW53/21, FW54/21, FE55/21, FW56/21 and FW57/21	16/06/2021 0950hrs, 0955hrs, 1000hrs, 1004hrs, 1025hrs and 1540hrs	RH1 5PF Within ATZ	18	224	269	Fixed-wing aircraft overflying property.	The complainant resides with the ATZ and within the fixed-wing circuit pattern for Rwy 18. The location is adjacent to the crosswind leg. Fixed-wing aircraft will overfly this location to avoid setting of CAIT and infringing the Gatwick CTR. In an attempt to a reduce the number of occasions this location is overflown email sent; see Appendix 2.
FW58/21	16/06/2021 1545hrs	RH1 5PL Within ATZ	18/26L	224	269	Noise from Aerodrome.	The complainant resides within the ATZ. This location will always be subject to noise as it is within the circuit patterns for 18/36 and 08/26. No action possible.
FW59/21, FW60/21 and FW61/21	19/06/2021 1150hrs, 1205hrs and 1240hrs.	RH1 5PL Within ATZ	08R	110	165	Noise from Aerodrome and aircraft overflying property.	The complainant resides within the ATZ. This location will always be subject to noise as it is within the circuit patterns for 18/36 and 08/26. They have stated on several occasions that aircraft are overflying their location. Location visited at 1220hrs photos taken show aircraft not overflying, noise is noticeable however that is to be expected within the climb out area. Complainant updated.
FW62/21, FW63/21	20/06/2021 1505hrs, 1510hrs	RH1 5PD within ATZ	08R	138	161	Fixed-wing aircraft overflying property	The complainant resides within the ATZ adjacent to

and FW64/21	and 1513hrs						the climb out from Rwy 08. Standard procedures require pilots to pass south of this location before turning crosswind. Location is marked on circuit diagrams for this purpose.
FW65/21	24/06/2021 1306hrs	RH1 5BE Within ATZ	26L	180	236	Fixed-wing aircraft overflying property.	The complainant resides within the climb out to Rwy 26L. This location will be subject to noise when Rwy 26 is in use. See attached email; Appendix 7.
FW66/21	26/06/2021 0950hrs	RH1 5PD within ATZ	08R	174	264	Fixed-wing aircraft overflying property	The complainant resides within the ATZ adjacent to the climb out from Rwy 08. Standard procedures require pilots to pass south of this location before turning crosswind. Location is marked on circuit diagrams for this purpose.
FW67/21	28/06/2021 1810hrs	RH1 5PD within ATZ	08R	31	37	Fixed-wing aircraft overflying property	The complainant resides within the ATZ adjacent to the climb out from Rwy 08. Standard procedures require pilots to pass south of this location before turning crosswind. Location is marked on circuit diagrams for this purpose.



Appendix 2 Redhill Aerodrome Noise Complaints - June 2021

From: Philip Wright [REDACTED] 
Subject: Flying Complaints May and June
Date: 13 June 2021 at 16:01
To: Redhill Aviation [REDACTED]
Bcc: Z Islam [REDACTED] Al Gomes [REDACTED] Guy Amos [REDACTED] Martin Graham



Good afternoon,

I have just been going through the flying complaints for May; I am disappointed to see that all the complaints relate to fixed-wing aircraft and all, except one, were generated by aircraft operated by Redhill Aviation.

As the largest and busiest flying training organisation at Redhill Aerodrome I would look to your instructors to set the standard and fly the correct circuit patterns. I should not be getting 15 complaints from South Hale Farm when Runway 18/36 is in use neither should I be getting 4 complaints from Hen Haw Farm when Runway 08 is in use. The residents at both locations accept that there will be occasional overflying, they accept that student pilots will make mistakes however mistakes should be corrected and not repeated. Local residents being overflown as a matter of course is not acceptable; if your instructors teach the correct circuit pattern, allowing for the wind, these properties will not be overflown.

I have attached the circuit diagrams; Hen Haw Farm is already marked, pilots must start their turn until they have passed south abeam. I have marked South Hale Farm on the Runway 18/36 diagram, pilots should either turn inside it or turn left on crossing Axes Lane on to the crosswind leg again taking the wind in to account.

If pilots fly the correct patterns the disturbance caused to these residents will be greatly reduced.

Furthermore, I regret to say that the flying of the incorrect circuit pattern on Runway 18/36 is continuing throughout June; today there have been five complaints made about your aircraft flying over South Hale Farm. If this continues I will be asking for details of each flight concerned and should it transpire that the same instructors are responsible I shall be forced to consider taking action against them.

Please ensure that all your instructors, students and private hirers are aware on the requirement to comply with the published circuit patterns which will cause these complaints to cease.

Kind regards,

Philip

Philip Wright
Aerodrome Manager / SATCO
Redhill Aerodrome Limited
Control Tower
Terminal Building
Redhill
Surrey
RH1 5YP

Tel: 01737 821800

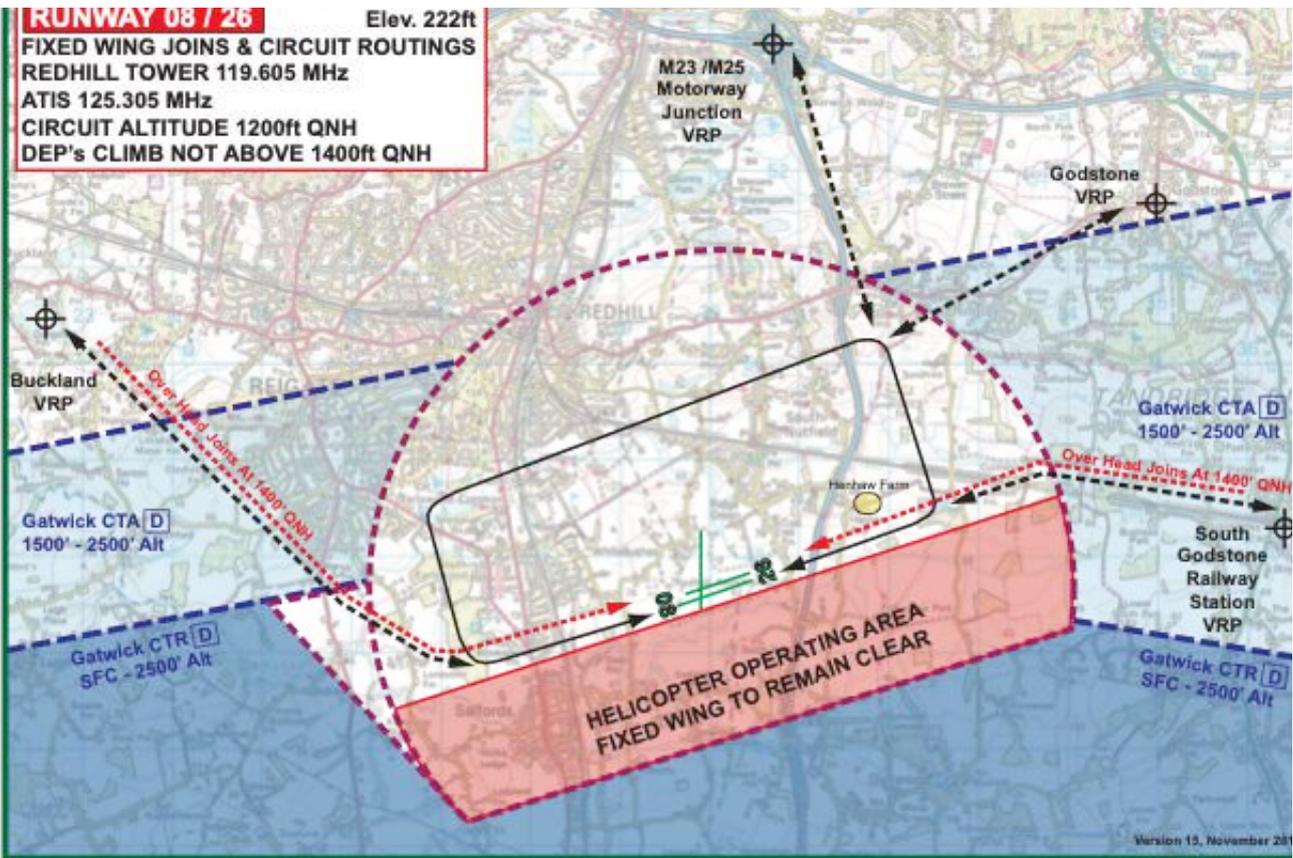
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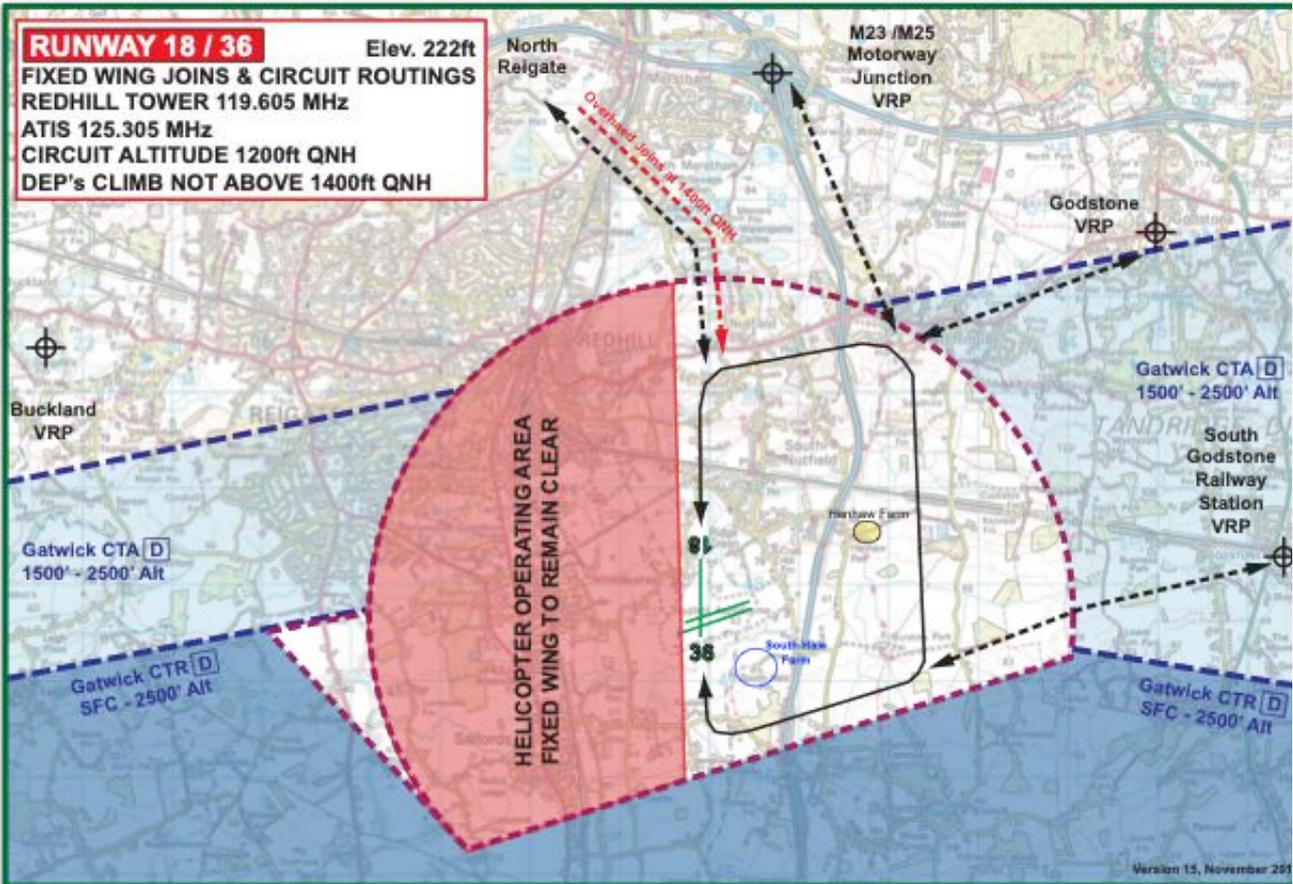
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RUNWAY 08 / 26 Elev. 222ft
FIXED WING JOINS & CIRCUIT ROUTINGS
 REDHILL TOWER 119.605 MHz
 ATIS 125.305 MHz
 CIRCUIT ALTITUDE 1200ft QNH
 DEP's CLIMB NOT ABOVE 1400ft QNH



Version 15, November 2011

RUNWAY 18 / 36 Elev. 222ft
FIXED WING JOINS & CIRCUIT ROUTINGS
 REDHILL TOWER 119.605 MHz
 ATIS 125.305 MHz
 CIRCUIT ALTITUDE 1200ft QNH
 DEP's CLIMB NOT ABOVE 1400ft QNH



Version 15, November 2011

Appendix 3 Redhill Aerodrome Noise Complaints - June 2021

From: Philip Wright [REDACTED] 
Subject: Fixed-wing noise 19 June 2021 - Westmead
Date: 19 June 2021 at 16:11
To: L [REDACTED]
Cc: Chris Chivers [REDACTED]
Bcc: David Burke [REDACTED]



Good afternoon L [REDACTED]

I as mentioned during our phone call today I spent sometime at the northern end of your road whilst there were several aircraft in the fixed-wing circuit on Runway 08R, this allowed me to see exactly where the aircraft were flying. None of these were directly overhead your house although the centreline of the runway is only 350m north of your location and the closest aircraft I saw was approximately 280m north of you. All close enough to be annoying.

Whilst I was there, stood outside my car, all the aircraft were flying north of your house over the fields where I would expect them to be. The sound of the engines was noticeable, as they were under full power climbing out from the Aerodrome, I appreciate this will cause disturbance to you especially when there can be three or four aircraft carrying out circuit flying together with others leaving the Aerodrome. You are also within the helicopter circuit for H08/H26 and will have helicopters flying very close or overhead whilst they aim to remain south of the fixed-wing runway/climb-out. I have taken a screenshot from GoogleEarth and marked on the runway centre-line (yellow), two blue lines where aircraft be expected to be allowing for pilots not assessing the wind correctly together with a pink line which is where the aircraft I observed were flying. Our procedures require aircraft taking-off from Runway 08 to climb straight ahead and commence the left turn once passed Henhaw Farm.

I have also attached another screenshot with the area marked where aircraft may be expected when we are using Runway 07/25 when the grass runways are unserviceable. These aircraft will be very close to your location. You should be aware that when we use 07/25 during the period 1 November to 31 March we are restricted to a seven day rolling average of eighty fixed-wing movements.

I do not have a solution to the disturbance caused by the noise. As the Aerodrome Operator we have no idea how busy each flying training organisation will be on a particular day nor what stage in their training the individual students are (upper air work, cross country or circuit flying). You are aware that I sent information to the flying training organisations requesting their instructors to be much more vigilant/accurate in where they fly. Unfortunately when a fixed-wing aircraft is climbing the view to front is restricted and the abilities of student pilots, to maintain accurate tracks, varies tremendously.

We have invested in a Aircraft Information Display primarily to assist us in preventing aircraft from infringing Gatwick controlled airspace however, as you will see from the attached picture an aircraft close to your location would appear on our display as flying on the centre-line. The only thing I can think of that may assist pilots in better track keep is to highlight Bransland Wood as this is a prominent feature that they should aim towards the northern edge of the wood. This will not stop you be affected by the noise however it should keep the majority of aircraft further away (approximately 70m) and reduce the noise a little.

Just as I am writing this email at 1555hrs the Tower alerted me an aircraft (GBLJO) that has probably flown directly over you; I shall be taking this up with the operator.

Sorry I do not have a solution however I will want I can to try and minimise the disturbance caused.

Kind regards,

Philip

Philip Wright
Aerodrome Manager / SATCO
Redhill Aerodrome Limited
Control Tower
Terminal Building
Redhill
Surrey
RH1 5YP

Tel: 01737 821800

www.redhillaerodrome.com



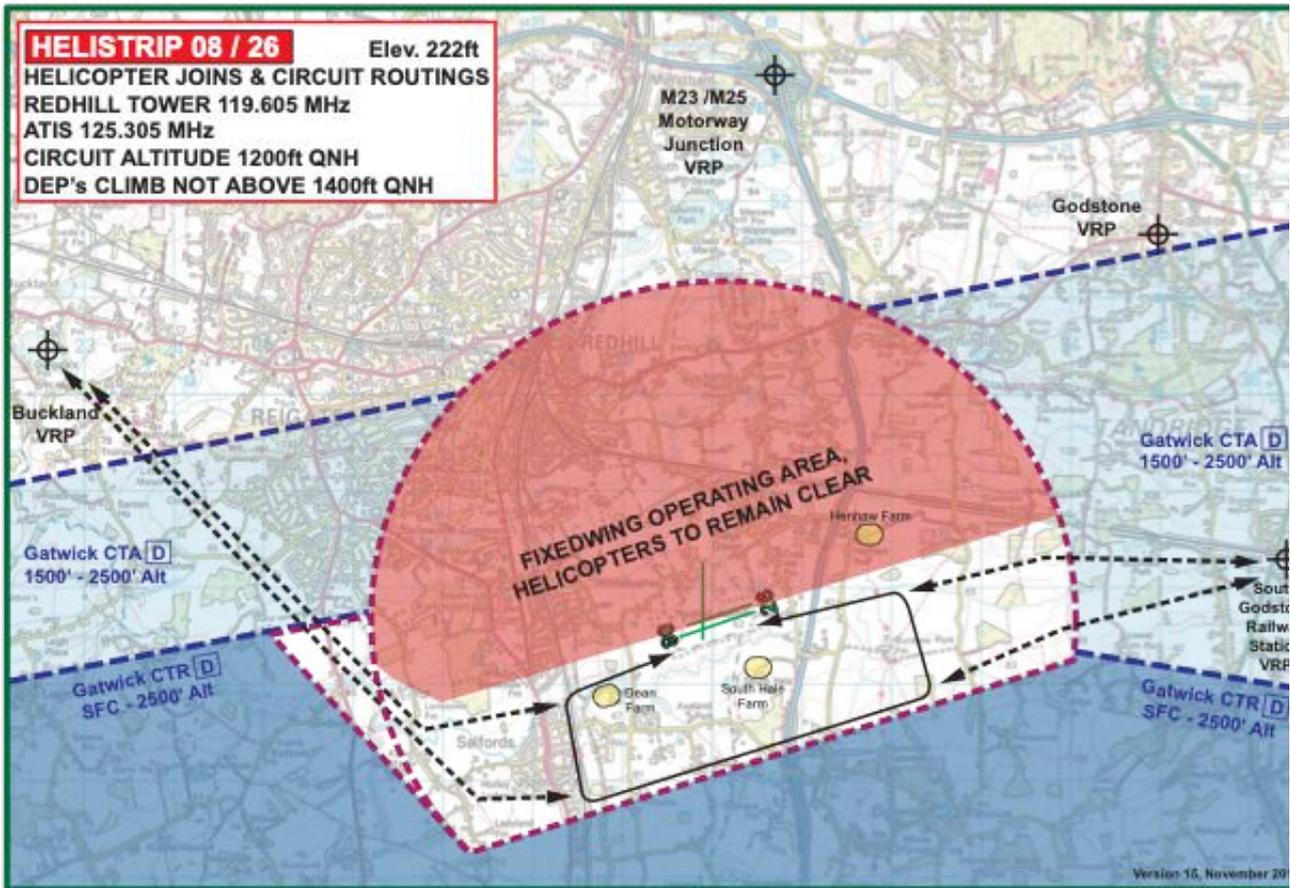
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Appendix 4 Redhill Aerodrome Noise Complaints - June 2021

From: Philip Wright [REDACTED] 
Subject: Re: Today 11th June 2021
Date: 13 June 2021 at 09:59
To: [REDACTED]



Good morning Mr and Mrs R [REDACTED]

I am sorry that you are being disturbed by the noise from aircraft operating from the Aerodrome however these aircraft are flying the correct pattern. Unfortunately your location will be subject to noise and overflying whenever Runway 08/26 is in use. The aircraft flying from the Aerodrome are either operated by our flying training organisations or private owners; as the Aerodrome Operator we have no knowledge as to how many flights or what type of flying will take place on a particular day. As far as I can see the aircraft are complying with our published procedures which are to climb straight ahead from Runway 26 until the middle of Bunting Wood before turning right. The Aerodrome now has less helicopter activity (we only have one commercial operator based here); the helicopters have been replaced by fixed-wing aircraft which are generally accepted to be less noisy. Obviously if you live within the fixed-wing circuit area you will be getting more noise as there are more flights. Currently there were two thirty minute periods (1100-1130 and 1630-1700 BST) and a one hour period (1330-1430 BST) each day when there were no fixed-wing movements.

The type of aircraft operated by the flying schools has not changed so I can only contribute the increase in noise to the fact that we now have more fixed-wing flights than helicopters.

For your information aircraft noise is not a statutory nuisance in the United Kingdom therefore it is not covered by the Environmental Protection Act 1990 or the Noise Act 1996. Local authorities do not have a legal power to take action on aircraft noise neither does the Civil Aviation Authority have a legal power to prevent aircraft flying over a particular location for environmental reasons.

Kind regards,

Philip Wright
Aerodrome Manager / SATCO
Redhill Aerodrome Limited
Control Tower
Terminal Building
Redhill
Surrey
RH1 5YP

Tel: 01737 821800

www.redhillaerodrome.com



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On 11 Jun 2021, at 19:20, [REDACTED] wrote:

Dear Operator

Your flights today have yet again been very noisy on the incline and VERY noisy.

We have lived here for 32 years and have noticed it steadily getting more intrusive.

Do you have any methods to reduce the noise outputs of the planes engines?

We are currently monitoring the noise levels and will be keeping a log to send onto the local council as necessary.

We live at [REDACTED] RH1 5BE.

I hope you can offer a positive response to this situation.

Look forward to hearing from you.

regards

R [REDACTED]



Appendix 5 Redhill Aerodrome Noise Complaints - June 2021

From: Philip Wright [REDACTED] 
Subject: Re: Ref G-BSNX too close to residential property
Date: 15 June 2021 at 07:52
To: A [REDACTED]



Good morning [REDACTED]

I am sorry that you are being disturbed by the noise from aircraft operating from the Aerodrome however this aircraft appears to be flying the correct pattern. Unfortunately your location will be subject to noise and overflying whenever Runway 18/36 is in use. I have attached a screenshot from Google Earth using your postcode together with the circuit diagram for Runway 18/36.

There is no minimum height for aircraft that are taking off or landing at an aerodrome. The circuit pattern requires pilots to remain south of the A25 Nutfield-Blectingley Road; this has the case for the past thirty years. For your information aircraft noise is not a statutory nuisance in the United Kingdom therefore it is not covered by the Environmental Protection Act 1990 or the Noise Act 1996. Local authorities do not have a legal power to take action on aircraft noise neither does the Civil Aviation Authority have a legal power to prevent aircraft flying over a particular location for environmental reasons.

Runway 18/36 requires pilots to fly a tight circuit pattern to remain within our Aerodrome Traffic Zone and therefore particularly challenging for both instructors and students consequently it is only used when the surface wind requires it.

Your complaint has been recorded and will be included in the monthly report that can be accessed on website.

Kind regards,

Philip Wright
Aerodrome Manager/SATCO
Tel: 01737 821800
www.redhillaerodrome.com



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From: A [REDACTED]
Sent: 14 June 2021 19:00
To: Noise <noise@redhillaerodrome.com>
Subject: Ref G-BSNX too close to residential property

To Whom it may concern,

This is to notify you the the aircraft with identifier G-BSNX circled around the aerodrome coming too near to my property in Top Nutfield. My property is on the greensand ridge and is at a high altitude compared to the aerodrome and in my opinion, the plane was dangerously low while approaching the ridge and my property.

The noise level due to the closeness of the flight was unacceptable. The aircraft has flown past SEVEN times now, between the times of 18.00 and 18:45

Please could you investigate this safely and noise issue?

Kind regards,



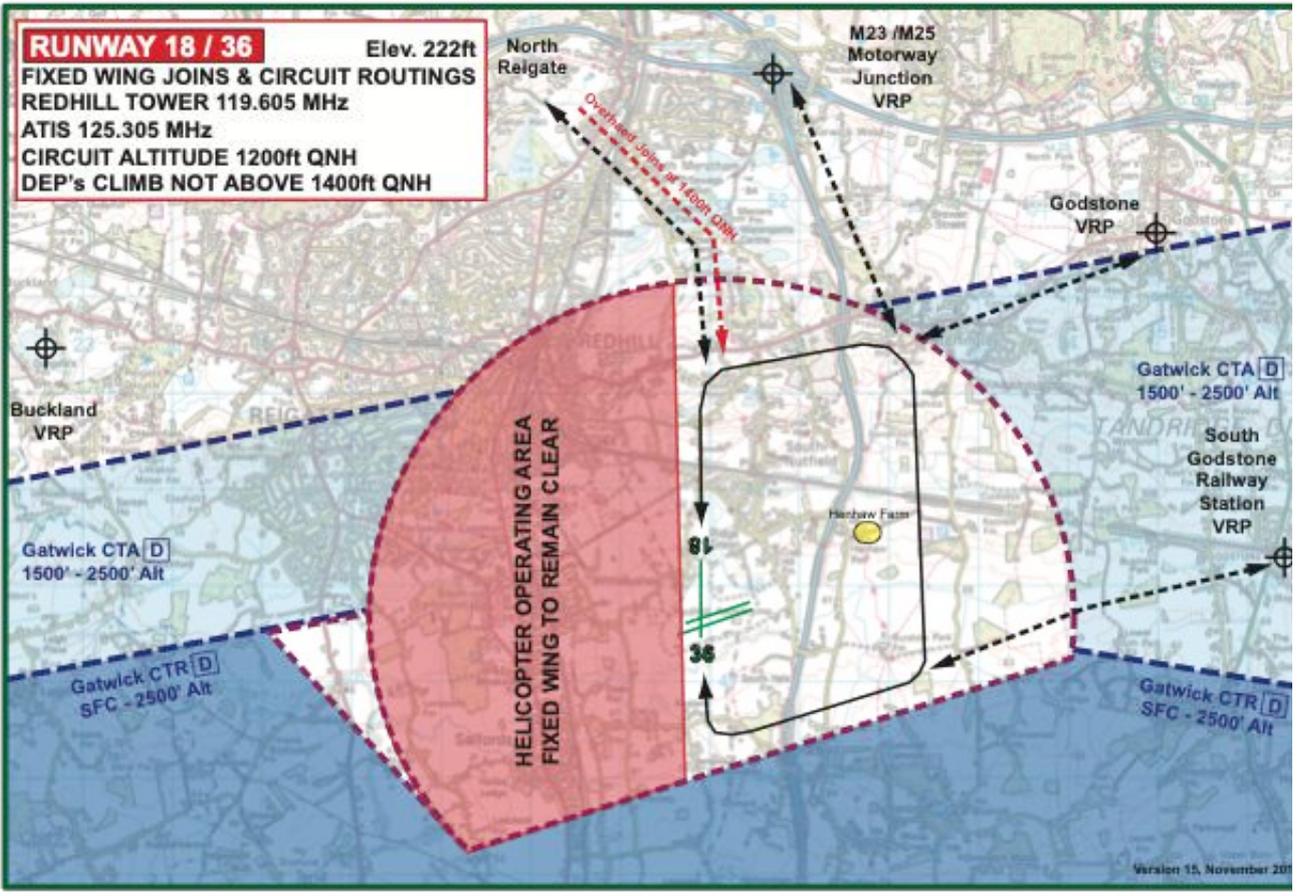
 RH1 4NW



RUNWAY 18 / 36

Elev. 222ft

FIXED WING JOINS & CIRCUIT ROUTINGS
REDHILL TOWER 119.605 MHz
ATIS 125.305 MHz
CIRCUIT ALTITUDE 1200ft QNH
DEP's CLIMB NOT ABOVE 1400ft QNH



Appendix 6 Redhill Aerodrome Noise Complaints - June 2021

From: Philip Wright [REDACTED] 
Subject: Re: low flights
Date: 18 June 2021 at 10:01
To: P [REDACTED]



Good morning Mr W [REDACTED]

I am sorry that you are being disturbed by the noise from aircraft operating from the Aerodrome however the aircraft appear to be flying the correct pattern. Unfortunately your location will be subject to noise and overflying whenever Runway 18/36 is in use. I have attached a screenshot from Google Earth using your postcode together with the circuit diagram for Runway 18/36.

There is no minimum height for aircraft that are taking off or landing at an aerodrome. The circuit pattern requires pilots to remain south of the A25 Nutfield-Blectingley Road; this has the case for the past thirty years. For your information aircraft noise is not a statutory nuisance in the United Kingdom therefore it is not covered by the Environmental Protection Act 1990 or the Noise Act 1996. Local authorities do not have a legal power to take action on aircraft noise neither does the Civil Aviation Authority have a legal power to prevent aircraft flying over a particular location for environmental reasons.

Runway 18/36 requires pilots to fly a tight circuit pattern to remain within our Aerodrome Traffic Zone and therefore particularly challenging for both instructors and students consequently it is only used when the surface wind requires it.

Your complaint has been recorded and will be included in the monthly report that can be accessed on website.

Kind regards,

Philip Wright
Aerodrome Manager / SATCO
Redhill Aerodrome Limited
Control Tower
Terminal Building
Redhill
Surrey
RH1 5YP

Tel: 01737 821800

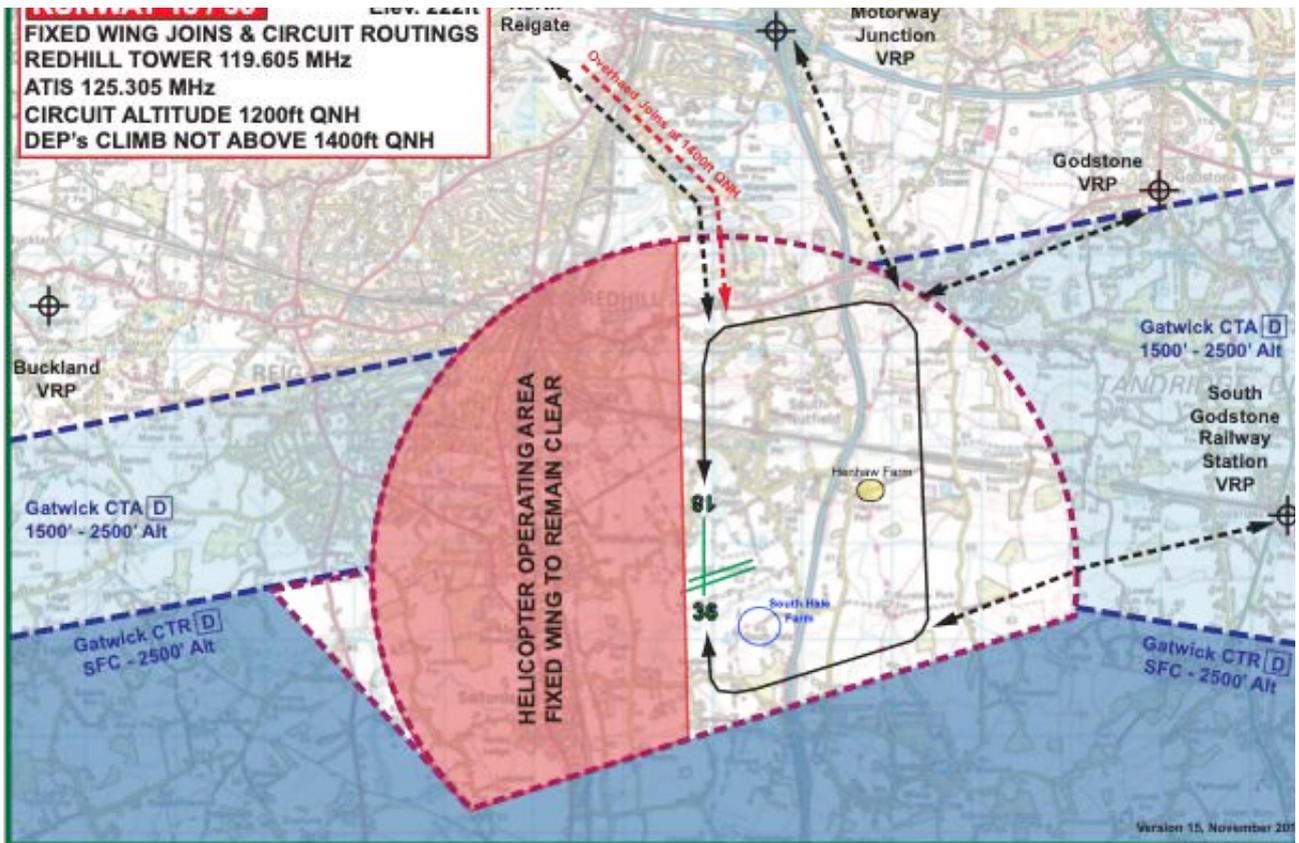
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On 15 Jun 2021, at 12:17, F [REDACTED] wrote:

To whom it may concern,

area: Top Nutfield / RH1 4 NW [REDACTED]

The frequent low flights by fixed-wing aircraft over the village are becoming intolerable. In recent days they seem to have become almost constant. Not sure if it's one plane circling or several on the same route, but for f*** sake please can they be a bit more creative with their flight plan??

the same route, but for safety sake please can they be a bit more creative with their night plan? :

Regards,

P [REDACTED]

[REDACTED]

Appendix 7 Redhill Aerodrome Noise Complaints - June 2021



From: Philip Wright [REDACTED] 
Subject: Re: Air traffic
Date: 24 June 2021 at 14:36
To: L [REDACTED]
Cc: [REDACTED]@salfordsandsidlowpc.org.uk

Good afternoon,

I am sorry that you are being disturbed by the aircraft operating from Redhill Aerodrome over the past couple of days. Unfortunately your location is within the climb out area of Runway 26 and therefore will be overflowed when this runway is used. For most of Wednesday we were using Runway 08 therefore aircraft will have been preparing to land over your location and operating with reduced engine power.

The aircraft flying from the Aerodrome are either operated by our flying training organisations or private owners; as the Aerodrome Operator we have no knowledge as to how many flights or what type of flying will take place on a particular day. As far as I can see the aircraft are complying with our published procedures which are to climb straight ahead from Runway 26 until the middle of Bunting Wood before turning right. The published procedures may be found here <http://redhillaerodrome.com/operational-information>. As the Aerodrome Operator we have no knowledge as to how many flights or what type of flying will take place on a particular day; however there are currently two thirty minute periods (1100-1130 and 1630-1700 BST) and a one hour period (1330-1430 BST) on each day when there were no fixed-wing movements.

For your information aircraft noise is not a statutory nuisance in the United Kingdom therefore it is not covered by the Environmental Protection Act 1990 or the Noise Act 1996. Local authorities do not have a legal power to take action on aircraft noise neither does the Civil Aviation Authority have a legal power to prevent aircraft flying over a particular location for environmental reasons.

Your complaint will be recorded and, together with other complaints, will be included in the report to the Redhill Aerodrome Consultative Committee. Complaints may also be viewed at <http://redhillaerodrome.com/monthly-noise-and-flying-complaint-reports>

Kind regards,

Philip Wright
Aerodrome Manager / SATCO
Redhill Aerodrome Limited
Control Tower
Terminal Building
Redhill
Surrey
RH1 5YP

Tel: 01737 821800

www.redhillaerodrome.com



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On 24 Jun 2021, at 13:06, L [REDACTED] wrote:

[REDACTED] RH1 5BE

Hi

I am aware I will receive a reply saying there is nothing that can be done

However I would still like logged my complaint that over the last 2 lovely sunny days the amount and noise from small aircraft going over my home has prevented me from being able to have any doors or windows open. I am working from home on back to back meetings and doing presentations and the frequency and noise makes this impossible.

The height and pathway makes the noise levels intolerable

This feels wrong environmentally which we should all be thinking towards also wrong the pleasure of a few causing detriment around noise levels but also carbon footprint - strange this is allowed

L [REDACTED]

Sent from my iPhone



Helicopter Flying Complaints – June 2021

Reference	Date	Location	Helistrip	Heli Movements	Total Movements	Complaint	Action
H13/21	05/06/2021 0959hrs	RH1 5QL Within ATZ	H36	65	254	Helicopters overflying property	The complainant resides within the helicopter visual circuit for H18/H36. Details passed to operator who responded by email; see Appendix 1.

Appendix 1 Redhill Aerodrome Noise Complaints - June 2021

From: Philip Wright [REDACTED] 
Subject: Re: Helicopter flights
Date: 11 June 2021 at 15:58
To: ken.faria [REDACTED]



Thanks Ken.

Philip Wright
Aerodrome Manager / SATCO
Redhill Aerodrome Limited
Control Tower
Terminal Building
Redhill
Surrey
RH1 5YP

Tel: 01737 821800
www.redhillaerodrome.com



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On 10 Jun 2021, at 16:46, [REDACTED] wrote:

Dear Mr C [REDACTED]

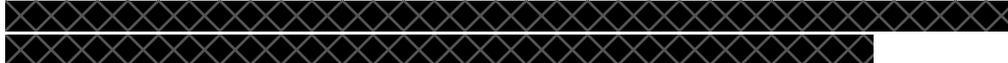
Please accept my apologies for the disturbance caused by our helicopters to your Saturday rest last week. Unusually, for this time of the year, runway 18 was being used due to the wind condition. Unfortunately this means that all our aircraft need to use the 18 Helistrip and take off to the South in the direction of your house. We do use the maximum rate of climb in order to minimise noise for the neighbours however the take off run in that direction is relatively short.

I have asked all our pilots to use the attached circuit profile for 18 Helistrip departures which keeps our aircraft over the fields. I am hoping that the airfield ATS will use the 26 circuit predominantly during the summer to minimise any inconvenience to you and your neighbours.

Kind Regards

Ken Faria
Director

<ima_e001.p >



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Begin forwarded message:

From: [REDACTED] <[REDACTED]>

Subject: Helicopter flights

Date: 5 June 2021 at 09:59:37 BST

To: Wright Philip [REDACTED]

Hi Philip

Hope you are well

I don't usually make an issue of flights over my house, but i'm sitting here now with two helicopters flying circuits over my home.

The two in question are a small black one and one with a union flag colour scheme. They are quite low, on occasions, perhaps less than 200 feet. I gauge this from the height of our oak trees.

Can you please have a word, I would appreciate it.

For reference I live on the north side of Axes Lane directly due south of the Pilots Hub.

Thanks

See you soon



Virus-free. www.avg.com

<18 Circuit departures.pdf>