

PROPERTY & LAND ACQUISITION AND COMPENSATION POLICY

INTERIM PROPERTY HARDSHIP SCHEME

JUNE 2019



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1. INTRODUCTION

- This document sets out the terms of the Interim Property Hardship Scheme which has been introduced by Heathrow in connection with its proposals for the development of a new north-west runway and associated infrastructure at Heathrow Airport currently being prepared for application for a Development Consent Order ("DCO") under the Planning Act 2008 (the "Project"). It is intended that the document will inform interested parties, including applicants, regarding the principles and process of the Interim Property Hardship Scheme.
- Heathrow has developed a set of discretionary property compensation schemes, including enhanced compensation, for which owners or occupiers of affected properties may be eligible. The schemes are set out in our Interim Property Policies, which we continue to consult on. We have prepared these interim property policies to explain our general approach to buying properties and land and set out the discretionary compensation offers available for eligible properties.
- The Interim Property Hardship Scheme is one of our discretionary interim property policies and it aims to assist eligible property owners who have a compelling need to sell their property but have been unable to do so, except at a substantially reduced price, as a direct result of the proposals for the Project and as a consequence are facing significant hardship. Under the Interim Property Hardship Scheme, property owners who can demonstrate that they meet certain eligibility criteria will be able to have their property purchased by Heathrow.
- Our discretionary interim policies are intended to supplement and operate in parallel with the existing statutory regime governing compensation for the compulsory acquisition of land. This Interim Property Hardship Scheme policy goes beyond the statutory compensation regime.
- The Interim Property Hardship Scheme has been open to applications from 1 February 2017 and Heathrow has supported applications and purchases under the scheme since its opening. Following the Government's designation of the Airports National Policy Statement on 26 June 2018 (the "Airports NPS"), Heathrow implemented an amended version of the Interim Property Hardship Policy in relation to those properties falling within the boundary of the area identified within the Airports NPS (the "ANPS Site Boundary"). The amended version of the Interim Property Hardship Policy has applied since 26 June 2018. The ANPS Site Boundary is shown on the map attached to this interim policy. A further copy of the map can be access at the following link

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attac hment_data/file/719224/annex-a-of-the-airports-nps-heathrow-north-west-runway-scheme-boundary-map.pdf.



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This Interim Property Hardship Scheme policy has been developed and updated to take account of responses to our Airport Expansion Consultation One (January 2018). The interim policy as set out in this document now applies, superseding all previous versions.





2. OVERVIEW OF THE HARDSHIP SCHEME

- 2.1.1 Heathrow recognises that its proposals for the Project may create uncertainty for property owners in the local area and has introduced the Interim Property Hardship Scheme to ensure that there is assistance for eligible property owners who find themselves in a situation of significant hardship. The Interim Property Hardship Scheme is available to eligible property owners who have a compelling need to sell their property but have been unable to do so, except at a substantially reduced price, as a direct result of the proposals for the Project and as a consequence are facing significant hardship.
- To qualify under the Interim Property Hardship Scheme, a property owner will need to make an application demonstrating that they meet the eligibility criteria set out in paragraph 3 of this interim policy. An applicant who meets the eligibility criteria will be able to have their property purchased by Heathrow at its unaffected open market value (i.e. the market value ignoring any impacts from the Project on the property value and excluding any development value. For those properties falling wholly or partly within ANPS Site Boundary, further enhanced compensation will also be paid as set out in paragraph 4.7 below.
- The Interim Property Hardship Scheme application process is illustrated in the flowchart in Appendix A: Interim Property Hardship Scheme Application Process Flowchart and explained in paragraph 4 of this interim policy. In broad terms, applications will be assessed by a majority independent panel (the "Panel") to determine whether or not the eligibility criteria have been satisfied. On the basis of that assessment, the Panel will make a recommendation to Heathrow either to accept the application and offer to purchase the property or reject the application. Heathrow must follow the recommendation of the Panel, except Heathrow may (in its absolute discretion) still accept an application which the Panel decides does not meet all of the criteria, and which it therefore recommends be refused, in circumstances where Heathrow considers there is a strong overall case for doing so. If an application is accepted by Heathrow, then the property will be independently valued and Heathrow will make a formal offer to purchase it in accordance with the process set out in paragraph 4 below.
- The Interim Property Hardship Scheme has been open to applications from 1 February 2017 and it will remain open until construction of the new north-west runway (described in the draft Government's National Policy Statement for Aviation) has begun. At that point the need to continue a hardship scheme will be considered. The Interim Property Hardship Scheme and any associated agreements which have not yet been satisfied will cease in the event of the DCO application being refused, or a decision to not proceed with the Project.



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- The application form for the Interim Property Hardship Scheme is available by contacting the Heathrow Community Relations Team. The Heathrow Community Relations Team can be contacted via email on: communityrelations@heathrow.com or via phone on 0800 307 7996.
- As noted above, the Interim Property Hardship Scheme is one of the discretionary compensation policies being put in place to supplement the statutory compensation regime. Before determining to apply to Heathrow under the Interim Property Hardship Scheme, owner-occupiers of residential properties may wish to consider whether they would be eligible for the compensation offer proposed within our discretionary interim property policies, which cover properties located within the Compulsory Purchase Zone ("CPZ") and the Wider Property Offer Zone ("WPOZ"), please refer to our interim Property Policies for details. A map which identifies the CPZ and WPOZ boundaries is attached to this interim policy and can be also found at the following link which enables it to be reviewed in more detail:

aec.heathrowconsultation.com/topics/topic-groups/compensation/

Further information about the compensation offer for properties in the CPZ and WPOZ can be found at: aec.heathrowconsultation.com/topics/topic-groups/compensation/





3. ELIGIBILITY CRITERIA

3.1 General approach

- To qualify to have a property purchased by Heathrow under the Interim Property Hardship Scheme, an applicant must satisfy ALL the five criteria set out in this section.
- 3.1.2 The five criteria fall under the following headings:
 - (a) qualifying interest;
 - (b) no prior knowledge;
 - (c) proximity;
 - (d) efforts to sell; and
 - (e) hardship.

Each criterion is explained in turn below.

3.1.3 Applicants will need to provide evidence to demonstrate that they satisfy each individual criterion.

3.2 (a) Qualifying interest

An applicant must have a 'qualifying interest' in the property on the date on which the application is received by Heathrow (the "Relevant Date"). This means that the applicant must fall within one of the categories defined in paragraphs 3.2.2 to 3.2.7 below.

Owner-occupier of private residential property

- To qualify as an owner-occupier of a private residential property, an applicant must on the Relevant Date:
 - (a) be the freeholder or the long leaseholder under a tenancy for a certain term of years of which not less than three years remain unexpired; and
 - (b) either:
 - (i) be living in the property and have owned and lived at the property as their main residence for at least the six months immediately before that date; or



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(ii) if the property is empty, have lived there for at least six consecutive months prior to it being empty provided that it has not been empty for more than 12 months prior to the Relevant Date.

Owner-occupier of small commercial premises

- To qualify as an owner occupier of small commercial premises, being business premises with an annual rateable valuenot exceeding the amount prescribed by the Government for the service of a blight notice (which is currently £44,200 for the Greater London Area and £36,000 elsewhere), an applicant must on the Relevant Date:
 - (a) own a freehold interest in the premises or a long leasehold interest under a tenancy for a certain term of years of which not less than three years remain unexpired; and
 - (b) either:
 - (i) have owned the premises for at least the six months immediately before that date and operated a business from there throughout this time; or
 - (ii) if the premises are empty, have operated a business from there for at least six consecutive months prior to them being empty provided that the premises have not been empty for more than 12 months prior to the Relevant Date.

Owner-occupier of an agricultural unit

- To qualify as an owner-occupier of an agricultural unit, an applicant must on the Relevant Date:
 - (a) be a freeholder or the long leaseholder under a tenancy for a certain term of years of which not less than three years remain unexpired; and
 - (b) either:
 - (i) have occupied the agricultural unit for at least the six months immediately before the Relevant Date; or
 - (ii) if the agricultural unit is not occupied, have occupied it for at least six consecutive months prior to it being empty provided that it has not been unoccupied for more than 12 months prior to the Relevant Date; and
 - (c) have their main residence located on the agricultural unit.



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Mortgagees

A mortgagee with a right to sell the property and who can give immediate vacant possession will have a qualifying interest.

Personal representatives

A personal representative of a deceased person who had a qualifying interest in the property at the time of death will have a qualifying interest.

Reluctant landlords

- To qualify as a reluctant landlord, an applicant must on the Relevant Date:
 - (a) own only one property, which they have then been forced to let in order to facilitate an essential relocation (see paragraph 3.6 below, which provides examples of potential circumstances that would give rise to a compelling need to sell; we consider these circumstances could also potentially give rise to a need for an essential relocation);
 - (b) not have become an owner-occupier of a separate property following the letting of the rented property;
 - (c) have lived in the property for at least six months before it was let; and
 - (d) not have let the property for longer than 12 months.

3.3 (b) No prior knowledge

- On 17 December 2013, the scheme the subject of this interim policy (i.e. the northwest runway scheme at Heathrow Airport) was shortlisted by the Airports Commission in its Interim Report as one of three options to be investigated for increasing the UK's aviation capacity. There was considerable media coverage of the Interim Report and the short-listing of the north-west runway scheme both on and after the day of publication of the Interim Report. It is considered that from 17 December 2013 purchasers of properties in the local area could reasonably be expected to have been aware of the proposals for the Project and that a new north-west runway was a realistic prospect.
- Applicants who acquired their property prior to 17 December 2013 will be deemed not to have had 'prior knowledge' of the prospect of new north-west runway when they made their purchase, and so will meet this criterion. It is considered that such applicants could not reasonably be expected to have been aware of the north-west runway proposals.



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Applicants who acquired their property on or after 17 December 2013 will be presumed to have had 'prior knowledge' of the prospect of the new north-west runway when they made their purchase, and so will be presumed not to meet this criterion. Such applicants may provide evidence as part of their application to rebut this presumption by demonstrating that at the time of purchase they were unaware of the north-west runway proposals and could not reasonably have been expected to have known about them. Whether or not the evidence they provide demonstrates both that they were unaware and that they could not reasonably have been expected to be aware will be for the Panel to decide.

3.4 (c) Proximity

- To meet this criterion, an applicant's property must be located in such close proximity to the proposed north-west runway or associated infrastructure that it would be likely to be substantially adversely affected by the construction or operation of the runway.
- 3.4.2 Properties within the CPZ and WPOZ as shown on the map at:

aec.heathrowconsultation.com/topics/topic-groups/compensation/

and properties which fall wholly or partly within the ANPS Site Boundary (as shown on the ANPS site plan at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attac hment_data/file/719224/annex-a-of-the-airports-nps-heathrow-north-west-runwayscheme-boundary-map.pdf)

will be deemed to meet the proximity criterion.

- In cases where a property is located outside the CPZ, WPOZ and ANPS boundaries, the Panel will consider whether or not the proximity criterion is met using their judgement. In exercising that judgement, the Panel must have regard to the following factors insofar as relevant to the application:
 - (a) the distance of the property to the proposed north-west runway, associated infrastructure and future flight paths as currently understood;
 - (b) the relationship of the property to the existing airport and other infrastructure, e.g. motorways and other major roads;
 - (c) the particular characteristics of the property and the nature of the local area, including its position and surroundings;



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- (d) the likely impacts from the construction or operation of the north-west runway and associated infrastructure on the property and the locality in which it is situated; and
- (e) any other matters that the Panel thinks are relevant.
- An applicant whose property is outside the CPZ, WPOZ and ANPS boundaries can provide evidence concerning the proximity of their property to the proposed north-west runway or associated infrastructure and the impact from the construction or operation of these on the property, so as to inform the Panel's consideration of this criterion.

3.5 (d) Efforts to sell

- An applicant must have made reasonable efforts to sell the property and not have received an offer within 10% of its unaffected open market value (ignoring any impacts from the Project on the property value and excluding any development value).
- An applicant will need to provide evidence to demonstrate that reasonable efforts have been made to sell the property. This will normally mean being able to establish:
 - (a) that the property is on the market with a recognised local estate agent; and
 - (b) that prior to the application to the Interim Property Hardship Scheme, the property has been continuously marketed:
 - (i) for a minimum period of three months if the asking price is less than £450,000 or if the property falls wholly or partly within the ANPS Site Boundary (regardless of its value or asking price);
 - (ii) for a minimum period of six months if the asking price is between £450,000 and £1 million; and
 - (iii) for a minimum period of 12 months if the asking price is over £1 million; and
 - (c) that advice was sought from at least three recognised local estate agents as to a realistic current unaffected asking price and the asking price adopted in marketing the property reflected reasonable professional judgement about the sale price the property could be expected to achieve and was competitive in the market.
- The minimum period for marketing higher value properties is longer than that which applies to lower value properties because it typically takes longer to sell a higher value property given the smaller market for them.



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- The purpose of the "efforts to sell" criterion is to identify whether the proposed northwest runway is the reason that a property has not sold or cannot be sold except at a substantially reduced price. An applicant should provide evidence such as feedback from viewings carried out during the marketing of the property and information received from estate agents demonstrating that potential purchasers did not want to view or consider the property due to the perceived impact of the north-west runway.
- If an applicant has evidence that three local estate agents have refused to market the property due to the new north-west runway proposals, then the applicant will not be expected to demonstrate that the property has been fully marketed in the manner set out at paragraph 3.5.2 above.
- It is recognised that 'self-marketing' for example via a website that allows an owner to list and advertise their property themselves might form part of an applicant's efforts to sell. Whilst self-marketing would not be ignored in considering whether an application meets this criterion, it cannot replace the requirement that the property is being marketed by at least one recognised local estate agent. Applicants should note that self-marketing will carry less weight than evidence from a recognised estate agent.

3.6 (f) Hardship

- An applicant will need to demonstrate that they have a compelling need to sell their property and that they would suffer significant hardship if they are unable to sell as quickly as might be expected were the new north-west runway not in prospect.
- There is no definitive list of circumstances that would give rise to a compelling need to sell. Potentially eligible circumstances include:
 - (a) Medical where the applicant or a dependent or family member living in the property has or develops a medical condition which necessitates selling.
 - (b) Employment where there is a need to relocate for a new or different job (evidenced by a contract of employment or equivalent) or due to the loss of a job (written evidence of the loss of a job).
 - (c) Family where there is a need to move to accommodate a larger family,
 - (d) Financial where there is a need to sell because of significant financial pressure, for example a requirement to divide assets as part of a divorce settlement or the dissolution of a civil partnership.



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- (e) Winding up of an estate where the applicant is the personal representative of a deceased person who had a qualifying interest in the property at the time of death.
- This is not an exhaustive list of the potential circumstances that will amount to a compelling need to sell but they are the main ones considered likely to meet the criterion. The Panel will consider each application on its merits using their judgement. Applicants should provide satisfactory evidence to demonstrate that their particular circumstances give rise to a compelling need to sell and that they would suffer significant hardship if they did not sell as quickly as might be expected were the new north-west runway not in prospect.





4. EVALUATION, DECISION AND PURCHASE PROCESS

This section of this document explains the process that will be employed to assess and determine applications made under the Interim Property Hardship Scheme and, where applications are successful, for the valuation and purchase of the eligible properties.

4.1 Overview of the process

- The Interim Property Hardship Scheme has been designed to provide an impartial, transparent and fair process for applicants. The process consists of the following five main stages:
 - (a) application submission;
 - (b) Panel assessment of, and recommendation on, the application;
 - (c) decision on the application by Heathrow;
 - (d) pre-purchase valuation of the eligible property; and
 - (e) purchase of the eligible property.

Each of these main stages is explained in further detail below and a flow diagram illustrating the process is contained in Appendix 1.

The Interim Property Hardship Scheme is a paper-based process and will be administered with the support of a Secretariat. The Secretariat will manage the processing of applications, support applicants in submitting complete applications, provide administrative support to the Panel, and ensure the proper functioning and operation of the Interim Property Hardship Scheme. The Secretariat will not be involved in assessing the merits of individual applications or in determining the recommendation to be made by the Panel in respect of applications. The Panel Guidance contains further information on the role of the Secretariat.

4.2 (a) Application submission

Applicants will need to submit a completed application form together with supporting evidence. A copy of the application form is available by contacting the Heathrow Community Relations Team via <a href="mailto:ema



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- via post to Heathrow Community Relations, The Compass Centre, Nelson Road Hounslow, TW6 2GW.
- An application will need to be accompanied by satisfactory supporting evidence to demonstrate that the eligibility criteria, as set out above in paragraph 3, are met. It is the applicant's responsibility to supply sufficient supporting evidence with the application.
- As soon as practicable after receiving an application, the Secretariat will provide a written acknowledgement of receipt to the applicant. The Secretariat will then check that all sections of the application have been completed and that supporting evidence has been provided to enable the Panel to assess the application. The Secretariat will not assess the merits of the application. The Secretariat may contact the applicant's estate agent(s) or other persons to independently verify information contained in the application.
- 4.2.4 If the Secretariat considers that the application is incomplete or does not contain supporting evidence, then the applicant will be contacted and asked to provide further information.
- If the Secretariat considers that the application is complete, then it will notify the applicant to this effect.
- Information within and accompanying an application under the Interim Property Hardship Scheme will be held in accordance with the requirements of the Data Protection Act 1998.

4.3 (b) Panel assessment of the application

- As soon as practicable after notifying an applicant that their application is complete, the Secretariat will convene a meeting of the Panel to assess the application.
- The Panel is a majority independent panel. For each application under the Interim Property Hardship Scheme, the Panel will be made up of five members comprising three independent members, one senior representative from Heathrow and one airline representative. The three independent members will be called upon by the Secretariat from a panel of suitably qualified and experienced members appointed to the Interim Property Hardship Scheme Panel.
- The quorum for all meetings of the Panel is five members, which must include three independent members. Heathrow may (in using its absolute discretion) accept a 'positive' recommendation from an inquorate panel. One of the independent members will act as Chair of the meeting.



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- The Panel will assess each application to determine whether or not the eligibility criteria have been satisfied. On the basis of that assessment, the Panel will make a recommendation to Heathrow either to accept the application and offer to purchase the property or reject the application.
- The Panel will determine its recommendation on a simple majority basis. This means that for each application the Panel's recommendation will be based on the views of at least three of the five Panel members. The Chair of the Panel will not have a casting vote and his or her view will carry no additional weight.

4.4 (c) Decision on the application

- Heathrow is responsible for deciding whether to accept or refuse an application based on the recommendation of the Panel. Heathrow must follow the recommendation of the Panel, except Heathrow may (in its absolute discretion) accept an application which the Panel has concluded does not meet all of the criteria, and which it has therefore recommended be refused, where Heathrow consider there is a strong overall case for doing so.
- Subject to the volume of applications submitted and the availability of Panel members, a decision on an application made under the Interim Property Hardship Scheme will normally be made within 12 weeks from the date on which the Secretariat has notified the applicant that their application is complete.
- If an application is accepted by Heathrow, the applicant will be notified of this decision and that Heathrow agrees in principle to offer to purchase the property. Independent valuations of the property will then be arranged and carried out in accordance with the process set out below in paragraph 4.5.
- If an application is refused, the applicant will be notified of this decision and given reasons why their application was not successful.
- Applicants can re-apply under the Interim Property Hardship Scheme if there has been a material change in their circumstances or they are able to provide new or additional evidence that is relevant to the reason(s) why the original or previous application was refused. However, re-applications cannot be submitted (and will not be processed by the Secretariat) until three months have passed from the date on which the original or previous application was refused. A re-application that is submitted within six months of refusal need only address the criteria that were not met by the previous application and any that may have changed since the original application. If a re-application is submitted more than six months after refusal, the application must address all five criteria.



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4.5 (d) Pre-purchase valuation

- 4.5.1 If Heathrow decides to accept an application, the Secretariat will arrange for the property to be independently valued.
- Two valuations will be carried out. These valuations will be undertaken by two independent chartered surveyors, chosen from a panel of chartered surveyors who are familiar with the area and have appropriate expertise. The applicant will select one of the chartered surveyors from the panel; the other will be chosen from the panel by Heathrow. If the valuations are within 10% of each other (calculated by taking the difference between the two values as a percentage of the higher value), Heathrow will offer a price that is the average of the two. If the valuations differ by more than 10% (calculated by taking the difference between the two values as a percentage of the higher value), an additional valuation will be obtained from a third valuer, selected by Heathrow from the panel, and the offer made on the average of the closest two. If three valuations have been undertaken and there are no two closest figures (i.e. the highest and lowest figures are equidistant from the middle figure), the middle valuation figure will be used as the offer price. The costs of the valuations will be paid by Heathrow.
- The panel of valuers have been appointed by Heathrow following an exercise to identify those who can demonstrate the resource, capability and local knowledge to undertake the valuations that may be required under the Interim Property Hardship Scheme. They are independent chartered surveyors registered with the Royal Institution of Chartered Surveyors (RICS) and have the competence and professional knowledge to undertake valuations. The valuations will be independent of Heathrow. The valuers will be instructed to provide an open market valuation of the property in accordance with RICS guidance.
- As an alternative to using the panel, owners can choose to commission an independent valuation of their own. This must be undertaken on the same basis as Heathrow's own valuations and must take into account Heathrow's Interim Professional Fees Policy. Heathrow will take this as the owner's valuation. If an owner chooses to commission their own valuation, Heathrow will contribute a capped figure in accordance with the current panel rates towards the cost of this valuation. As before, in the event the two valuations differ by more than 10%, a third valuation from the panel will be introduced by Heathrow.
- The valuation date will be the date Heathrow agrees to purchase the property. The valuation will be based on the unaffected open market value of the property (i.e. the market value ignoring any adverse effect from the north-west runway proposals) at that date.
- The payment to be made by Heathrow would not include additional disturbance costs, such as the seller's agent and legal fees or removal costs unless the



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property is located wholly or partly with the ANPS Site Boundary. This is because the property owner was already looking to sell their property and so would have expected to have to incur these costs in any event.

4.6 (e) Purchase

- Following the pre-purchase valuation process described above in paragraph 4.5, Heathrow will make a formal written offer to buy the property as follows:
 - (a) For properties outside the ANPS Site Boundary the offer will be to buy at the valuation price but with no additional premium on top.
 - (b) Applications from persons of property which falls wholly or partly within the ANPS Site Boundary an enhanced compensation offer will apply as detailed in paragraph 4.7 below.

The offer will remain open for 6 months beginning with the date the offer is made.

- If the offer is accepted by the property owner, the purchase process will be handled in the same way as a typical private house purchase. Following acceptance of the offer Heathrow will instruct its solicitors and property managing agents to proceed with the purchase process. Surveyors will be appointed to undertake structural and condition surveys. The surveyors will contact applicants directly to arrange inspections of the property.
- Provided that the surveyor's report and legal report on title do not identify any serious issues, the solicitors will be instructed to complete the conveyancing process. If the survey results indicate that the valuation needs to be adjusted, the applicant will be notified of this and the independent valuers will be instructed to review the valuations in the light of the survey results. Heathrow will then revise its offer and issue a new offer letter as necessary.
- 4.6.4 If an offer made by Heathrow to purchase a property under the Interim Property Hardship Scheme is rejected, the property owner will be unable to reapply under the scheme. They will, however, still be able to apply under the Interim Residential Property Policy for the compensation offers that apply to properties in the CPZ or WPOZ (subject to meeting the eligibility criteria for such offers).
- If at any time between the decision on an application and the exchange of contracts Heathrow becomes aware of any information or a material change in circumstances that would affect the decision about whether all the criteria in this interim policy are met or not, Heathrow reserves the right to review the decision and such review could result in the offer to purchase being retracted. In those circumstances, the applicant will be entitled to reapply under the Interim Property



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Hardship Scheme so that their application reflects the change in circumstances or additional information.

4.7 Purchase of Property falling wholly or partly within the ANPS Site Boundary

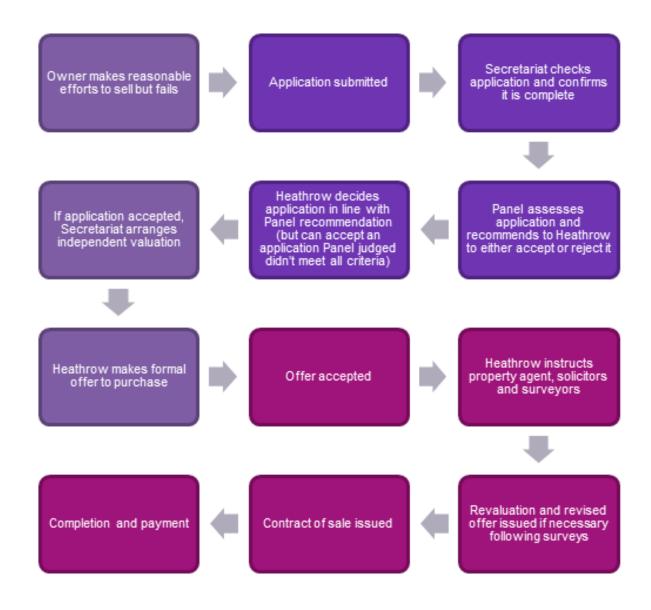
- 4.7.1 The formal written offer which will be made by Heathrow to purchase a property under this interim policy which falls wholly or partly within the ANPS Site Boundary will comprise the total of the following enhanced compensation offer:
 - (a) the unaffected open market value (excluding development value) of the property; plus
 - (b) 25% home loss payment calculated by reference to the unaffected open market value (excluding development value); plus
 - (c) Stamp Duty costs for purchase of a replacement home of equivalent value (not including the home loss payment); plus
 - (d) reimbursement of reasonable legal fees and removal and other disturbance costs incurred for the sale of the existing property as well as for an associated purchase.

The calculation of the reasonable legal fees and disturbance costs will be based on the equivalent costs which would be payable to the applicant had the property been subject to a valid blight notice served as a consequence of the designation of the ANPS.





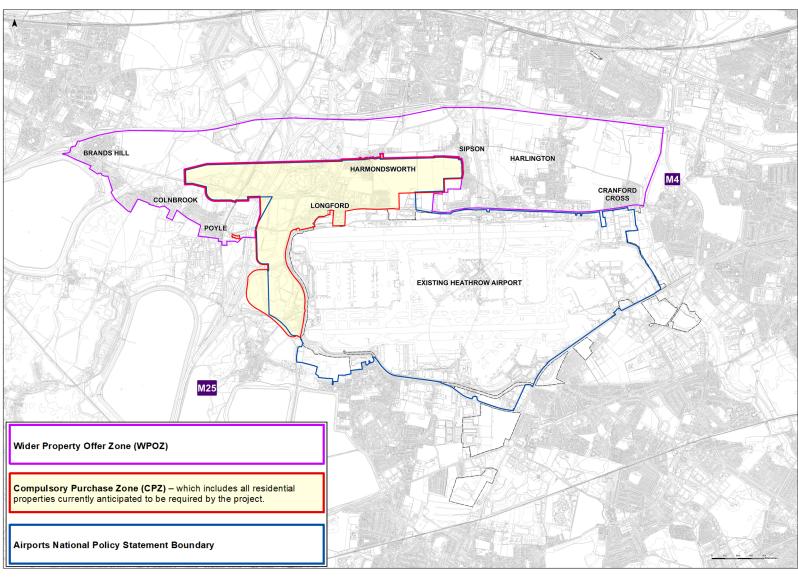
APPENDIX A: INTERIM PROPERTY HARDSHIP SCHEME APPLICATION PROCESS FLOWCHART







APPENDIX B: MAPS OF AREAS COVERED BY THIS INTERIM POLICY







There are lots of ways you can contact us or find out more



Find all the consultation information on our website aec.heathrowconsultation.com



Email any questions about the consultation to info@heathrowconsultation.com



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