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September 2019

HCEB - Compulsory Purchase Zone Research



HEATHROW
**COMMUNITY
ENGAGEMENT
BOARD**

Background and approach

Background and research objectives

- The Heathrow Community Engagement Board (the HCEB) was set up to increase community and stakeholder participation in Heathrow's planning and decision-making processes. The organisation is independent from Heathrow Airport, the Government and campaign groups, and is impartial.
- In September 2019 Heathrow airport ran a consultation with local residents about the proposed development of a 3rd runway. If it goes ahead, the development of the 3rd runway is likely to impact people living in the surrounding areas, especially those living in the immediate vicinity of the airport.
- The aim of the research was to understand / explore the needs of residents in the **compulsory purchase zone (CPZ)**, **the wider property offer zone (WPOZ)** and **in communities further out (CFO)** to understand the support required amongst those most impacted by proposed 3rd runway developments.

Approach

- YouGov conducted a series of depth interviews (combination of paired face-to-face depths and individual telephone interviews).
- Because of the sensitive nature of the research topic, an individual – rather than a group – approach was felt to be the most effective, and appropriate way to gain detailed feedback.

A total of 5 60-minute face to face interviews were conducted

Area	Number of interviews
CPZ	4
WPOZ	1

A total of 20 45-minute telephone interviews were conducted

Area	Number of interviews
CPZ	5
WPOZ	10
CFO	5

Profile of respondents

Interview type	No. of interview	Zone lived in	Gender	Age	Marital status	Child(s) gender and ages	Name of area
face to face	1	CPZ	F & M	66F 68M	Married	Empty nester	Harmondsworth
face to face	2	CPZ	F & M	70F 77M	Married	Empty nester	Longford
face to face	3	CPZ	F & M	42F 43M	Married	F3, F11 and M14	Harmondsworth
face to face	4	CPZ	F & M	52F 59M	Married	M18	Sipson
face to face	5	WPOZ	F & M	54F 54M	Cohabiting	Empty nester	Colnbrook
telephone	8	CFO	Male	49	In a relationship, but not living together	Older than 18 years	Heston
telephone	9	CFO	Female	69	Widowed	Older than 18 years	Bedfont
telephone	10	CFO	Female	27	Widowed		Stanwell Moor
telephone	11	CFO	Female	66	Divorced	Older than 18 years	Stanwell
telephone	12	CFO	Male	49	Married	Under 12 years old	Feltham
telephone	13	CPZ	Female	44	Married	17, 20	Sipson
telephone	15	CPZ	Male	64	Married	Empty nester	Harmondsworth
telephone	20	CPZ	Female	52	Married	Children over 18	Sipson
telephone	23	CPZ	Female	45	Married	M18	Sipson
telephone	24	CPZ	Female	42	Married	3, 11, 15	Sipson
telephone	6	WPOZ	Female	66	Widowed		Harlington
telephone	7	WPOZ	Male	27	Single		Cranford
telephone	14	WPOZ	Female	59	Cohabiting	21	Harlington
telephone	16	WPOZ	Female	64	Cohabiting	Empty nester	Cranford
telephone	17	WPOZ	Female	53	Married	Empty nester	Cranford
telephone	18	WPOZ	Female	46	Single	Empty nester	Colnbrook
telephone	19	WPOZ	Male	44	Married	M15 F18	Colnbrook
telephone	21	WPOZ	Female	51	Married	Empty nester	Colnbrook
telephone	22	WPOZ	Male	43	Married	M3 and M6	Colnbrook
telephone	25	WPOZ	Female	45	Married	None	Colnbrook

Summary of key take outs

1. Whilst there are negative consequences of living close to Heathrow Airport, many appreciate that the airport also brings much opportunity to the surrounding areas in terms of employment prospects, improved infrastructure and access to facilities.
2. Residents have received communications regarding the developments at Heathrow Airport, but currently they feel that the detailed information is lacking – many feel that they are in a state of flux and agree that the development of the runway is far from a done deal.
3. Given this uncertainty, those in the CPZ / WPOZ feel especially under supported – they require accurate and specific information around dates and schedule for purchase. As many don't want to sell privately (due to perceived drop in market value) they are reliant on Heathrow communication around compensation to plan their next steps.
4. Disruption and pollution is top of mind for many. Those in WPOZ / CFO are looking for proactive information on how to alleviate noise / air pollution and congestion both during the development works and beyond. If support is available for them, they want to be told about it and how to access it.
5. To increase engagement in consultations residents need to know that meetings will add value: the consultations need to provide them with new, specific information, tailored to the area, be able to answer residents questions and be action-focussed.

Living in a community near Heathrow Airport

Many are positive about the area they live in, although most agree that there has been much change over the last 10 years

- **Many of those living close to Heathrow are positive about the area they live in – community, access to facilities and good transport links are key to driving these associations**
 - Transport links and proximity to schools (for families) and to hospitals / doctors (for older residents) are rated amongst residents and are primary considerations for choosing where they live.
 - Ties to friends and neighbours in the local area, as well as access to green space, is important in creating community. Some residents living in smaller areas comment on how their locality has maintained a ‘village’ feel;
 - Those who have lived in this type of community for a number of years have built up strong networks and feel very settled.
- **However, most living in the CPZ / WPOZ have experienced much change and have observed communities becoming more transient over time**
 - There has been much growth in areas surrounding Heathrow – flats, schools and warehouses have been built – increasing the size and population of the area. With this there has been a much higher proportion of private rental, short term tenancy and multiple occupancy housing.
 - Some comment on the decline of property maintenance since Heathrow began purchasing and letting out houses. In some areas (Longford in particular) the housing of refugees and homeless in temporary housing is a factor in changing the profile of the area.
 - A number of residents in the CPZ / WPOZ also comment on how pollution has increased over time as areas have become more congested and the volume of traffic / flights has increased.



Transport links, green spaces and access to facilities is valued but in many areas the strong sense of community has eroded with changes in the housing profile

Many residents value the opportunities that Heathrow Airport has brought to the surrounding areas

- **Many residents in the CPZ / WPOZ feel positive about the economic opportunities the airport has provided over time – and will continue to do so in the future**
 - As a significant employer, the airport has provided job opportunities for those in surrounding (sometimes deprived) areas. A number of participants currently work for the airport themselves / had, in the past, been employed by it.
 - With further proposed expansion it will continue to provide work opportunities for a local workforce – both directly, and indirectly as new business is attracted into the area.
- **Many also reflect positively on the regeneration programmes that have been facilitated by Heathrow Airport – there’s an expectation for further improvements with the proposed third runway**
 - Those in the CPZ who remember the development of T5 appreciate that Heathrow did good on it’s commitment to giving back to the local communities;
 - As a result of the regeneration work residents were provided with more green spaces, improved transport links, better access to services and improved shopping facilities.
 - Many expect that similar development will occur with the proposed development of the third runway. Those living in CFO comment on the benefits of improved road infrastructure and public transport connections which will improve accessibility to the airport / London and areas beyond.



Heathrow Airport has had a positive impact on residents' access to services, infrastructure and jobs - those with a direct connection to the airport are most 'on board' with plans for expansion

Younger residents are more tolerant of change and, therefore, more accepting of the developments at Heathrow Airport

- **Many residents are not surprised by the proposed expansion of Heathrow Airport – on some level it's expected**
 - Many understand the business need to build the proposed third runway, to meet increasing demands for flights.
 - There is some agreement that those who chose to live in areas surrounding Heathrow do so knowingly, and with an associated risk of airport growth.
- **The developments at Heathrow will not impact all residents equally – many of those young enough to start again are open to doing so**
 - Some CPZ / WPOZ residents in their 40's / early 50's (without children / with grown up children) are open to starting their next chapter, assuming that fair compensation is provided for their property so they can spring board a new life.
 - However, those with school age children are more resistant to change; if there's an option which limits disruption to their child's education they are likely to take it - they don't want to unsettle their child's schooling / friendship groups unless it's necessary.
 - One or two in their late 50's worry about how employable they are as an older person approaching retirement if they had to find a new job due to relocating.



Younger residents are more resilient and better able to adapt to the developments at Heathrow Airport

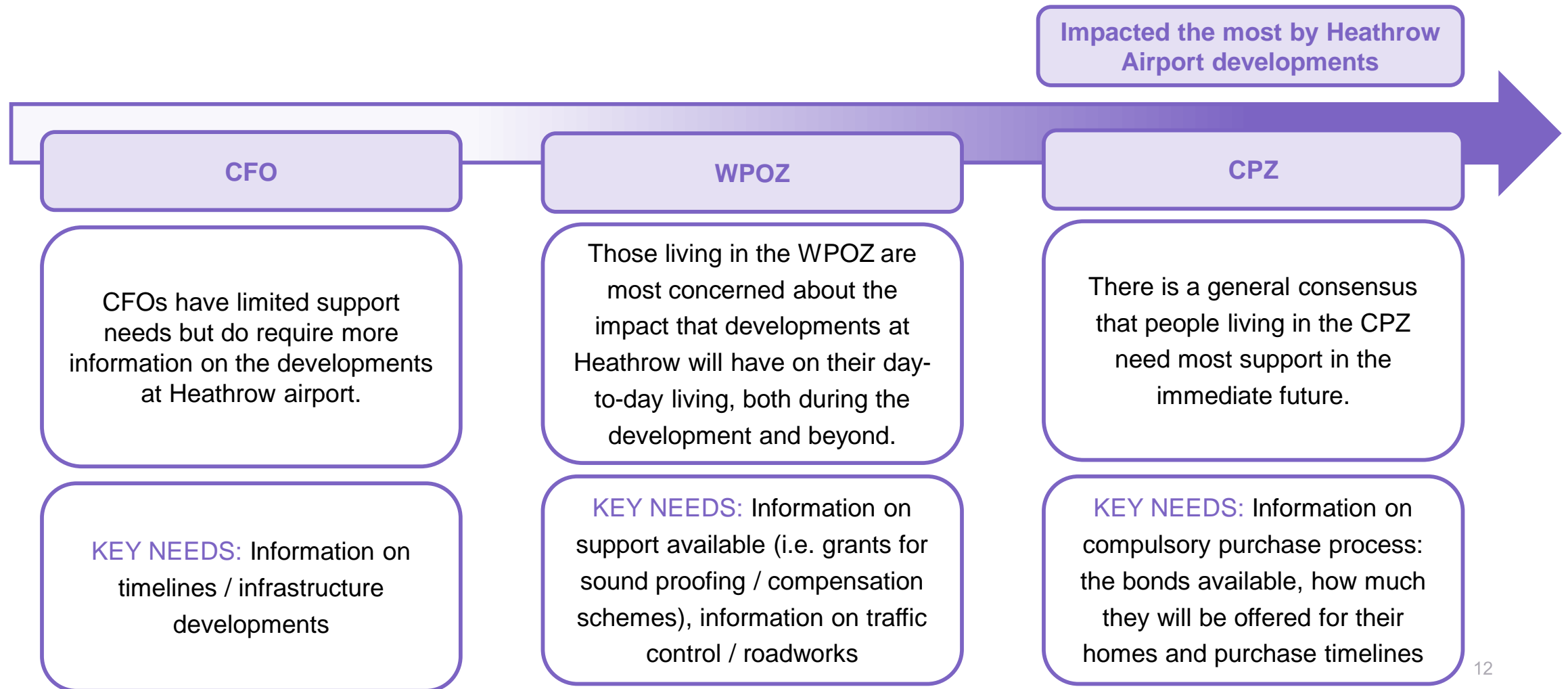
Elderly residents are not as well equipped to adapt to change and plan to resist the developments at Heathrow for as long as possible

- **A number of the older residents that were included in this research are distressed at the prospect of having to move**
 - In the CPZ, elderly residents who have been living in their homes for the longest (40+ years) are much more reluctant to accept compulsory purchase – some plan to stick it out for as long as possible, in the hope that plans will not go-ahead.
 - On an emotional level, they have a strong sense of belonging to the area. The home in which they live is their long-term family home and host to many historical events / memories;
 - Some may have also lived close to / opposite from other family relatives and so don't have much life experience outside of their immediate community
 - On a practical level, elderly residents are much less confident in their ability to organise a move – they haven't moved house for a number of years and are not clear on the process and procedures involved in selling / buying a new house;
 - Sorting through and packing up their belongings – and coming to terms with items that they would have to leave behind – is a demanding task, both physically and emotionally.



Loss of sense of belonging is unsettling for elderly residents living in CPZ; having to leave a home which they thought would be their last is upsetting

In the immediate term, residents in the CPZ will be most heavily impacted; longer-term those within the WPOZ will need most support



Case study

CPZ resident: younger resident with a family

Lives in Sipson with her husband and two children

- Originally the close-knit community of Sipson had appealed to them. She knew neighbours across multiple generations, and liked that younger people had returned to the area to raise their own children. The close proximity to the airport (for international travel) was also a draw.
- However, with the increase in private rentals the community is not what it was – there is much more churn and properties are not maintained the same.
- The development of the proposed third runway will mean that the flight path will run directly over them. If it goes ahead, they will be forced to move.
- However, she feels that there is a lot of back and forth on the developments at Heathrow – there are numerous scenarios that could play out. As a result she feels unsettled.
- Along with her husband, she has started to keep an eye on the market. She is not clear on whether Heathrow Airport will offer a bond for their house, or not.
- If they sell privately she is worried that they will not get a fair price for the house as it will be blighted by the proposed runway development: no one will want to buy in the area.
- If the airport does buy their property, she's not clear on the sales timelines, or how long they will have to move out.

“From what I understand, there's no compensation available right now. There was a scheme several years ago that you have to sign up for but we didn't... if they could be a bit more up front with regard to any compensation scheme that they're potentially going to do in the future that would help - otherwise, we're just left to our own devices.”

Case study

CPZ resident: older resident, retiring in 1.5 years time

Lives in Harmondsworth with his wife

- He has lived in the same house for over 34 years and has strong personal ties to the area: he got married in Harmondsworth, his wife grew up down the road and his daughter is buried in a local church.
- He feels very unsettled by the proposed developments at Heathrow and has spent years fighting the introduction of the third runway.
- He feels negatively towards the airport – noise and air pollution is harmful to residents; locals complain about an inability to sleep, there's a lack of funding to restore roofs and peoples' health has suffered;
- However, he feels that the sense of community in the area is priceless - he would be heartbroken to leave behind loved ones and build a new life elsewhere.
- He feels very angry about the idea that the airport can purchase his home from him when he is not consenting of it, and is anti the developments at Heathrow.
- He and his wife feel unable to live fully while the developments hang over the area. They have also felt unable to make updates to their home for fear that it will be a waste of time and money.

“Since talk of the expansion, we’ve stopped living, we’re just existing... locally we won’t be able to find an area that would match Harmondsworth, I will have to move very far from this area to find anything like this. Our community will be left behind, the compensation doesn’t come anywhere near the value of friendship.”

Case study

WPOZ resident: single parent family

Lives in Colnbrook with son and daughter

- She has lived in the area for 20 years – they liked the village feel of Colnbrook, but appreciated that it was also fast paced and provided easy access to shops, a petrol station, pubs etc.
- The area has changed much over recent years with its continued growth: they have a lot of planes going overhead and, living close to the M4, traffic is an issue. She fears that further developments in the area (more trains, new flats) will cause more noise and pollution, and ultimately lead to more stress.
- Congestion on the roads is a real issue – she finds it difficult to drive anywhere, and people also use their road as a cut-through which is frustrating.
- She had considered moving but going through divorce has made those plans more difficult. She's also aware of flats in the area that were difficult to sell due to elevated levels of air pollution, so worries that she'd not get a good price for her house.
- Due to the disruptions caused she would expect support from Heathrow Airport; proactive information on the options available to her would be welcomed.
- She would also want help adapting the house to make it suitable to live in.
- Ideally she would want a one stop shop for all information.

“Over the last 20 years it's become very busy. I can only see it getting worse. I want to move so I'd be happy to go, but we might have trouble selling the house, and then there is the fees... It used to be a quiet village but not any more. To stay we'd need to adapt our homes.”

Knowledge of Heathrow Airport developments

All are frustrated by a lack of clarity around the developments; residents rely on a number of different channels for updates

- **Overall, there is a lot of confusion amongst residents about whether the proposed expansion will go ahead or not**
 - Residents receive information through a number of different channels – community groups, Heathrow, the HCEB and the media. Biased by agenda, these reports can often be conflicting.
 - They are aware that the outcome could be affected by a number of issues – including Government changes, Brexit, the outcome of the court hearing on October.
 - Even for those in the CPZ, there is a sense that decisions are still in a state of flux. There has been no presentation of clear and specific information. Some believe Heathrow Airport to be withholding information.
- **Residents have been living with the prospect of the third runway for years – a lack of clarity around what is happening keeps residents ‘trapped’**
 - Without clear timelines on the development, those wanting to sell their homes feel unable to move on - those living in the CPZ are waiting to hear from Heathrow on what they will be offered, when;
 - There is a consensus amongst CPZ / WPOZ residents that the development at Heathrow airport makes their home unattractive to buyers; and they believe the ‘blight’ of the proposed runway will decrease their house prices.
 - Whilst residents remain in their homes for the foreseeable future, they are reluctant to re-invest in their properties (e.g. decorating / renovation) as they fear that they won’t see a ROI.



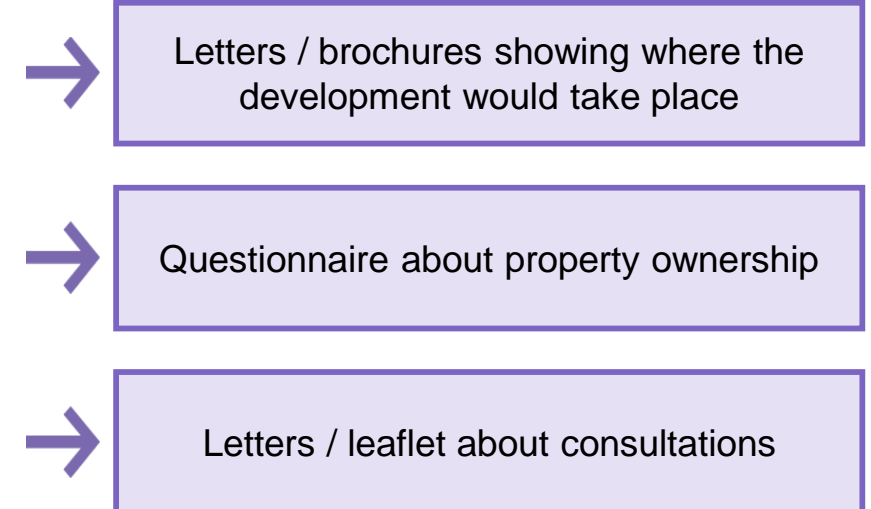
To help CPZ / WPOZ residents make decisions on whether to sell / remain in their home, they need access to up to date information that reflects current thinking

All have received information about the developments taking place at Heathrow Airport via post but details are lacking

- All remember receiving information through the post about the proposed expansion, however, nearly all agree that the information is vague and lacks specifics on timelines and what residents are entitled to.
- Leaflets received sign post people to helplines. Only a minority have tried to ring the telephone number provided, however, those that did were not always able to get the information they wanted. None had been re-contacted in a follow-up.
- Many would expect to find more information online if they wanted to access it.

“There's no real follow on from it. So if you've got queries or you're trying to resolve issues around the community, for example, the kind of tenants that they're getting in these rental properties and so on...you're left without knowing what you wanted to know” CPZ

Information received about the Heathrow Airport developments



Vulnerable audiences need extra support in accessing information

EAL (English as an additional language) audiences:

- One CPZ family that we interviewed as part of this research were EAL. The daughter had to translate for her parents.
- The parents had received information through the post about the developments at Heathrow – and had understood to some extent that their house would be impacted – but language barriers had meant that they could not fully comprehend what the letter was telling them.
- The family had requested a translator to help them digest the information, but had not heard back from Heathrow Airport.
- This family had very little understanding about the developments taking place, and were confused about what the implication for them might be.

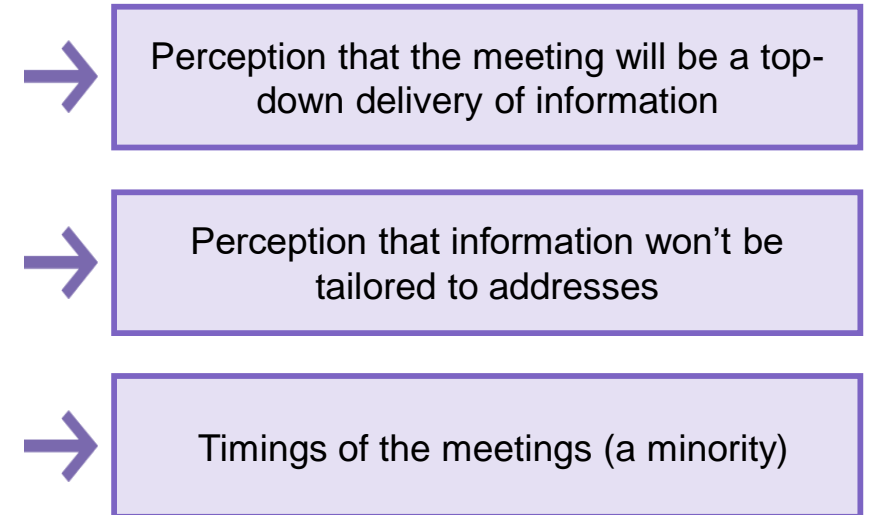
Elderly audiences:

- Many express concerns for elderly people, especially those that live alone.
- Accessibility to information is key – those with mobility issues may be less able to attend meetings;
- And those who don't have internet access will be less able to conduct their own research.

Residents are broadly aware of the consultations but, so far, have engaged little with the process

- Many of those we spoke to were yet to engage in the consultation process. They do recall receiving information about when local meetings would take place, but had not prioritised attending a meeting;
 - Given the lack of clarity around the developments, many were reticent to invest time in / did not see the urgency of attending a meeting if the information given was not going to add value and build on what they already understood.
 - Some of those most negative are disengaged with the process and they believe the consultation will be a platform for one-way information delivery, rather than two-way engagement.
 - Some others share that the timings of the meetings have clashed with work commitments / the commitments of family members who they would have liked to attend the meeting with.

Information received about the Heathrow Airport developments



Some of those who have engaged with events regarding the developments criticise the format

A few CPZ residents that we spoke with had attended a consultation but felt that it had not met their needs.

They criticise the consultations for:



Being too focussed on details that are not important to residents

Some agree that there was a lot of information about what's going on at the airport (e.g. scale models, details about environmental policies etc.) but not enough on the things that matter to them most (i.e. timelines, compensation).



Taking a blanket approach to information delivery

There is a perception that information being delivered at consultations is the same across all areas; CPZ, WPOZ and CFOs. Residents are looking for reassurance that Heathrow understands the real issues that people are facing.



Not being able to answer difficult / challenging questions

People delivering the consultations have not always been able to answer, or have actively avoided, specific questions relating to the compulsory purchase of residents' homes.



Being a 'tick-box' exercise

Some get the sense that everything is already a 'done deal' and that the consultation does not provide a genuine opportunity for people to influence change.

Support needs

Having access to clear, accurate information is a priority for residents; other forms of support are secondary

Practical support

- Practical support is a secondary concern for CPZ residents currently – they are a long way off considering the practicalities / logistics of moving – but their practical information needs are high.
- There is, however, a general consensus that elderly residents will need most assistance in this area.
- WPOZ residents would welcome proactive sign posting to practical support available to them.

Legal support

- Only one person included in this research had accessed legal support – most associated this with trying to stop the proposed runway development going ahead.
- Whilst many are not clear on their legal position, they had not seen the need to access legal support.
- A minority stated that they would be open to using legal support further down the line, if they felt they were being treated unfairly. Cost could be a barrier to access for some.

Emotional support

- Although residents agree that the uncertainty of their situation / potential need to move is stressful, there is a lack of appetite in accessing emotional support services; people rely on friends and family for this type of support, and uptake of professional services is likely to be low.
- Knowing what to expect from the developments at Heathrow is more important in supporting residents through this process.

Practical information need

Key concern / question for CPZ residents

**What is the compulsory purchase process? Which postcodes are covered?
When can I apply?**

- There is a lack of transparency about what is on the table, to which addresses.
- Some who were already offered – but turned down – compulsory purchase (e.g. in Sipson) don't know whether there will be a deal available for them.

Support needs

Residents need information on when they can apply for the compensation, and how to do it

- Some are in the relevant CPZ postcodes/villages but are not yet being offered compulsory purchase and they want to know more about when this is coming.
- Having this information would help residents decide whether they should attempt to sell privately, or hold out for Heathrow to buy up their home.

Practical information need

Key concern / question for CPZ / WPOZ residents

Will residents get a fair price for their homes?

- Views on whether people are receiving a fair price for their properties is mixed - some in the CPZ are offered 20% above market value, others market value.
- Some of those in the WPOZ worry that if they sell up they'll get below market rate.
- Those in CFOs are not worried about the market value of their house in general – but do worry for those under the flight path.
- Residents worry that they'll not be able to afford a similar standard of living elsewhere, given that other locations will likely be more expensive to live in.

Support needs

Residents need information on compulsory purchase criteria / compensation entitlement

- CPZ residents need to know what they would be offered for their house - and want reassurances that Heathrow will commit to prices quoted and be fair in the sales process.
- CPZ / WPOZ residents also want information around what Heathrow will take into consideration when purchasing houses - is it just the value of the brick and mortar, or will the quality of the housing stock also be taken into account (e.g. work done on the property)?
- WPOZ want to know what, if any, compensation is available to them and the procedures they need to go through to access it.

Legal support needs

Key concern / question for CPZ / WPOZ residents

What happens if I'm not offered a fair price for my home?

- If residents feel that they are treated unfairly / are caught up in toing and froing with Heathrow Airport over house value, this is when some think that they would seek legal advice.
- Some residents mention that specialist conveyancing companies were sending them information, attending residents meetings and generally touting for business. It is unclear if these organisations are approved or are really experts in the field.
- Those in CFO generally feel that the developments at Heathrow will have a positive impact on the area.

Support needs

Information on how to proceed with legal action / vetted service providers

- When probed, residents shared that they would not trust HCEB to provide access to legal services; awareness of the HCEB, its function and independence from Heathrow airport is low – most would prefer to find independent counsel.
- However, information around next steps would be of value to residents who don't know what action they could take next.
- In addition, a list of recommended conveyancers could potentially be helpful for some.

Practical support needs

Key concern / question for elderly CPZ / WPOZ residents

Where will I move to?

- Although many residents say that they would not want assistance in this area, some imagine that vulnerable groups may be less able to cope with the challenge of relocating and may need help in this area.
- Being able to find an appropriate place to relocate to is important for all – and a decision which can't be taken lightly.
- It's important that older residents don't become isolated as a result of their move, and that they are still able to access key services.

Support needs

Assistance with shortlisting new locations / properties

- For some older residents, identifying key criteria and sourcing areas that match these requirements will be important in supporting a transition to a new location.
- Transport is a key consideration as many older residents are reliant on public transport - they want to remain in an area where they are entitled to free London travel.
- Several are receiving treatment from local hospitals for long term conditions (Diabetes, Cancer etc.). Being able to access their existing medical services is key – they don't want to have to switch to a different medical team.

Practical support needs

Key concern / question for elderly CPZ / WPOZ residents

How will I move?

- Again, younger residents are much less concerned about managing a move and feel confident in their ability to sell / buy a house – and transfer their belongings / direct debits etc.
- A number, however, identified that elderly, vulnerable audiences may need additional help in this area.
- Some older residents agree that it's a daunting task – they haven't moved home for many years and are not clear on all the steps involved.

Support needs

Signposting to relevant services to help with logistics

- Some of the older residents included in this research would welcome having some support with the 'leg work' of moving and support with details such as redirecting bills, changing bank account addresses etc.
- Although mainly independent, some younger residents agree that having access to an approved list of service providers (e.g. removals companies) could be a nice to have.

Practical support needs

Key concern / question for WPOZ / CFO residents

What will Heathrow do to help alleviate traffic congestion?

- Traffic congestion is a key concern for those WPOZ / CFO – they have already noticed delays to journey times due to the roadworks, and redirections during the developments has caused disruptions.
- Longer-term impact, they worry what the impact of having an increase in flow of traffic to / from the airport will have on the accessibility of the area.

Support needs

Access to transport / road plans; information on alternative routes

- Some would like to know what the likely impact of the developments will be in their area in terms of delays and what, if anything they can do / Heathrow will do to mitigate against impact;
- Residents have been warned that the works are taking place but information on road closures / alternative routes / length of work is lacking.
- Sharing information on the plans for traffic / public transport and travel would be of interest to residents in these communities.

Practical support needs

Key concern / question for WPOZ / CFO residents

How will the developments impact pollution in the surrounding areas?

- Air pollution is a key concern for residents in near-by communities, esp. those with pre-existing health concerns (e.g. asthma).
- Noise pollution is also top of mind for those closest to the airport – both the increase in traffic travelling through the area, and the increase in volume of flights will likely negatively impact the area.
- CFO are less concerned about noise pollution, but highlight that those under the flight path may feel differently.

Support needs

Proactive information sharing on personal entitlements and approved providers

- Residents want to be given clear, up to date information on what support is available to them (e.g. for sound proofing)
- Some describe being sent round the houses in the past when looking for information on grants available to them for double glazing.
- Information on good home insurance providers would also be welcomed - a few report issues gaining cover for roof repairs due to living close to an airport.
- Many are unsure on how Heathrow Airport could mitigate against decline in air quality.

“My main concern is transportation in the area, how it's going to be affected, it will be more congestion and also the pollution, you know, possibly from the airplanes.” CFO

“They will need a lot more information about the future - how to protect the environment and what to do about housing. Need something detailed and practical.” CPZ

“The surrounding residents who've been here for a long time - they may be more confused with the process of selling and buying or moving to care homes, whatever it is they want to do.” WPOZ

“Older and vulnerable people would need support as it's tougher on them. Where will they end up? It's quite frightening on your own having to move.” WPOZ

“Tell us if there's going to be any traffic disruptions, etc. You know, give an advanced notice and also better signage on the road.” CFO

“They need to talk about things in a way that make sense to people – tell them how they will be impacted and how [HCEB] will help. Make it easier for all to understand.” CPZ

Residents want information, from Heathrow or other organisations

- Given residents appetite for information, HCEB could help to provide effective sign posting to HAL information / updates.
- When HCEB communicate with residents, to have the widest reach it should it should utilise range of channels;
 - Leaflets / letters are effective at drawing peoples' attention to key information. Some have also opted into email updates.
 - Many would like the option to talk through their questions and queries with someone one-on-one; face-to-face communication is seen as important, especially for vulnerable audiences. HCEB should consider out reach support for those with additional support needs (i.e. elderly, EAL audiences).
 - Some also like the idea of being able to access meetings remotely – i.e. through a telephone conference / online presentation. This would help to reduce the barriers of time / travel for attending meetings among those who commute to work.
- Information needs to be easy to digest across a wide range of audiences – including those with sight issues / those with low levels of literacy. Language, format and style will be important here.

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