

# MANSTON AIRPORT DEVELOPMENT ORDER EXAMINATION

## SUBMISSION FOR DEADLINE 5 COMMENTS ON APPLICANT'S DL4 RESPONSES FROM LOCAL BUSINESS AND INTERESTED PARTY, FIVE10TWELVE LTD

### Explanatory Note:

1. In response to Applicant's Comments on Written Representations with regards to tourism in which the Applicant asserts that *Socio-economic impact upon tourism as a result of the proposed development ...is assessed as not having an adverse effect*<sup>1</sup> and/or *"...effects on the local economy and tourism would be minor beneficial"*.<sup>2</sup>
2. As we have stated in our own comments on Applicant's response to Written Questions, (socio-economic), we find the Applicant's conclusions regarding impact on tourism to be deeply flawed, unreasonable, irresponsible and *"bordering on contempt"* for an industry that is worth £319m to the local economy<sup>3</sup>.
3. In order to further illustrate the point beyond our own voice and understanding of these issues - or that of the Applicant - we have produced an online survey<sup>4</sup> of local businesses in Ramsgate. The questions in this survey have been designed to explore responses to the following key themes:
  - How business owners feel the proposed develop will impact on their business
  - How well informed - or otherwise - the business owner is with regards to the proposed development and its impacts
  - Business owners understanding of any noise mitigation measures that may be required or their business and who may be responsible for providing such mitigation
  - Attitudes of business owners towards engaging with the DCO examination process and/or making their voices heard
4. At the time of writing the survey has been live for approximately 48hrs. We intend to file full responses at Deadline 6. Given the timetable for the ExA to ask further questions, however, we have presented overleaf summaries of responses received to date to help inform any additional interrogation of the Applicant's assumptions.

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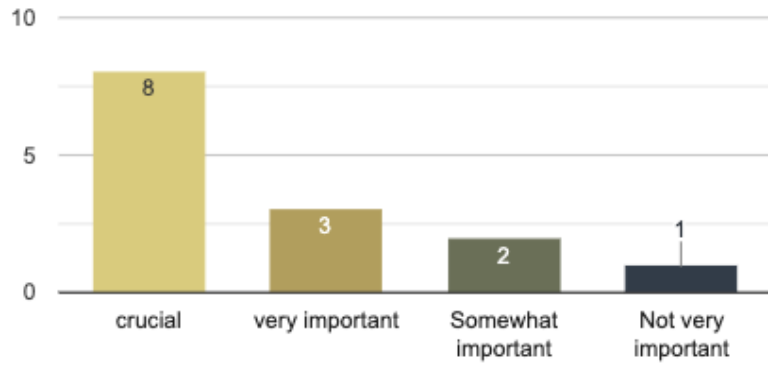
<sup>1</sup> [REP4-025](#) Applicant's comments on Written Representations, p.34, (2.6.1), p.35, (2.6.2, 2.6.3), p.38, (3.4.10)

<sup>2</sup> *Ibid*, p. 36, (3.4.6)

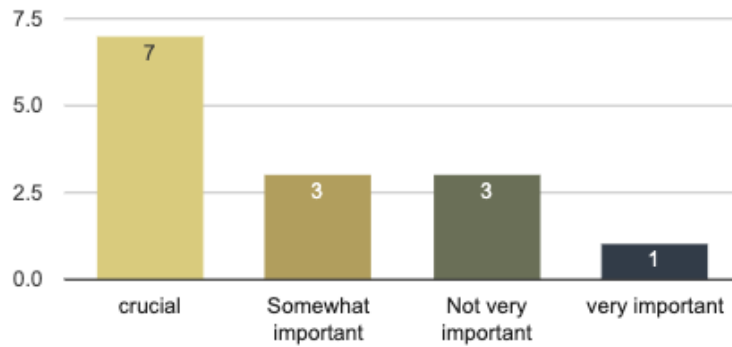
<sup>3</sup> [REP4-052](#) Five10Twelve comments on Applicant's response to ExA's first Written Questions (Socio-Economic), Q. SE.1.1

<sup>4</sup> **Appendix BOS-001** : Ramsgate Business Survey Questions

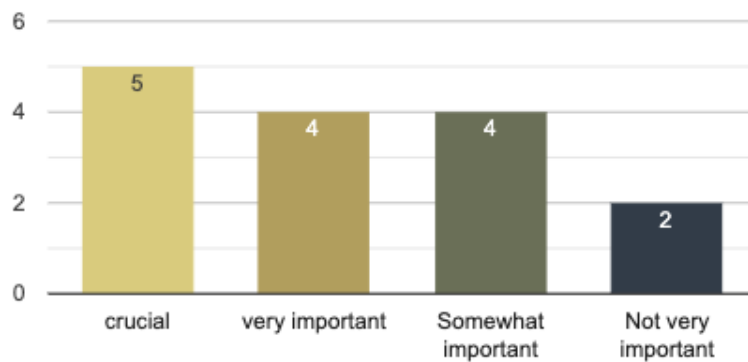
How important is this type of custom to your business .... - Inbound Tourists



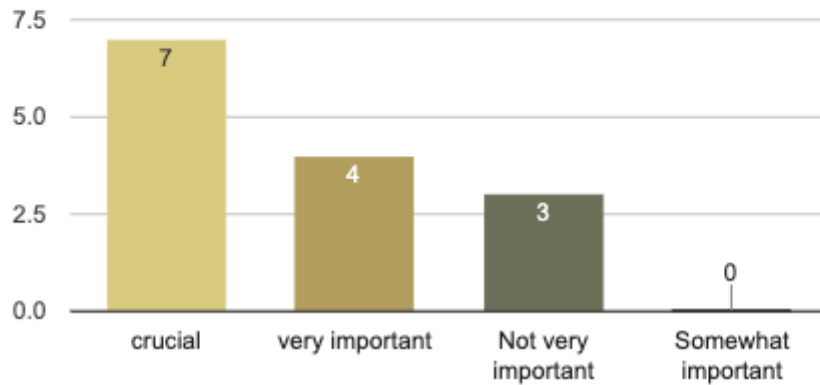
How important is this type of custom to your business .... - Hospitality services (incl. F&B, cafe culture etc)



How important is this type of custom to your business .... - Inward Investment (incl. business and residential relocation)

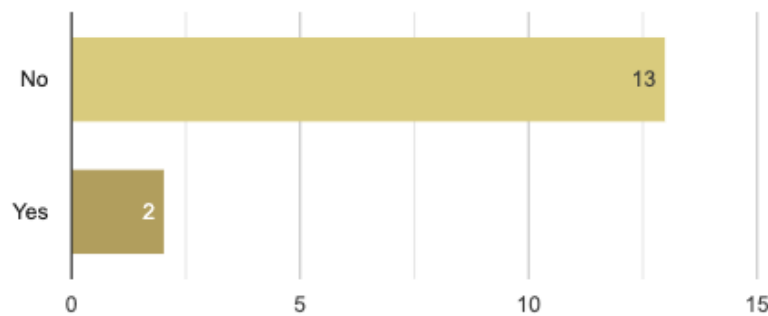


How important is this type of custom to your business .... - Outdoor living and activities  
e.g. beach, park, 'cafe culture', Active Ramsgate, playing fields etc

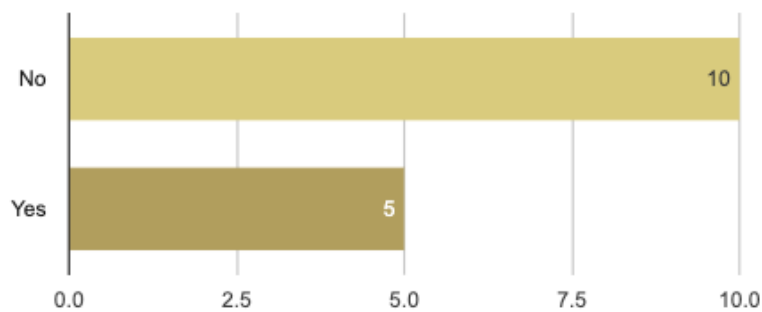


## BUSINESS CONSULTATION

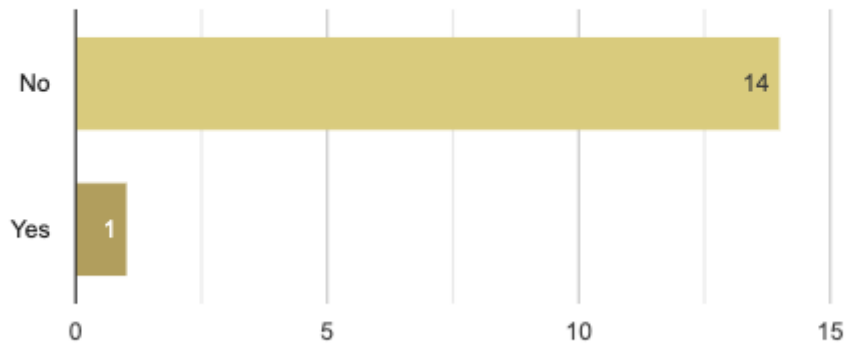
Do you feel you have been fully informed about the Developer's plans for the air cargo hub at Manston?



Do you feel fully informed about the potential impacts of the cargo hub on you and your business?

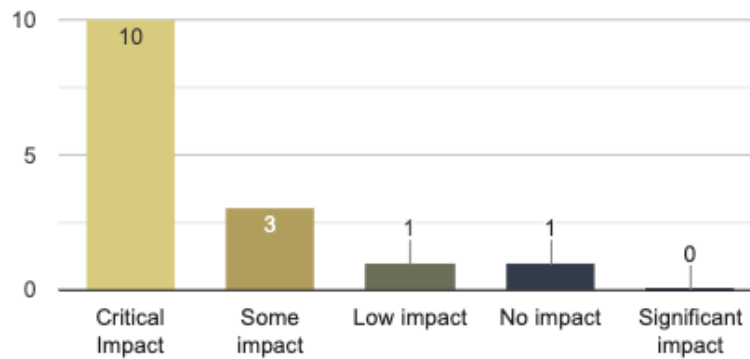


Have you been contacted by the air cargo hub developer, RiverOak Strategic Partners (RSP) about its plans?

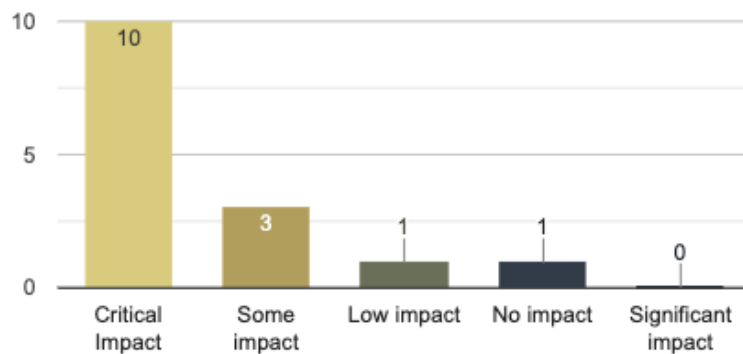


## BUSINESS IMPACTS

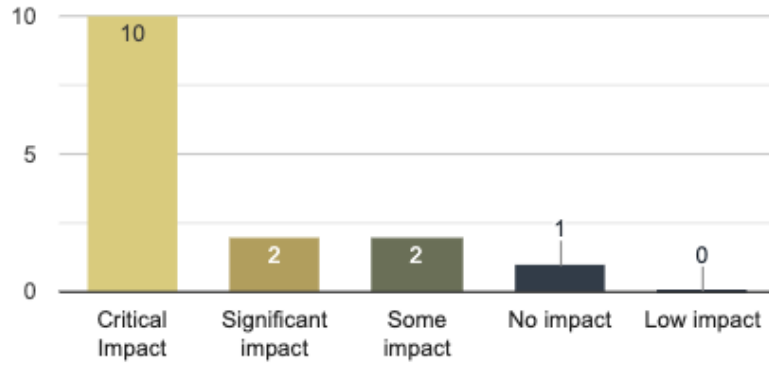
Which of these cargo hub impacts do you think might affect you and your business? - Aircraft noise



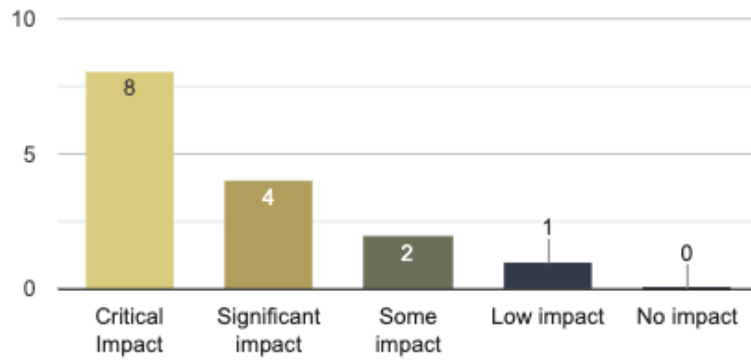
Which of these cargo hub impacts do you think might affect you and your business? - Flight frequency



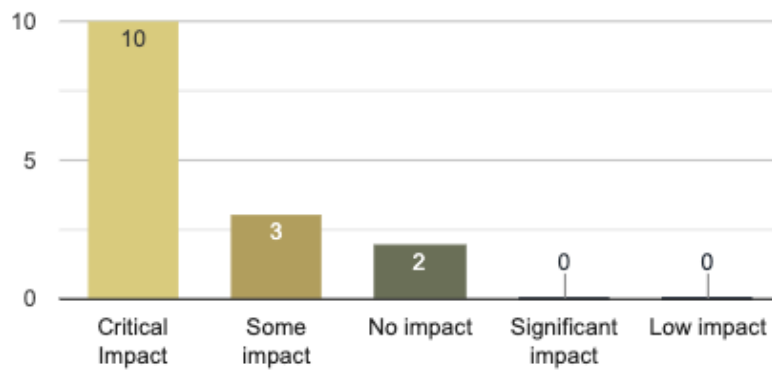
Which of these cargo hub impacts do you think might affect you and your business? - Impact on tourists



Which of these cargo hub impacts do you think might affect you and your business? - Residents/customers relocating



Which of these cargo hub impacts do you think might affect you and your business? - Night Flights



Have you considered financial impact to your business (e.g. more or less customers/revenue)? If so can you quantify this?

£30,000+ per annum in lost sales

25/03/2019 4:25 PM

We have not had sufficient information even to begin to ascertain the impact. Can you help us with this? We have had no indication from either the Council or the parties to this application as to the impact on us.

25/03/2019 4:41 PM

I am extremely concerned that this will negatively impact upon my business. As my bed and breakfast is directly under the flightpath, my business would sustain significant losses over a short period of time. I would estimate that even as few as 1 or 2 flights per night would lose me revenue but if we end up with even more than that, I anticipate our business, that has been a bed and breakfast since the 60s (possibly even earlier), would close within months which would render us bankrupt. I currently turn over approximately £80,000 per year and I would expect that to reduce by at least 60%, probably more if we have regular night flights. If you can't sleep at a bed and breakfast, you are not going to return and if you are unhappy about your stay, you tell Trip Advisor, then any future customers will be immediately put off. My husband and I have invested over £600,000 in our business and I would expect after 13 years of ownership, to walk away in negative equity should a cargo hub be allowed at Manston.

25/03/2019 4:56 PM

The financial impact would be dire. I would not be able to conduct in-depth interviews of a highly sensitive nature with plane noise stopping conversation several times an hour. My home is my office and its value would inevitably decrease.

26/03/2019 7:10 AM

We are Estate and Lettings Agents. Hard to quantify because we are also caught up in the realms of Brexit and have been to a lesser extent since two weeks before the 23rd June 2016. Previously, when the airport was a lot quieter than is anticipated if Manston reopens as a Cargo Hub, we could not hear as the planes went over our building, in fact, sometimes they were so low we had to duck, even though we were inside the building.

26/03/2019 9:22 AM

Not considered it.

26/03/2019 10:37 AM

My business is under the flight path so I am extremely worried. The nature of my business is about creating a warm, ambient environment which is soothing, thoughtful and creative. The very opposite to the impact of noisy cargo planes flying overhead. I believe the potential impact on my business could mean losing 50% of my customers, and all the visitors, which would equate to a loss of approximately 65% (30% of trade is visitors + 50% of the balance)

27/03/2019 4:10 PM

It will have a huge impact financially

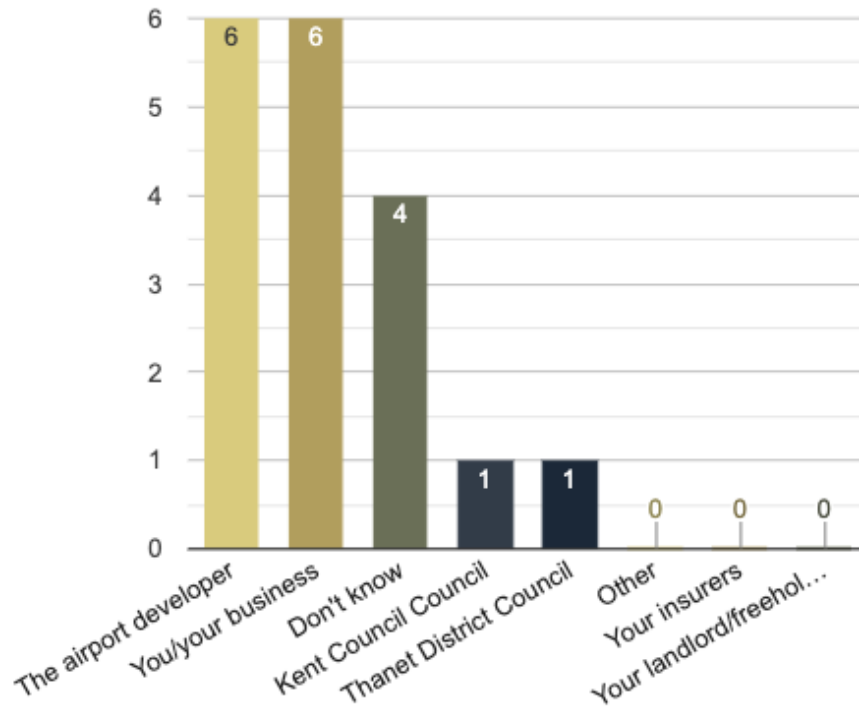
29/03/2019 11:35 AM

It is irrelevant as we would have to relocate all the reasons that make our business would not be there any more.

29/03/2019 4:47 PM

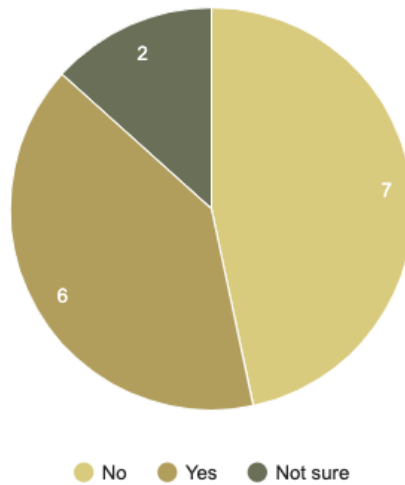
# MITIGATION

Who do you think will pay for any such mitigation that might be required?

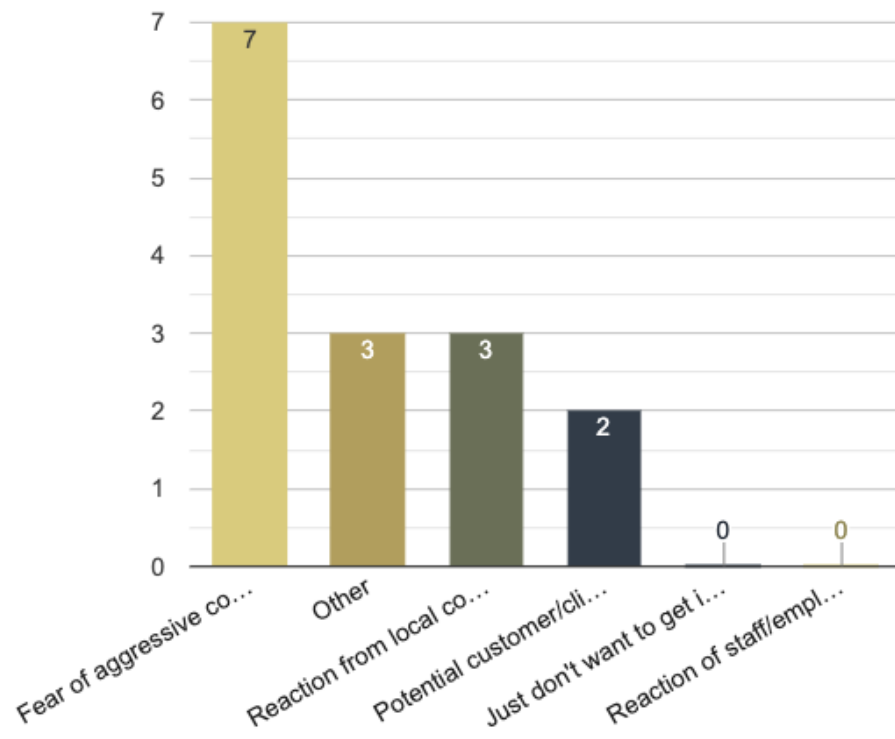


# BUSINESS VOICE

Do you have any cause for concern about publicly expressing your views about the proposed air cargo hub?



If you are concerned, please state why (tick any that applies)





What do you think of the air cargo hub proposal? How do you think it might impact on Ramsgate and on you or your business - either positively or negatively?

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I think it's completely misplaced and will kill any recent growth in prosperity for Ramsgate. We are being known and visited by people as a pleasant, quiet, somewhat quaint seaside town with a spectacular harbour full of boats. Becoming a cargo hub completely changes the nature of place, through noise, pollution and by losing us many of the visiting boats in the harbour - who is going to stay for a few nights when sleep will be threatened by night flying? let alone the daytime flying? The harbour surrounding area is hugely successful at the moment as a leisure area, enhanced by the renovated Royal Victoria Pavilion with its open rooftop seating area. The planes will fly directly over this at less than 600feet - who is going to sit up there, with the noise and being showered with aviation fuel as the planes drop height as they are coming in to land? For the surrounding area and the huge infrastructure needed for a cargo hub, the nature of the environment will also change, from the current sense of arrive at the seaside, a calming sense of peace prevailing, to an area full of lorries and commercial vehicles. What future does this offer? Few jobs locally and the losing of our incoming benefits from tourism.

27/03/2019 4:10 PM

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Guests of mine will not return and TripAdvisor will crucify the business in-line which many people make a decision to purchase on

29/03/2019 11:35 AM

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It is ridiculous. It will kill a town the town.

29/03/2019 4:47 PM

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I believe a 24/7 cargo hub would have a catastrophic effect on Ramsgate's environment, economy and people. The regeneration of the town and its buildings would cease because no one with a choice would opt to live, visit, weekend or holiday under a flight path. RSP have been in dereliction of duty from the start and no one who has read their patchy and inconsistent proposals or heard their inadequate, ever-changing submissions has even one degree of trust in them.

26/03/2019 7:10 AM

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It will be a negative impact if it goes ahead. We have noticed a huge difference with just the Fire Station moving out of the town and not blaring its sirens as it passed our building. We won't be able to hold phone conversations or even discuss matters in the office with potential buyers, sellers, Landlords or renters. Our work experience will become a nightmare and our home life too as, I work and live under the flight path.

26/03/2019 9:22 AM

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Concerned o. The health of our homes, in the past done flights have made the house shake, if that is to become regular, how will the building cope? Can't afford works to mend. Also what the impact on the wildlife with the pollution

26/03/2019 10:37 AM

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I havent had much infomation on it so can judge other than other towns in thanet wont want the hassle of traffic to get to ramsgate, night flights and running of engines will effect my health and sleep as someone who lives in ramsgate.

26/03/2019 3:30 PM

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We moved here after the airport We bought near an airport as did everyone else.. The area needs work, there is a high speed train to London. A shuttle to the train station could be arranged if needed. Roads could easily be modified to cater for additional haulage.

26/03/2019 6:03 PM

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