

Group Director's Office



John Holland-Kaye
CEO
Heathrow Airport Limited
The Compass Centre
Nelson Road
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Middlesex
TW6 2GW

7 November 2014

Dear John

Heathrow Airport – Service quality improvement

When Heathrow Airport fails to meet the standard required for a particular regulatory service quality measure for six months in a year, the CAA sends you a public letter asking why the standard has been consistently missed and to explain your plans to meet the standard going forward. We place both our letters and your replies on our website. We adopted this practice in Q5, as the maximum annual amount that is payable in rebates to airlines for any particular service element is exhausted after six monthly failures, and since the new price control has the same structure, we will continue this public exchange of correspondence during Q6.

I note that you failed to meet the flight information standard for Terminal 4 in the first six months of Q6, and consequently have rebated £688,793 to airlines using that terminal. Please could you inform me why you have consistently failed to meet this standard and set out how you plan to meet it going forward.

Please could you send me your reply by 28 November 2014. As mentioned above both this letter and your reply will be placed on our website.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Iain Osborne', is positioned above the printed name.

Iain Osborne
Group Director

Civil Aviation Authority

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