



## CUTFIELD FREEMAN & CO LTD

Competition Commission  
Victoria House  
Southampton Row  
London  
WC1B 4AD

18 June 2007

Dear Sir,

**Re: Heathrow, Gatwick and Stansted Airports**

Doubtless the recent article by Philip Stephens in the Financial Times has prompted many people to contact you. I would like to add my voice to the growing throng appalled at the behaviour of BAA as the monopoly operator at Heathrow, Gatwick and Stansted airports.

I run a small financial services business with customers all over the world. I, my partner and staff use one of BAA's airports every week. The experience is ghastly. The airports are crowded, poorly laid out, with tired and shabby facilities and run by unhelpful staff. The security process is a disgrace. The shortcomings persist plane-side, where the management of aircraft movements (e.g. including having gates and buses available when needed) is chaotic.

The only area where investment appears to have been made is in the departure area shopping malls – at the expense of grossly inadequate seating for waiting passengers, and an atmosphere redolent of a street market.

BAA has abused its monopoly position, and its new Spanish owners show no sign of changing.

I urge the Competition Commission to initiate an enquiry into BAA's activities.

Yours faithfully,

P.J. Freeman  
Managing Director