

Many thanks for sharing the Environmental Health analysis of the proposed Air Source Heat Pump (ASHP) installation – we would like to address the comments and provide further positive reasons for the application to be approved.

We have chosen the installer very carefully; they are a very well established local company and have great experience of fitting ASHP's to properties – choosing the most efficient and environmentally friendly system for each project, and have always worked with clients and councils carefully. To date the company have not experienced any refusal of a planning application when designing and fitting an ASHP system.

They would not have recommended fitting the ASHP to our property if it was going to cause a disturbance to sleep and the ambience of the garden – as it is positioned directly underneath a bedroom window on our house and directly faces our rear garden.

Yes there will be a noise from the unit when it is running, but due to the high energy efficiency - far better than the oil boiler we currently have – the whole system will run for less time and be less noisy.

We are having a whole new plumbing system installed, so hot water will be kept hotter for longer (e.g. the latest and most insulated hot water tank) and will take less time to be heated, new radiators are going to be fitted throughout the whole house (all with the latest valves and able to run at lower temperatures BUT still heat the house better than the current system), the new extension to the house has made the house MORE insulated so alongside the energy efficient underfloor heating in that area, the solar gain from the extension **further reduces** the need to run the heating system at higher demands.

During the warmer months our house now has no need of radiator (space) heating and during the colder months windows will definitely not be open due to the exposed position of Dilhorne.

Furthermore the new system will allow for the addition of solar panels to be incorporated, so that solar power will be able to decrease the demand from the ASHP.

At the moment the exhaust from the oil system is pointing directly at number 23 School Close with a window within 2.5 metres, the sound level from this exhaust is far louder than the ASHP will be and due to the less efficient nature of the system the noise runs for far longer – yet no complaints or concerns have been made by neighbours over the last 15 years we have lived at the property.

We have always had friendly neighbours and have spoken to them before any building work, involved them in the planning and kept them informed of progress and they have always been supportive of previous work and the current extension and plans for the ASHP.

The schematics of the hand drawn sketch on the MCs certificate misrepresent the orientation of the ASHP unit and the house plans. Firstly the ASHP unit is to be orientated so that the fan unit points parallel to the boundary between the 2 houses i.e. directly towards open fields. Secondly the rear wall of number 23 is actually set 1.10m further forward towards the road than number 21, so the ASHP unit is hardly visible from the rear windows of number 23. The downstairs window is 7m away with a 1.30m brick wall between and the nearest upstairs window is 7.62m away BUT set back 1.10m.

In School Close, our street, there are 6 bungalows which have been fitted with ASHP heating systems, they have been in place for over 5 years and have never disturbed the peace of the cul-de-sac. In fact one points directly at my father's property and we have never had sleep disrupted or had cause to complain about the normal running noise these units cause. These units are much older and the technology has progressed so that the real noise caused by ASHP's is even less.

In the real world the situation outlined by the Environmental Health comments will not be a concern as I have (with permission) measured the noise produced by the older ASHP units – standing within 1 metre and then moving away from the unit.(see photos and meter readings to compare) The noise in real life can be described as standing next to a domestic fridge freezer unit, when I moved away from the unit the noise was barely distinguishable from the normal ambient noise, compared to the noise emission from the current oil boiler which can easily be heard by nearby properties.

I would encourage a site visit to listen to the respective systems that are being used in the street and see the reality of the noise produced.

As we all know, the necessity of replacing oil boilers is one of the measures that can be taken to help to mitigate the drastic effects of climate change and rapidly cut carbon emissions. The Government widely support the use of ASHP and are encouraging householders to have the systems fitted. It is not an easy decision we have taken to, hopefully, have the system fitted but one that we believe will benefit the community, our children and the whole world.

Many thanks for taking your time to read these points which we hope provide a fuller picture of the nature of the ASHP system which we propose.

If you would like to discuss further or visit the site please do not hesitate to get in touch.

Yours Sincerely,

Matthew and Susan Bowyer

Photos of School Close outside heating systems and comparative sound level readings

(readings taken 1m from sound source)

Current Oil system and reading

