

Dear Arne, many thanks for the dialogue with Denis.

Firstly, please can we specifically address the points Denis has raised

1. The orientation of the ASHP outside unit has been redrawn, the main face of the unit (i.e. with the fans on) is now shown as we hope to fit it, facing towards open fields and not towards the neighbour's house. The attached new page of the MCS Cert is attached.
2. We have contacted local Acoustic Consultants to request a survey and will keep you informed of the results**
3. The remaining information is NOT subjective.

It is a fact that:

- There are ASHPs fitted to houses in School Close.
- They have not caused any disturbance – does the council have any evidence to the contrary, letters of complaint etc.?
- The current oil boiler we have is noisy and has not proved a nuisance
- An ASHP provides an environmentally solution to the huge problem of burning fossil fuels – especially when powered by electricity produced by renewable energy technology.

Dear Mr and Mrs Bowyer

I find I have had this follow up inquiry response from the Env Hlth Officer who says:

I have reviewed the further information.

1. *The MCS Cert is reported as incorrect, can this be clarified? If it is wrong then please can I be provided with the amended cert.*
2. *The screen shots of noise levels should be supported with a site specific noise assessment undertaken by a suitably qualified acoustics professional.*
3. *The remaining information is subjective and although the applicant advises the ASHP will not cause problems or complaints, the MCS cert predictions contradict this information.*

Previous comments and advice remain valid pending any update as set out above.

Thank You,

Mr Denis Colgan

Pollution Officer

Environmental Health

As we said, we welcome the dialogue and hope that this can continue. We hope that this can be achieved at a site meeting, as suggested by Councillor Paul Roberts. We would be extremely happy for Denis to bring along any measuring instruments to the house and we can demonstrate the noise created by the oil boiler and discuss how a proposed quieter system can be unacceptable and to view the current ASHPs in the street and again to assess, in person, what noise they create.

Dear Mr and Mrs Bowyer

Thank you for your e-mail below and I note you intend to supply further info / comment. Meanwhile I have received further explanation of the position as it is seen by the Council's EHO who is reliant on the Microgeneration Certification Scheme (MCS) to assess the suitability...

He says:

"Ultimately the problem with this application is the request to overrule the MCS rules which already allow a reasonable amount of noise to be emitted and have been developed to allow these developments while protecting residential amenity. The MCS is designed to ensure this type of development if suitable can be readily moved forward, the fact it does not meet those rules means on noise grounds means there is a concern about impact to amenity. It is not a permitted development for these reasons. The information provided to date does not give me any confidence to dismiss the MCS position on this ASHP."

Mr Denis Colgan

Pollution Officer

Environmental Health

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From the above comment it would appear that there is no positive way forward – if we cannot have the specified ASHP, then we must continue with an oil boiler that is noisier, but far more serious, causes far more pollution to the environment and will soon become antiquated technology. Can you suggest what properties heated by oil boilers can change to?

We are convinced that the ASHP is the way forward and that it would not cause a disturbance – in fact we have made a site visit to see the exact same model of ASHP – fitted to a property in the parish and waited outside for the “noise” to start. After 20 minutes of standing in the cold with no activity of the ASHP (due to its efficiency) we decided to return another day! The owners assure us that the noise is minimal and does not cause any bother.

We look forward to moving the discussion forward, so that whatever the final outcome is, to know that all aspects of the proposed heating system have been looked at in a completely encompassing way.

Yours Sincerely,

Matthew and Susan Bowyer

** In asking for specific noise assessments further complications, costs and delays are being raised, the screen shots are genuine and truthful, they clearly show that the current oil boiler is far noisier than the ASHPs that are already in the street, and while not officially calibrated (if so surely the oil boiler is breaking noise rules) they scientifically can be used to compare ratios of noise etc.