

Subject: FW: 41 Cerne Close application for Air Source Heat Pump - ref. H/24/96930

Sent: Thursday, March 7, 2024 3:41 PM

To: Altman, Rebecca <rebecca.altman@eastleigh.gov.uk>

Subject: Re: 41 Cerne Close application for Air Source Heat Pump - ref. H/24/96930

Hello again,

They have asked me to send the following:

Unfortunately, we would not be able to accommodate the request of a sound barrier to be constructed around the heat pump unit. This is by virtue of failing certain Microgeneration Certification Scheme requirements as well as the extortionate costs involved in this procedure.

We also cannot install acoustic enclosures around heat pumps. The reason for this is because they would essentially suffocate the machine's airflow as it would be pumping cold air into the system that it had pumped out through its exhaust pipes. This would mean the system would have to work much harder and be highly inefficient and could be at risk of breaking, costing thousands of pounds to repair.

With regards to quieter models, the model that this customer is having installed does have a quiet mode that we can utilise as a means of mitigation. This is something we are more than happy to discuss with the customer and this mode can be used at quieter times of day/night.

Additionally, this noise assessment is conducted presuming the pump is running at full capacity, which it almost never will be. For the vast majority of the year, the compressor will not be running full pelt, and even when it is, it's usually only for a short period whilst the pump supplements a slight drop in the flow temperature. I understand that you are comparing this to the 58 decibels, which is the highest sound power level. But as earlier mentioned, this sound can only be at highest if the heat pump is running at full capacity.

We would kindly ask if the Environmental Quality Team would be willing to reconsider their stance on this point, bearing in mind how greatly the installation of an Air Source Heat Pump would increase the quality of the surrounding environment by aiding the decarbonisation of the area.

Please, let us know if this can be reconsidered and we can come to the appropriate agreement.