

I acknowledge the installer's advice against installing a barrier, as this would introduce a third opposing surface and increase the sound produced by the unit. My primary concern is the heat pump's proximity to the receptor (4 meters) and the potential impact it may have. If the installer considers there are no alternative solutions to mitigate the impact on the closest receptor and given the MCS020 assessment showing a noise level slightly above the threshold, we agree with the installation of the heat pump.

However, as stated in my previous email, while we agree with the installation of the heat pump as proposed, there remains a potential for noise complaints post-installation. If the noise from the air source heat pump is deemed a statutory nuisance, the council is legally obligated to take action to address and mitigate the nuisance.