

From: Heather Harte
Sent: 14 October 2023 12:43
To: Planning Planning
Subject: Re Planning Application 2023/3376/P

Heather Harte

Dear Sir or Madam,

I write regarding planning application 2023/3376/P at 25 Glenmore Road NW3 to retrospectively approve a heat exchange air source heat pump in the garden of this property.

Regarding the statement in the application that:

"the unit is unlikely to cause any noise nuisance"

This pump with fan has been in operation for the past few months and has caused distress to the surrounding neighbours due to excessive noise. I thought it was a motorbike being repaired in a nearby back garden, then when it kept running daily, it became obvious it was installed machinery of some kind. On the hottest days it was intrusively loud and made using the garden impossible without getting a headache from the constant loud thrumming and rumbling of the fan. This unbearably loud noise forced neighbours to stay indoors and close their windows, even on the hottest days, as the fan got louder and louder. We were deprived of the use of our gardens due to the noise pollution, and deprived of our own fresh cooling air, which would normally come through open windows and doors. It isn't fair that we should all suffer these losses for one household's use of a large piece of machinery for air conditioning or heating.

On a number of days the fan was in operation, the large glazed folding doors were wide open at the same time, for the whole day, this resulted in the fan revving up like a vehicle as it struggled to cope, and the noise becoming unbearably loud.

I understand from reading the manufacturers information documents that the fan will have to work even harder to extract heat from the air on colder days, meaning that in winter the fan operation will be loud enough to be heard through our single glazed windows. That would be intolerable and constitute an ongoing nuisance and stress for local residents.

According to the manufacturer's specifications the noise of this unit while running is 78 decibels while cooling and 62.7 decibels while heating, however these are not representative of when the machine is running at maximum, and the manufacturers instruction manual does mention that the sound levels will increase at higher operating speeds. We know this from personal experience, the harder it has to work, the louder the machinery noise becomes.

The houses in Glenmore Road and Howitt Road are terraced and back on to each other. This forms an enclosed area with tall 3 story buildings creating a barrier which insulates the gardens from surrounding street noise, so the gardens are peaceful and often very quiet unless disturbed by building works. This barrier of high walls facing each other unfortunately also serves to magnify sounds created within the space, as they are bounced back and forth like an echo on the hard brick surfaces. Placing a large unit which is operating daily with a large fan, at the junction of the gardens to the rear of opposite properties increases the reflected sound. The unit although housed in a large shed like wooden structure is not adequately sound proofed, possibly due to the necessity for intake and output of air. The fences and garden surfaces it is surrounded by are also sound reflectors, increasing the noise pollution for nearby homes and residents.

I have read the documents submitted and would like to point out that although they clearly state that

“ renovation which would not be compatible with existing style of the property nor the heritage significance of the surrounding area”

This is in fact completely the opposite of what has been constructed. No attempt has been made to integrate the design or look of the machine housing with the beautiful conservation standard houses. It is described as a small unassuming enclosure; however, the garden and sheds, for there are **two**, are designed in an oriental style and decorated with matt black powder coated paint to match the fences surrounding the garden and the glazed folding doors.

The sheds are linked across the top with a platform type roof, thus completely filling the width of the garden to a height of two metres. This enclosure abuts the fence at the back of the property and is visible from the nearby first floor properties, including mine, and is rather ugly to look at and definitely not compatible with the Edwardian style and the heritage significance of the surrounding area at all. Most of the surrounding houses have kept the original white painted windows, doors and trims and many the beautiful Art Nouveau stained-glass decoration in the French doors and windows above. The house in the planning application has had all of the original features stripped away at the rear and replaced with matt black powder coated metal folding full width glazed patio doors, with a completely inappropriate very large shade canopy above, also in black. The garden fences are also painted in matt black paint, not in keeping with the heritage significance of the surrounding area or nearby houses at all.

The beautiful birch tree in the garden was felled earlier in the year in order to fit the machine housing sheds, thus removing habitat for the local bird population of robins, dunnocks, blue tits, wood pigeons, magpies and squirrels. Residents in Howitt Road were not notified of the imminent destruction of the tree, yet it formed part of our local landscape and garden views. If I had known it was to be felled, I would have protested at the loss of this habitat for wildlife.

To conclude I would add that as a disabled person whose main daily occupation is gentle gardening, as prescribed by my health practitioners, this awful noise pollution has prevented me from the enjoyment of my own small quiet garden space. I live only one garden away from the offending large machinery and dread hearing it start up and ruin my morning meditation, or a calm restful afternoon of reading. My bedroom window overlooks the machine enclosure sheds, so I now have to sleep with the windows closed and am also deprived of fresh air. Please do not allow this machine to continue to affect our enjoyment and right to a quiet home and garden.

Yours sincerely

Heather Harte

2 Specifications

2-1 Technical Specifications				REMQ5U	REYQ8U	REYQ10U	REYQ12U	REYQ14U	REYQ16U	REYQ18U	REYQ20U
Fan	Quantity			1				2			
	External static pressure	Max.	Pa	78							
Fan motor	Quantity			1				2			
	Type			DC motor							
	Output		W	550				750			
Sound power level	Cooling	Nom.	dBA	78.0 (4)	79.1 (4)	83.4 (4)	80.9 (4)	85.6 (4)	83.8 (4)	87.9 (4)	
	Heating	Nom.	dBA	62.7 (4)	64.8 (4)	64.9 (4)	68.3 (4)	68.6 (4)	66.3 (4)	67.0 (4)	
Sound pressure level	Cooling	Nom.	dBA	57.0 (5)		61.0 (5)	60.0 (5)	63.0 (5)	62.0 (5)	65.0 (5)	
Operation range	Cooling	Min.-Max.	*CDB	-5.0~43.0							
	Heating	Min.-Max.	*CWB	-20.0~15.5							