



Further to your information request FOI/EIR 23/24-479, please find your question and our response below.

Request:

I am writing to request information regarding noise complaints associated with heat pumps in your area.

Could you please provide the following information for each year from 2015 to the most recent year with available data:

- The total number of noise complaints associated with heat pumps broken down by heat pump type if possible (e.g. water source, air source, ground source, shared loop ground source).
- The associated outcome of the noise complaints, if possible.

If it is not possible to complete the above request broken down by heat pump type, please omit this part of the request and instead provide the overall figures of all heat pumps.

If it is not possible to receive information as far back as 2015, please start with the oldest year on record.

Response:

Heat pump type not identifiable.

2015

0

2016

0

2017

ASHP – (noise measured and deemed not to be intrusive)

2018

0

2019

0

2020

ASHP – (complainant called for advice. Formal complaint not made but advice given on how I would investigate if one was received)

2021

ASHP – (Customer was unable to confirm it was from an ASHP and thought it might have been coming from a construction site instead)

ASHP – (pumps were noisy and building developer fitted enclosures which resolved issue)

2022

ASHP – (investigation is ongoing but improvements were made through enclosures)

ASHP – (this was investigated but complainant become unsure the noise they could hear did come from the neighbour's ASHP)

2023

ASHP – (subject of complaint denied having a heat pump)

2024

0

This concludes your request FOI/EIR 23/24-479.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.