



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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Further to your information request FOI/EIR 22/23-161 please find your question and our response below.

Request:

The number of complaints submitted to the council in relation to the installation of a domestic heat pump, specifically in regards to a loss of amenity.

I would like the data sets for the following time periods:

August 01, 2020-July 30 2021

August 01, 2021-July 30, 2022

I would also like to know the number of complaints during these periods that were upheld -- and in how many cases a heat pump was ordered to be removed.

Furthermore, if possible through a keyword search, I would like to know how many complaints specifically cited the following: loss of light, excessive noise, intrusion of privacy.

Response:

1.8.2020 – 30.7.2021 – 2 complaints received about noise, potentially from domestic air source heat pumps. For one of these complaints the person affected did not want to proceed after the procedure was explained. The second complainant could not locate the source and advised us to close the case, but would contact us if they were able to identify the source of the sound being heard. This complaint could not specifically identify the sound being heard as that from a domestic air source heat pump.

1.8.2021 – 30.7.2022 – 1 complaint received about noise and considered justified. Resolved with acoustic treatment.

This concludes your request FOI/EIR 22/23-161

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.