

**From:** Halliday, Thomas <Thomas.Halliday@westsuffolk.gov.uk>  
**Sent:** 08 Dec 2025 12:37:06  
**To:**  
**Cc:**  
**Subject:** FW: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation  
**Attachments:**

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**From:** Johnson, Claire <Claire.Johnson@westsuffolk.gov.uk>  
**Sent:** 08 December 2025 12:08  
**To:** Halliday, Thomas <Thomas.Halliday@westsuffolk.gov.uk>  
**Subject:** RE: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation

Hi Tom,

On the basis the pipework will not involve any works to the historic fabric I am satisfied this part of the installation is acceptable from a conservation point of view.

Thanks  
Claire

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Claire Johnson  
Senior Conservation Officer  
Planning  
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Email: [Claire.Johnson@westsuffolk.gov.uk](mailto:Claire.Johnson@westsuffolk.gov.uk)

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**From:** Halliday, Thomas <[Thomas.Halliday@westsuffolk.gov.uk](mailto:Thomas.Halliday@westsuffolk.gov.uk)>  
**Sent:** 08 December 2025 11:46  
**To:** Johnson, Claire <[Claire.Johnson@westsuffolk.gov.uk](mailto:Claire.Johnson@westsuffolk.gov.uk)>  
**Subject:** FW: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation

Hi Claire,

I have heard back from the agent in relation to the internal works to the listed building required for the ASHP pipework. Please see the below response. Obviously this seems to contradict the initial response where reference was made to the pipework going 'through' the joists.

In light of the conflicting correspondence I am going to request an amended schedule of works that clearly sets out the works indicated below? Could you confirm that in principle the below is supportable I have already requested an amended scheme in relation to the solar panels location but have not received a response to that point as of yet.

Kind regards,  
Tom.

---

Thomas Halliday  
Planning Assistant  
Planning  
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**From:** Mitch Thomson <[mitch@retrofit-coordination.co.uk](mailto:mitch@retrofit-coordination.co.uk)>  
**Sent:** 08 December 2025 07:27  
**To:** Halliday, Thomas <[Thomas.Halliday@westsuffolk.gov.uk](mailto:Thomas.Halliday@westsuffolk.gov.uk)>  
**Subject:** Re: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation

Good morning Tom,

Please see the quote below from the engineer installing the heating works I hope this clarifies the disruption to floors etc so we can progress this element.

“From reading what the conservation officer has written, I think there is a slight misunderstanding as to how this system will be piped. I can confirm that no historic beams from the original section of the house would be drilled to facilitate this install- in actual fact, not even any floorboards will need to be lifted in this portion of the property, as far as the

mechanical aspect is concerned- hopefully. In the historic end of the house we will be using the existing pipework that's already in situ and where additional radiators will be needed to be installed to combat the heat loss, we will be running our pipework above floor board level on the first floor. Lifting floorboards would be our very last resort to run the additional pipework in this portion of the house, not only due to the joists but also because of floorboards themselves. From memory the only additional internal pipe penetration I will have to make is for the feeds to the hydronic plinth heater in the kitchen, but I am hoping to serve these feeds from the other side of the kitchen in the new extension- however we will only know if this is possible once we lift the floor (in the new extension bedroom).

That being said, floorboards will have to be lifted in the newest extension of the property at the opposite end to the historic portion. The ASHPs will be sited at the gable end of this extension and the only route for us available to get the primary pipework to the LLH and cylinder location in the utility is by running the primaries up to the joist void externally and then using this void to cross the landing and then drop down into the cloakroom below, feeding the LLH and then through the dividing wall into the utility room for the cylinder. In terms of connecting the cylinder to the heating circuit, our heating flow and returns are just the other side of the dividing wall between the utility and kitchen where the existing oil combi resides. These locations for the new appliances seemed the most logical when I surveyed (if not the only realistic locations) due to the nature of the property and ensuring disruption can be kept to a minimum to both the residents and the property itself.”

I hope this makes sense. Any problems let me know.

Warm Regards,



**Mitch Thomson**

**Sales & Business Development Manager**  
**Retrofit & Coordination Ltd**

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**From:** Halliday, Thomas <[Thomas.Halliday@westsuffolk.gov.uk](mailto:Thomas.Halliday@westsuffolk.gov.uk)>  
**Sent:** Tuesday, December 2, 2025 4:05 pm  
**To:** Mitchell Thomson <[mitch@retrofit-coordination.co.uk](mailto:mitch@retrofit-coordination.co.uk)>  
**Subject:** RE: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation

Hi Mitch,

After conferring with the Conservation Officer, we have some concerns regarding the internal works to the listed building.

From your email it appears you intend to run the pipework through the centre of the joist by drilling a hole. This would not be an acceptable approach to the historic ranges. Instead, pipe runs will need to comprise of a mix of surface mounted pipework and pipework running parallel with floor joists to avoid cutting historic joists and make the application supportable.

If you wish to make amendments to the scheme in line with the proposed changes, please submit an updated schedule of works with justification.

Kind regards,  
Tom.

---

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Planning  
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**From:** Mitchell Thomson <[mitch@retrofit-coordination.co.uk](mailto:mitch@retrofit-coordination.co.uk)>  
**Sent:** 01 December 2025 18:03  
**To:** Halliday, Thomas <[Thomas.Halliday@westsuffolk.gov.uk](mailto:Thomas.Halliday@westsuffolk.gov.uk)>  
**Subject:** RE: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation

That's great Tom thank you very much!

I look forward to hearing back and seeing the progress on the project.

Anything else you need please don't hesitate to reach out further.

Warm regards,

Mitch Thomson.

On 01/12/2025 17:20 GMT Halliday, Thomas <[thomas.halliday@westsuffolk.gov.uk](mailto:thomas.halliday@westsuffolk.gov.uk)> wrote:

Hi Mitch,

Thanks for getting that over.

I will still be completing a site visit as it is a statutory requirement to post a site notice. There's no need for you to attend, since the application outcome will be heavily weighted towards the comments of the conservation officer. I'll only be out for a few minutes to grab a few photos to assist the conservation officer in their assessment.

I'll forward your comments regarding the internal works to the conservation officer and update you if there are any further queries. Unfortunately it is unlikely the conservation officer will be able to attend site herself due to current staff shortages, however, due to the nature of the development, a remote assessment should suffice in this case.

Kind regards,  
Tom Halliday.

---

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**From:** Mitchell Thomson <[mitch@retrofit-coordination.co.uk](mailto:mitch@retrofit-coordination.co.uk)>  
**Sent:** 01 December 2025 16:56  
**To:** Halliday, Thomas <[Thomas.Halliday@westsuffolk.gov.uk](mailto:Thomas.Halliday@westsuffolk.gov.uk)>  
**Subject:** RE: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation

Hi Tom,

Thank you for this. Please see the below information to assist in answering the questions:

Internally, we will be lifting mid floor boards (mostly in the newer extension) for the air source heat pump installation. This will allow us entry ceiling level into the Utility room sited in the front of the house. There will also be floorboards lifted in the original house from this point to the main hallway to gain access to the electricity meter and fuse box for electrical connections. All of these board will be replaced after installation. Cable and pipework runs will be installed through the floor joists centrally to the joist to not affect structural integrity. All floors and boarding will be replaced back to the original lay throughout.

Regarding the photos of the roof space - see attached which are a couple of extra pictures I have taken. Hopefully these will be helpful and doest mean you need to take a trip out to site. Should you find it useful, I am more than happy to attend site and talk you through the project if that's helpful?

Warm regards,

Mitch Thomson.

On 26/11/2025 16:52 GMT Halliday, Thomas <[thomas.halliday@westsuffolk.gov.uk](mailto:thomas.halliday@westsuffolk.gov.uk)> wrote:

Hi Mitch,

Thanks for getting that over, I have now uploaded to the application file.

Since your reply we have received comments from the Conservation Officer, requesting additional information and photos. You can view the full comments on each application file using public access on the WSC website. For your convenience, the below is required:

- Further clarification on internal works associated with the Air Source Heat Pump, e.g. how will the pipework be routed/where, will floorboards be reinstated, will joists be notched to accommodate the works etc.
- Photos to show the relevant roof slope in context with the principle (front) elevation of the original dwelling. Essentially just a wider shot of the photo already submitted.

If the applicant is unable to provide photos, I will be out on site to post a site notice likely next week so I will be able to obtain photographs at that point. However in the interest of alleviating any concerns conservation may have regarding the proposals, the sooner we have the photographs to support the better.

Please let me know if you have any questions.

Kind regards,  
Tom Halliday.

---

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Planning Assistant  
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Email: [Thomas.Halliday@westsuffolk.gov.uk](mailto:Thomas.Halliday@westsuffolk.gov.uk)

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information about you that we pass to a third party will be held securely by that party. For more information on how we do this and your rights in regards to your personal information and how to access it, visit our website: [How we use your information.](#)

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**From:** Mitchell Thomson <[mitch@retrofit-coordination.co.uk](mailto:mitch@retrofit-coordination.co.uk)>  
**Sent:** 26 November 2025 12:17  
**To:** Halliday, Thomas <[Thomas.Halliday@westsuffolk.gov.uk](mailto:Thomas.Halliday@westsuffolk.gov.uk)>  
**Subject:** Re: DC/25/1783/HH & DC/25/1784/LB - Noise Calculation

Hi Thomas,

Please find attached the Noise Calculation that was carried out. Apologies this wasn't in the original upload - I assumed all was attached.

Any issues let me know!

Warm Regards,

Mitch Thomson.

On 26/11/2025 11:28 GMT Halliday, Thomas  
<[thomas.halliday@westsuffolk.gov.uk](mailto:thomas.halliday@westsuffolk.gov.uk)> wrote:

Good morning,

Thank you for your submission for planning permission and listed building consent at Cowslip Pightle.

I have been reviewing the details of your submission and noted that there has been no noise calculation attached. This is required to ensure that the ASHP would otherwise meet permitted development criteria if not sited on a listed building. If the ASHP does not pass this calculation, a noise impact assessment would be required.

Please follow this link to find the calculation along with some guidance on the MCS 020 standard: <https://mcscertified.com/mcs-has-published-an-updated-version-of-mcs-020/>.

You may send the completed calculation as a reply to this email.

Kind regards,  
Tom Halliday.

---

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Warm Regards,



**Mitch Thomson**

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Warm Regards,



**Mitch Thomson**

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Warm Regards,



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