



# Officer Report

|                            |                                                                                                                                               |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application Number:</b> | <b>HGY/2026/1379</b>                                                                                                                          |
| <b>Application Type:</b>   | <b>Full planning permission</b>                                                                                                               |
| <b>Address:</b>            | 11 Windermere Road, Hornsey, London, N10 2RD                                                                                                  |
| <b>Proposal:</b>           | Installation of air source heat pumps (ASHP) in the rear garden and replacement of existing single glazed windows with double glazed windows. |
| <b>Case Officer:</b>       | Mark Chan                                                                                                                                     |
| <b>Valid Date:</b>         | 15/05/2026                                                                                                                                    |
| <b>Applicant:</b>          | Ms Gao                                                                                                                                        |
| <b>Agent:</b>              | Mr Philip Gooby                                                                                                                               |

## **RECOMMENDATION**

### **Approve with Conditions**

#### **1. SITE AND SURROUNDINGS**

The application site is a two-storey mid-terraced property on the western side of Windermere Road. The host property has an original two-storey rear outrigger together with single-storey rear and side extensions. The site is located within the Muswell Hill Conservation Area.

#### **2. PROPOSAL**

Following comments from the Council's Conservation Officer, the proposal has been amended. The revised scheme principally relates to works at the side and rear of the property, with the only alteration to the front elevation comprising the replacement of the existing single-glazed bay windows with double-glazed units. The existing timber single-glazed side and rear windows would also be replaced with timber double-glazed units of a similar design and appearance. The proposal further includes the installation of two Air Source Heat Pumps (ASHPs) within the rear garden, enclosed within dark grey acoustic enclosures.

#### **3. RELEVANT PLANNING HISTORY**

The relevant planning history for the site is set out below:

**HGY/2011/1371** - Erection of single-storey side extension (householder application). Approved 03/10/2011.

#### **4. CONSULTATION RESPONSES**

One objection was received from a neighbouring occupier in response to the publicity and consultation process. The concerns raised are summarised as follows:

- Significant unmitigated noise, with noise levels allegedly exceeding daytime background levels by 7dB and night-time levels by 14dB.

- Lack of evidence demonstrating the acoustic performance of the proposed enclosure, including the absence of independently tested attenuation data.
- Failure to assess cooling mode operation and the impacts of heat discharge to neighbouring properties.
- Reliance on manufacturer sound data that does not account for all operational scenarios, including defrost cycles and tonal characteristics.
- Alleged inaccuracies in the assessment of receptor distances.

LBH Conservation Officer - An objection was initially raised regarding the proposed replacement windows on the basis that they lacked sufficient detailing, appeared overly bulky and would perpetuate existing harm arising from inappropriate replacement windows. Following revisions to the proposal, these concerns have been addressed.

LBH Pollution Officer - No objection.

## **5. MATERIAL PLANNING CONSIDERATIONS**

The main planning considerations are:

1. Design and heritage;
2. Impact on neighbouring amenity.

### **Design and Heritage**

Policy SP11 of Haringey's Strategic Policies seeks to achieve the highest standard of design and requires development to respect local character, context and historic significance. Policy DM1 of the Development Management DPD requires development to relate positively to its surroundings in terms of scale, form, massing, appearance, materials and landscaping.

Policy DM12 (Housing Design and Quality) requires extensions and alterations to be of a high-quality, site-specific and sensitive design that respects and complements the form, setting, period, architectural character and detailing of the host building. Extensions should remain subordinate to the original dwelling and utilise high-quality matching or complementary materials.

As the site is located within a Conservation Area, heritage policies are also relevant. Policy HC1 of the London Plan, Policy SP12 of the Strategic Policies and Policy DM9 of the Development Management DPD seek to conserve the significance of heritage assets and ensure that development preserves or enhances the character and appearance of conservation areas. In particular, Policy DM9 requires alterations and extensions to respect the form, scale, proportions, architectural composition and detailing of the host building whilst responding appropriately to their historic context.

The proposed replacement windows would retain the existing openings, proportions, method of opening and overall appearance of the existing windows whilst upgrading the glazing specification. The windows would remain timber-framed and would broadly replicate the existing design. It is also noted that there is a degree of variation in window design along Windermere Road and the proposed replacements would not appear incongruous within the street scene.

The applicant has provided evidence demonstrating that the existing timber windows have deteriorated significantly and are approaching the end of their practical lifespan. The submitted photographs show weathering, decay, previous repairs and movement within the existing frames and sashes. In these circumstances, replacement is considered a more appropriate long-term solution than continued repair, particularly given the improved thermal performance, airtightness and security benefits that would result.

Officers consider that the enhanced thermal performance and reduced heat loss associated with the replacement windows constitute material benefits, particularly in the context of the Council's climate change objectives and aspiration to achieve net-zero carbon emissions.

Whilst the proposal would result in less than substantial harm to the significance of the Conservation Area arising from the loss of historic fabric, this harm is considered to be at the lower end of the spectrum and is outweighed by the public benefits associated with improved energy efficiency, reduced carbon emissions and enhanced living conditions for occupiers.

The proposal also includes the installation of two ASHP units within the rear garden. These would be enclosed within dark grey acoustic enclosures and positioned adjacent to the existing side and rear extensions. The works are predominantly above ground and are not considered likely to adversely affect nearby trees or their root protection areas. Given their location at the rear of the property, the ASHP units would not be readily visible from the public realm and would not harm the character or appearance of either the host dwelling or the wider conservation area, leaving it preserved.

Overall, the proposal complies with the policies outlined above and is considered acceptable in design and heritage terms.

### **Impact on Neighbouring Amenity**

London Plan Policies D6 and D14, together with Policies DM1, DM12 and DM23 of the Development Management DPD 2017, seek to ensure that development safeguards the amenity of neighbouring occupiers, including in respect of privacy, outlook, enclosure, noise and vibration.

The replacement windows would occupy the same openings as the existing windows and would not result in additional overlooking, loss of privacy or any other adverse impacts on neighbouring amenity.

The proposed ASHP units and acoustic enclosures would be positioned adjacent to existing extensions and boundary treatments and, having regard to their modest scale, height and location, would not result in an unacceptable loss of outlook, increased enclosure or any other material visual amenity impact.

In terms of noise, the application is supported by an Environmental Sound Survey Report and Plant Noise Assessment (Ref: 26039/001B/dd) prepared by Applied Acoustic Design and dated 13/05/2026. The report assesses existing background sound levels and predicts noise arising from the proposed ASHP units at the nearest noise-sensitive receptors. The assessment concludes that, with an appropriately specified acoustic enclosure in place, noise arising from the proposed ASHP units would comply with the requirements of BS 4142:2014+A1:2019 and would not result in an unacceptable impact on residential amenity.

In response to concerns raised by the objector, the applicant and their acoustic consultant have clarified that the unmitigated results included within the assessment were provided solely to demonstrate the level of attenuation required and establish the necessity for mitigation, with the relevant assessment being the mitigated scenario. While it has been suggested that the nearest bedroom window is approximately 4 metres from the proposed units rather than 5 metres, the resultant increase in predicted sound levels would be minor and would not alter the overall conclusion that the development would remain compliant with the relevant assessment criteria.

The submitted assessment relies upon manufacturer acoustic data for the proposed units, which Officers consider to be a reasonable and proportionate approach in this instance. The applicant

has also confirmed that the published noise levels for both heating and cooling modes are equivalent and, as compliance is achieved against the more stringent night-time criterion, daytime operation would also remain acceptable. Furthermore, details submitted in support of the application demonstrate that the proposed acoustic enclosure is capable of achieving the level of attenuation required by the assessment, while conditions are recommended to ensure the installed units operate within the required noise limits.

Having regard to the submitted acoustic evidence, the absence of any objection from the Council's Pollution Officer, and the proposed mitigation measures, the development is not considered to result in an unacceptable impact on neighbouring amenity and is therefore acceptable in accordance with the policies outlined above.

## **6. CONCLUSION**

The proposal is considered acceptable having regard to its impact on the character and appearance of the host property and conservation area, neighbouring amenity and noise impacts.

All relevant planning policies and material considerations, including equalities duties, have been taken into account. Planning permission should therefore be granted for the reasons set out above.

## **7. CIL APPLICABLE**

Not applicable. No new floorspace liable for CIL is proposed and no new dwelling would be created.

## **8. RECOMMENDATION**

It is recommended that planning permission be **APPROVED**, subject to appropriate planning conditions.

### **Conditions:**

- 1 The development to which this permission relates must be begun no later than three years from the date of this decision notice, failing which the permission shall be of no effect.

Reason: This condition is imposed by virtue of Section 91 of the Town and Country Planning Act 1990 and to prevent the accumulation of unimplemented planning permissions.

- 2 The development hereby permitted shall be completed in accordance with the approved plans and drawings listed below except where conditions to this planning permission indicate otherwise or where alternative details have been subsequently approved following an application for a non-material amendment.

Approved drawings list:

008 008 B Existing Proposed Rear Elevations.pdf  
008 009 B Existing Proposed Side Elevations.pdf  
008 L1 B Proposed Location Plans.pdf  
008 004 B Existing Proposed Roof Plan.pdf  
008 050 A Existing Window Details.pdf  
008 052 A Proposed Window Details.pdf  
008 S1 B Proposed Site Plans.pdf  
008 002 B Existing Proposed First Floor Plans.pdf  
26039 001B rep Environmental Sound Survey Report.pdf

008 051 A Existing Window Details.pdf  
11 Windermere Road London N10 2Rd Heritage Statement.pdf  
008 053 A Proposed Window Details.pdf  
008 003 B Existing Proposed Second Floor Plan.pdf  
008 - 001 - E-Existing & Proposed Ground Floor Plans  
008 - 007 - C-Existing & Proposed Front Elevations  
008 - 055 - A-Proposed Window Details  
11 Windermere Road - Design and Access Statement - Final  
Environ ELV Acoustic Enclosure 2024 Detail Drawings  
Environ ELV Acoustic Enclosure Components Specification

Reason: For the avoidance of doubt and in the interests of proper planning.

- 3 Notwithstanding the approved plans, all replacement windows hereby approved shall be constructed in timber and shall match the existing windows in terms of their design, proportions, opening method, glazing bar arrangement, frame profiles and external appearance. The replacement windows shall thereafter be retained as such.

Reason: To ensure that the replacement windows preserve the character and appearance of the host dwelling and the Muswell Hill Conservation Area in accordance with Policies DM1, DM9 and DM12 of the Development Management DPD 2017 and the National Planning Policy Framework.

- 4 The air source heat pumps (ASHPs) and associated acoustic enclosures shall be installed in accordance with the approved plans and supporting acoustic information and shall thereafter be retained and maintained for the lifetime of the development.

Noise arising from the operation of the ASHPs shall not exceed 42 dB LAeq,T when measured at a point 1 metre from the façade of any habitable room window of a neighbouring residential property.

The ASHPs and associated acoustic enclosures shall be serviced and maintained in accordance with the manufacturer's recommendations to ensure ongoing compliance with the above noise limit.

Reason: To safeguard the amenities of neighbouring residential occupiers from noise and disturbance, in accordance with Policy D14 of the London Plan (2021) and Policies DM1 and DM23 of the Haringey Development Management DPD (2017).

### **Informatives:**

#### **INFORMATIVE: Hours of Construction Work**

The applicant is advised that under the Control of Pollution Act 1974, construction work which will be audible at the site boundary will be restricted to the following hours:-

8.00am - 6.00pm Monday to Friday

8.00am - 1.00pm Saturday

and not at all on Sundays and Bank Holidays.

#### **INFORMATIVE: Land Ownership**

The applicant is advised that this planning permission does not convey the right to enter onto or build on land not within his ownership.

**INFORMATIVE: Outbuildings and Building Regulations**

Your attention is drawn to the need to comply with the relevant provisions of Building Regulations which can apply in relation to certain outbuildings in terms of size, use and proximity to a boundary. Please refer to the following for further advice.

[https://www.planningportal.co.uk/info/200130/common\\_projects/43/outbuildings/](https://www.planningportal.co.uk/info/200130/common_projects/43/outbuildings/)

<https://www.haringey.gov.uk/planning-and-building-control/building-control>