

Comments for Planning Application 23/00417/FULL

Application Summary

Application Number: 23/00417/FULL

Address: 167 High Street Arbroath DD11 1DY

Proposal: Installation of internal heating, cooling and ventilation equipment, installation of external ductwork and timber fence surround, replacement of external glazing with metal louvres, and removal of external air conditioning condenser unit

Case Officer: Walter Wyllie

Customer Details

Name: Ms angela birkett

Address: 169a high st Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: Having just recently moved to the area, I am greatly concerned to hear from other residents that this application is being attempted yet again after numerous previous failures. My property will almost certainly be one of the worst affected, as there is only one bedroom, so we have no choice but to sleep at the rear of the building. But if that wasn't bad enough, the proposed rooftop ductwork cage will only be approximately 3 to 4 metres away from our bedroom window. This means that the bulk of this continuous industrial humming noise will almost certainly be heard within our property even with the windows closed, it will also ruin any attempt to enjoy the outside rear areas during its operating hours. I will be objecting 100% to this ridiculous anti-social planning proposal.

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Case Officer: Walter Wyllie

Customer Details

Name: Ms Bronte Doig

Address: 169B High Street Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I would like to take this opportunity to advise the planning officer that this proposed new internal air-con system will be no doubt anti-social from the day it starts if passed! This is because the banks past unit's weren't without their problems either, mainly due to Santander's frequent inability to switch the older unit's off at night even when they had manual control over them.

Since the implementation of the old unit, it took them well over six months to bring its operation under some kind of control, the noise of this machine running at full power in the early hours only meters away from residential properties was bordering on criminal!

Before it was shut down, they had managed to limit it to within business hours, but I will point out that they still let it run all day during any holiday period when they are not even in the premises! In this day and age when climate change is at the forefront of people's minds, it seems incomprehensible that a company of this size would allow this situation to happen.

The branch manager seemed incapable of dealing with the situation or with head office for that matter, because they simply don't know what happens when they leave the premises at the end of their day and going by the fact that there had to be numerous complaints about the problem to the local authority over a considerable period of time, I would come to the conclusion that they simply do not care!

I will be objecting to this new development in the strongest possible terms due to the past noise levels both inside and outside my property and on any new constructions in the immediate residential area.

Can you imagine a lovely sunny bank holiday Monday and everyone else is enjoying their gardens on their day off and we have this machine running all day and the banks employees are not even in the premises or if we even want to enjoy our gardens at any time during business hours!

Angus Council please do the right thing and block this anti- social development!

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Case Officer: Walter Wyllie

Customer Details

Name: Mr bruce doig

Address: 169b high st arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I wish to object to the granting of planning permission for the air con unit, due to its proximity to residential flats and the uncertainty of the land ownership and planning issues. Having read through their cover letter, there are so many inaccuracies and misleading information in their desperate attempt to get this passed. They say that they sent out 40 letters to residents, but only got one reply, well that's because they only sent out one letter to Kirk Square or was that 169 High St? they seem to contradict themselves in their own letter! Can they show proof of all the registered letters or perhaps all 40 of them before posting, I think not, how convenient! They claim they have been here since the 1980's! Well, I think the people of Arbroath know the answer to that. Then there is the claim to be concerned about the energy impact of their current floor heaters etc, isn't it funny that they didn't seem so concerned when their external air con unit was running 24/7 in the past, funny that! It's also incredible that businesses here in the High St seemed to have survived perfectly ok for around 150 years without air con etc, with their current situation being "so uncomfortable for customers and staff" alike, you would almost be led to believe that this was NASA talking about they're next manned mission to Mars the way they keep going on about it. Then there is the great claim of Santander being an "anchor stone" business in the High St, well judging by the current state of our High St, they certainly seem to be making a huge impact....not! Finally we are all still waiting to see the conclusive proof of ownership and planning permission for the area in question, if Santander claim to own the land that the extension is built on, along with the courtyard, then why did they only remove the shed from the roof of the extension and not the shed and other constructions in the courtyard? Again, we all seem to be in the dark regarding the ownership of the area in question.

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Case Officer: Walter Wyllie

Customer Details

Name: Ms Clare Thomson

Address: 175A High St Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: To Angus Council Planning Dept.

I thank you for the notification regarding Planning Permission submitted by the Santander, Kirk Square and I wish to object.

Firstly, having been already erected right outside my flat in the past, I can still remember the size and noise of the unit. This area is mostly residential, not industrial so this air conditioning unit even with now being put inside will still omit a high noise level, as it is only a few metres away from residents bedrooms etc.

Secondly, the constant noise which could be heard is irritating to say the least. I could hear it most days and nights of the week including Saturdays, Sundays and certain holidays. I understand there has been some noise tests carried out in the past. I wonder what the outcome would be if these testers lived in the vicinity and have had to put up with the noise every day of their lives. I certainly couldn't open my windows for the majority of the year because of the past noise pollution.

Quite honestly, I would like to see the whole application stopped, so there will be peace at the rear of our properties, as this bank has a very poor record when it comes to allowing this machine to run all through the night and at weekends etc.

Thank you for taking the time to read this and I hope planning will be refused.

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Case Officer: Walter Wyllie

Customer Details

Name: Mr Conner Troup

Address: 4 Kirk Square Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: The new proposed inside unit will still almost certainly still hum loudly and I will be one of the worst affected. I want to sit outside on sunny days with my pets, but I'm sure it will still be unpleasant to be next too, as the vents will be only a few meters away. I also may have to close all windows when it is going at full pelt because it will probably be still too noisy due to its location and size. I understand that they are putting it on the inside to try and make it less anti-social, but surely there must be another solution to this problem. It needs to be refused and a better solution sought for neighbours.

How on earth that rear extension building where the unit is proposed to be situated was given planning permission is difficult to understand, as it has completely ruined which was once a large Victorian courtyard enjoyed by multiple tenants, who the majority now have been denied its use and that is just wrong!

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Case Officer: Walter Wyllie

Customer Details

Name: Mr craig halliwell

Address: 14 west abbey st Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: The last unit they installed was noisy and emitted a loud humming noise all over the rear gardens of west abbey street and thereabouts. It tends to effect local people in different ways, while we do have noise in the centre of town with traffic and the public in general, it is the near constant humming frequency that made their last unit so annoying, especially when outside in the rear garden. I cannot imagine that enclosing it will make any real difference, as it still has to circulate air / noise into the surrounding area.

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Case Officer: Walter Wyllie

Customer Details

Name: Mr Grant Smart

Address: 169c High Street Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: The sad facts are that the people who are behind the installation and operation of this unit don't have to live with it and they don't care about the people who do.

I just don't understand why such a huge module is required for what is a fairly small internal area, why can't they just have a gas combination boiler or electric heating like most other properties and a few fans for summer? The majority of other business on the High Street seem to get by just fine without this type of unit.

If this application is passed and the unit's noise level was acceptable when the bank is occupied, then it should be controlled by movement sensors only, not manually as that is not reliable enough and not by programming because that can't often deal with half days or holiday periods etc.

Also regarding the bank's claim that they own all the rear courtyard space at the rear of the property, would they kindly upload the land ownership certificate / disposition / deeds to prove this beyond all reasonable doubt. Also, could they or Angus Council please upload a copy of the planning permission in relation to the rear extension of the bank where this current application is related to.

If planning permission exists for this extension, then why did Angus Council approve it when it meant that there would be a serious loss of amenity for any existing or future tenants? Why does the bank claim that the residents have no claim or right of movement within this area, but this so happens to be where the bins for 169/A/B/C are stored and where the communal shed had been for ten years before Santander had it removed by force? A shed incidentally that was used for the storage of cleaning equipment for the flat roof area in question because Santander never cleaned or maintained it!

Angus Council should refuse and block any planning permission for any unit venting in the rear area enclosed or not and any future building works etc until the legal arguments of this case have

been fully investigated.

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Case Officer: Walter Wyllie

Customer Details

Name: Mr Ian Alexander

Address: 12 Kirk Square Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I object to this proposed development due to the likelihood of industrial levels of noise, I live right next to its proposed location and the situation is made worse due to my rear windows being in an elevated position. The unit's vents will be very close, so noise is likely to be an issue when I have open windows, as the unit's inlet and outlet vents will only be a few meters away at the nearest point. It's a disgrace that this application is being attempted again and again as I have already signed a petition to have this unit removed and blocked in the past.

Once again they seem to be trying to get this through by disguising what they're true intentions' really are, which is disgraceful. Also there seems to be little indication if the unit is going to be running when the bank is unoccupied, which was a big problem before and what measures if any is there in place to sufficiently suppress any future noise if its a problem for residents? This application should not be allowed based on its anti-social nature, especially regarding the fact that they want to start it at 8.00am in the morning, a full hour before they even open. This gives you an indication of the complete disregard they have for residential neighbours.

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Case Officer: Walter Wyllie

Customer Details

Name: Ms jacquii cargill

Address: 4a kirk square Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: Regarding this sneaky planning application that looks clearly like a thinly veiled retrospective one for a heating and air conditioning module at the rear of Santander Bank, then it is my duty to object. I have been informed that the old unit was very noisy and new residents like myself don't want to be subjected to this kind of noise pollution when wishing to spend time in our gardens. In the summer months I often want to open my windows and may be reluctant now due to the potential noise pollution. In the colder months the noise could still be heard even through closed windows as I believe this module was also used for heating, this is when it was at its worst regarding noise. I hope Angus Council Planning department will take notice of the concerned residents and refuse this application.

Many thanks.

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Case Officer: Walter Wyllie

Customer Details

Name: Mrs jennifer halliwell

Address: 14 west abbey street Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment:Refusal of this proposed planning application will be the correct thing to do because it has no place in a conservation area and is right in the middle of residential gardens and right next to residential houses and flats etc. It has been awful for the residents that are living in close proximity to it in the past due to noise pollution internal or not, as the previous module could clearly be heard operating as far away as my back garden in West Abbey Street.

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Case Officer: Walter Wyllie

Customer Details

Name: Mrs julie smith

Address: 2 west abbey st Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: This was previously a noisy and irritating machine and the banks sound tests were completely irrelevant. How can they assume that a test like this is valid for the entire year when all they have done is carry out a test over a few hours in one day!

Come and test it over a week in Autumn and winter to get a true picture of how loud it is, plus it even runs on holidays, how can that be justified!!! I just can't see how enclosing it will make any significant difference to the peace and quiet of residents who are living in close proximity to it!

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Case Officer: Walter Wyllie

Customer Details

Name: Ms kayleigy mckenzie

Address: 10 kirk square Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I live in a first-floor flat which will overlook the proposed unit's two vents and I am surprised by its scale and proximity to residential properties. I feel that even with noise reduction measures in place it will still cause a loss of amenity for myself and other neighbours. Its sheer scale will make it very unpleasant to be in the vicinity of, so I will be objecting to this development on the aforementioned points because the unit's vents will be only a few meters away from the edge of my rear outdoor sitting area.

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Case Officer: Walter Wyllie

Customer Details

Name: Mr kevin smith

Address: 2 west abbey st Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment:I will be objecting on the grounds of noise due to the operation of this machine in the past being regularly heard in my garden area and in the rear rooms of my house if windows or doors are open. I am not convinced that there will be any great improvement with the situation even if the machine is enclosed going by the size of the proposed rooftop structure, as it will still have to vent into the neighboring environment.

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Case Officer: Walter Wyllie

Customer Details

Name: Ms linda neilson

Address: 12 west abbey street Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment:F.A.O. Angus Council Planning Department, I often experienced a constant humming sound from this machine whilst in my garden or in the rear of my property if any doors or windows are open It is extremely noisy during cooler conditions when it can only be described as like standing near to a light aircraft! what on earth were they thinking when they stuck this next to residential properties? don't they have any consideration for neighboring tenants? I will certainly be objecting to this ridiculous situation even if its now to be placed inside the banks premises, as it will almost certainly still be clearly heard from the outside

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Case Officer: Walter Wyllie

Customer Details

Name: Mr Norman Low

Address: 175A High St Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: It would be nice to be able to sleep in the back bedroom of my property, but due to noise from the previous unit, this had been made extremely unpleasant, especially in the morning if you are not getting up early! Do you really think their latest plan will be any great improvement?.....it made very little difference if the windows were open or closed and in very cold weather when the previous unit was running flat out, there was enough vibration from it to rattle kitchen utensils that were hanging on the wall!

This bank is a disgrace! their attitude towards anything other than profit is very clear on the Trust Pilot reviews for Santander, 86% negative!

I would be happy to see the refusal for this unit plus any future attempts for planning permission. Also I would hope to see this company disappear from our High Street to be honest, we need a people's bank with a less anti-social heating/cooling system!

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Case Officer: Walter Wyllie

Customer Details

Name: Mrs Oleksandra Smart

Address: 169C High Street Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I would like to express my objection to the past and any future presence of the air conditioning units installed on behalf of Santander.

My main reasons are as follows:

1) The units are installed in the "back garden" area of residential properties on High Street and Kirk Square. The noise even with the proposed unit being situated internally will almost certainly still be high, rendering it impossible for us to enjoy being outside.

2) The noise will be clearly heard from within our property, even with the windows closed.

Whenever I work from home, I often used to get a headache after several hours of unnecessary noise pollution. The back of the property is supposed to be our quiet area as the background noise is a lot lower than at the front. The noise measurement results clearly demonstrated a fairly substantial increase in the noise levels when the units were running (up to 23dB).

3) The noise was particularly disturbing to our pets whose quality of life is affected by not being able to go outside during the day.

In addition to the second point, I have searched for some regulations specifying the acceptable increase of the noise levels against background measurements. Whilst I was unable to find data for the UK, I have found information on allowable noise levels noted in "Protection of the Environment Operations (Noise Control) Regulation Operations Act 2000" in Australia. According to this act, "the allowable noise level during 7am to 10pm is no more than 5dB(A) sound pressure level above background noise". Using this as an informal guide and in the absence of the UK-specific information, this confirms my opinion that the level of noise impact created by any of Santander's air conditioning units is unreasonable.

Taking into account any noise and aesthetic impact, my recommendation is for Santander to seek an alternative heating / cooling solution, where all the components would be kept within the

premises and not vented into our rear gardens.

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Case Officer: Walter Wyllie

Customer Details

Name: Mrs Ruth Black

Address: 6 West Abbey St Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I shall be objecting to this development by the bank not due to any visible issues, but due to potential noise pollution. I may be further away than the worst affected parties at the corner of High Street and Kirk Square, the previous machine could still be clearly heard in my rear garden especially when it was at its worst in cooler weather. I doubt if the new proposed machine will be any better, this bank says that it has listened to the complaints of the neighbours, well if it had, then it should understand we don't want it under any circumstances!! thank you.

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Case Officer: Walter Wyllie

Customer Details

Name: Mr Ryan Clinkscale

Address: 169 High Street Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: Previously noisy and just plain ugly, who on earth would want a contraption like this operating in their rear garden space and right next to residential windows. It just spoils further what was ultimately once a lovely historical Victorian garden area until the bank build that horrendous extension. It should just not be there in any form, internal or not and going by the size of the proposed external ductwork, this unit is not going to be producing just some barely inaudible noise. Surely the bank could have come up with a much less intrusive system than this, but then what do they care? they don't have to live here! it's just plain wrong!

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Case Officer: Walter Wyllie

Customer Details

Name: Mr Timothy Evans

Address: 169A High Street Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I am extremely concerned about about this air-con outlet being planned for the area almost right next to my bedroom window. I have recently moved to the area and neighbours have made me aware of the past noise and vibration issues connected to its operation. I wholeheartedly agree with all the other objectors that this proposed unit should be refused by the local authority planners.

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Case Officer: Walter Wyllie

Customer Details

Name: Mrs valerie murphy

Address: 4 kirk square Arbroath

Comment Details

Commenter Type: Member of Public

Stance: Customer objects to the Planning Application

Comment Reasons:

Comment: I believe this air conditioning unit should not be allowed because it will make a lot of noise all day and almost every day. There will be no escape from it. Our grandchildren and pets will be scared of it. I do not understand why they ask permission time and time again after the neighbours have made it clear that they do not want it in or venting out into they're back yard. Also this bank constantly tries to make out that it's some kind of saviour for our High St, well I can assure you that they care nothing for the flat roof area in question, as in the past it has been a serious health hazard due to piles of bird droppings. The tenants used to clean it occasionally, but now the shed containing the equipment to do so was removed by Santander, which was madness, as they cant even access the area easily to deal with it. Also it was this bank that ruined the original Victorian facade at the front of the building with they're hideous rendering and cladding, not to mention what they're ugly extension has done to a once lovely rear courtyard area. Another point that just shows the contempt for locals is the fact that they want to start operating this machine at 8.00am, when they don't even open until 9.30am, shame on them and I bet everyone that's connected to this application is overjoyed its not in they're back yard!