

Local AC Installers

CONSENT PACK

Air conditioning consent for your flat

Prepared for Sam Carter · Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB

29 November 2026

What is in your pack

1. **Start here: how to use this pack**
   What to check in your lease, what you can be charged and what to do at each step.
2. **Letter to your freeholder applying for consent**
   The application itself, in the terms a freeholder or landlord expects.
3. **Schedule of works**
   Exactly what will be fitted, where and how. Complete it with your installer.
4. **Noise statement**
   The 42 dB(A) standard and a place for the installer's sound calculation.
5. **Planning position statement**
   The planning position for your flat, so nobody is left guessing.
6. **Undertakings offered**
   Promises that answer the usual worries: damage, noise, servicing, removal.
7. **Letter to neighbours**
   A short note to send at the same time, so objections surface early.
8. **Follow-up letter if you have no reply**
   A polite follow-up for when the reply date passes in silence.
9. **Letter if you are refused**
   Asks for written reasons and offers alternatives.

How to use it

Read document 1 first. Use this PDF to read and keep. Use the Word file that came with it to fill in and send: everything left for you or your installer to complete is underlined in orange here and highlighted yellow there. Then send the letter and its enclosures by email and by post.

DOCUMENT 1 OF 9

Start here: how to use this pack

Read this first. It takes five minutes and saves weeks.

1. Check your lease before you send anything

Find two things in your lease. First, the plan and description of what you own (the "demised premises"). External walls, the roof and the grounds usually belong to the freeholder. Second, the clause on alterations. It will do one of these:

- **Allow alterations with the landlord's written consent or licence.** The landlord must then respond in writing, must not refuse without a reasonable reason, and must give reasons. This is the position section 19(2) of the Landlord and Tenant Act 1927 creates for improvements.
- **Ban alterations outright.** The landlord does not have to consider your request. You would need them to agree to vary the lease, so the tone of your letter matters even more.
- **Say nothing.** Take advice before starting.

Look also for a clause such as "no cutting of external walls". And note the limit on your rights: the landlord's duty to act reasonably does not extend to parts of the building they own. Your proposal uses the external wall, so treat this as a request the freeholder is free to refuse, and make it easy to say yes.

Tall blocks. In England, a block that is at least 18 metres or seven storeys high with two or more homes is a "higher-risk building" under the Building Safety Act 2022, and building work on it comes under the Building Safety Regulator. Ask the managing agent how this applies before you instruct an installer, because an opening in an external wall may need extra approval.

2. Get the installer's survey first

The bracketed gaps in the schedule and the noise statement are for the installer. Ask for a survey, the data sheet, the MCS 020 sound calculation, their insurance certificate and their F-gas company certificate number. A complete application is far more likely to be approved than a letter asking "would you mind".

3. Send it properly

- Send the letter and enclosures by email and by post, dated, and keep copies of everything.
- Give a reasonable time to reply. This pack uses 21 days.
- Do not rely on a verbal yes. Get the consent in writing before any work starts.
- Send the neighbour letter at the same time. An objection that arrives after the unit is fitted is much harder to deal with.

4. What it may cost

If the lease allows, the landlord can charge for legal or surveyor's costs of dealing with your request. These are administration charges: they must be reasonable, and a demand must come with a summary of your rights. If the work is structural and affects parts the landlord owns, they may ask for a premium, which has no legal limit. Ask for every figure in writing before you agree to it.

5. If the answer is no

Use the refusal letter to ask for written reasons and offer alternatives. A through-wall unit, a water-cooled unit or a different position often turns a no into a yes. Do not install without consent: it would be a breach of your lease, and unauthorised alterations make a flat harder to sell, remortgage or insure.

Where this comes from

- Leasehold Advisory Service: alterations and home improvements (lease-advice.org), updated 22 December 2025.
- Landlord and Tenant Act 1927, section 19(2).
- Town and Country Planning (General Permitted Development) (England) Order 2015, Schedule 2, Part 14, Class G, as amended 29 May 2025.
- MCS 020: sound calculation for permitted development heat pump installations.
- GOV.UK: criteria for being a higher-risk building (Building Safety Act 2022).

This pack is general information and a set of templates for flats in England and Wales. It is not legal advice and cannot take account of the wording of your lease. For a dispute, speak to a solicitor or the Leasehold Advisory Service.

DOCUMENT 2 OF 9

Letter to your freeholder applying for consent

Sam Carter
Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB
sam.carter@example.com

29 November 2026

Northgate Property Management

Application for consent to install air conditioning at Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB

Dear Northgate Property Management,

I am the leaseholder of the flat above. I am writing to apply for your written consent, or a licence to alter if my lease requires one, under the alterations provisions of my lease, to install a reversible split air conditioning system (an air-to-air heat pump that heats and cools) with one indoor unit and one outdoor unit.

In summary:

- **Equipment:** Daikin Perfera FTXM25A with RXM25A outdoor unit.
- **Inside the flat:** one indoor unit, fixed to internal walls, with a condensate drain.
- **The outdoor unit:** fixed to the external wall on brackets with anti-vibration mounts.
- **Installer:** [installer's company name], a business holding an F-gas company certificate and public liability insurance.
- **Disruption:** the work is expected to take [number] working day(s), within the hours you allow, with common parts protected and left clean.

I recognise that the external wall may not form part of my flat under the lease. To that extent I am asking for your licence to fix and keep the equipment there, and I am happy to discuss the position, the fixing method and any conditions you need.

I enclose:

- Schedule of works (enclosed)
- Noise statement, with the installer's sound calculation attached
- Planning position statement (enclosed)
- Undertakings I am offering (enclosed)
- Photographs of the proposed positions, marked up
- Manufacturer's data sheet for the equipment
- The installer's quotation, public liability insurance and F-gas company certificate

To make the decision straightforward, I am offering the undertakings set out in the enclosed document, including annual servicing, making good, and removing the equipment and reinstating the building if you require it when I leave.

I understand that you may be entitled to recover reasonable legal or surveyor's costs where the lease provides for it. Please tell me the likely amount, and what it covers, before any cost is incurred.

Please let me have your decision in writing by **20 December 2026**. If you need more information or would like to inspect the proposed positions, I can meet you or your surveyor at the flat. I will not start any work until I have your written consent.

Yours sincerely,

Sam Carter

This letter is based on a general template. It is not legal advice.

DOCUMENT 3 OF 9

Schedule of works

Proposed air conditioning installation at Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB

Item	Proposal
System	Reversible split air conditioning (air-to-air heat pump): heats and cools
Equipment	Daikin Perfera FTXM25A with RXM25A outdoor unit. Data sheet attached.
Indoor	One indoor unit fixed to internal walls of the flat only. Positions marked on the attached photographs.
Outdoor unit	Fixed to the external wall on brackets with anti-vibration mounts. Position marked on the attached photographs. Size: [height x width x depth, from the data sheet].
Pipework	Insulated refrigerant pipes, drain and cable through one sleeved core hole of about 65 to 75 mm, sealed inside and out. External run: [length and route] , in trunking coloured to match the wall.
Condensate	Drained to [existing waste / external gully / pump to waste]. No discharge onto balconies, paths or neighbouring property.
Electrical	Supplied from the flat's own consumer unit by a qualified electrician, with a local isolator. No connection to the landlord's supply.
Fixings	Into [brick / block / concrete], with anti-vibration mounts so that vibration is not passed into the structure.
Fire stopping	The opening through the wall is sealed to maintain the wall's fire resistance. No work to fire doors, risers or compartment walls in common parts.
Access and hours	Access through the common parts only to carry equipment, with floor protection. Working hours as you direct. No scaffolding unless agreed with you in advance.
Making good	All openings sealed and finishes made good to match. Common parts left clean each day.
Installer	[installer's company name]. F-gas company certificate number [number and issuing body]. Public liability insurance of [amount], certificate attached.
Commissioning	Pressure tested, evacuated and commissioned to the manufacturer's instructions. A copy of the commissioning record is available to you on request.

Bracketed items are for the installer to confirm after the survey. Ask them to complete this page with you.

DOCUMENT 4 OF 9

Noise statement

Noise from the proposed installation at Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB

The outdoor unit is the only part of the system that produces sound outside the flat. The standard used for domestic heat pumps under permitted development is the MCS 020 sound calculation: the level at 1 metre from the nearest neighbouring habitable room window must not exceed 42 dB(A), calculated against an assumed background of 40 dB(A).

Item	Figure
Equipment	Daikin Perfera FTXM25A with RXM25A outdoor unit
Sound power level of the outdoor unit, from the data sheet	[dB(A)]
Distance to the nearest neighbouring habitable room window	[metres]
Reflective surfaces and barriers allowed for	[as the installer's calculation]
Calculated level at the assessment position	[dB(A)], against a limit of 42 dB(A)

The installer's completed MCS 020 calculation is attached. The equipment has a quiet or night mode, which I will use overnight. The unit is fixed on anti-vibration mounts so that vibration is not carried into the structure.

If a neighbour raises a noise concern after installation, I will have the installer inspect it within 14 days and will carry out any reasonable remedy at my own cost.

Ask the installer for the MCS 020 calculation as part of their quote. If they cannot provide one, ask another installer.

DOCUMENT 5 OF 9

Planning position statement

Planning position for the proposed installation at Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB

Planning is separate from your consent, and I am dealing with both. The property is a flat in England.

Since 29 May 2025, England's permitted development right for air source heat pumps (Class G) has applied to blocks of flats. I believe the proposal can meet it, on these conditions, each of which I will confirm with the installer before work starts:

- The unit heats as well as cools. A unit used solely for cooling does not qualify.
- It would be the only air source heat pump on the block or within its grounds. Please tell me if you know of another.
- The outdoor unit, including any housing, is no larger than 0.6 cubic metres.
- It is not on a pitched roof, and if on a flat roof it is at least 1 metre from the roof edge.
- It is not on a wall that fronts a highway above ground-floor level.
- It meets the MCS 020 sound calculation at the nearest neighbouring habitable room window.

If any condition cannot be met, I will apply for planning permission instead. For certainty I can also apply to the council for a lawful development certificate and send you a copy.

Planning rules differ by nation and can change. This statement sets out my understanding and what I will confirm. The local planning authority decides.

DOCUMENT 6 OF 9

Undertakings offered

Undertakings offered by Sam Carter for the installation at Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB

If consent is given, I undertake to:

1. Carry out the work only as described in the schedule of works, using the named installer, and tell you before changing either.
2. Use an installer holding an F-gas company certificate and public liability insurance, and give you copies before work starts.
3. Obtain any planning permission or listed building consent that is required, and comply with building regulations.
4. Pay for the installation and for making good any damage it causes to the building or its common parts.
5. Have the system serviced once a year by a qualified engineer and keep the records.
6. Keep the equipment in good repair and deal promptly with any leak, noise or vibration.
7. Allow you or your surveyor to inspect the completed work on reasonable notice.
8. Tell my buildings or contents insurer about the installation where my policy requires it.
9. Remove the equipment and reinstate the building to its previous condition, at my cost, if you reasonably require it when I sell or the lease ends.
10. Pay your reasonable costs of dealing with this application where the lease entitles you to recover them, on being told the amount in advance.

Signed: _____ Date: _____

Only offer the undertakings you are willing to keep. Delete any that do not fit before you send this.

DOCUMENT 7 OF 9

Letter to neighbours

Sam Carter
Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB

29 November 2026

Dear neighbour,

I wanted to let you know that I have asked the freeholder for consent to install air conditioning in my flat. The outdoor unit would be fixed to the external wall on brackets with anti-vibration mounts.

The installer has calculated the sound level at the nearest neighbouring window against the national standard for these units, and it would run in its quiet mode overnight. The work itself should take [number] day(s) and I will tell you the date in advance.

If you have any concerns, please tell me now so I can deal with them before anything is fitted. You can reach me at sam.carter@example.com.

With thanks,

Sam Carter

DOCUMENT 8 OF 9

Follow-up letter if you have no reply

Sam Carter
Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB
sam.carter@example.com

29 November 2026

Northgate Property Management

Air conditioning at Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB: request for a decision

Dear Northgate Property Management,

I wrote to you on 29 November 2026 asking for your written consent to install air conditioning at the address above, with a full set of supporting documents. I asked for a decision by 20 December 2026 and have not yet had one.

Please could you confirm that you have what you need and tell me when I can expect a decision. If anything is missing, or you would like to inspect the proposed positions, I can arrange that this week.

I will not start any work without your written consent.

Yours sincerely,

Sam Carter

Send this once the reply-by date has passed. Change the first date if you sent your application on a different day.

DOCUMENT 9 OF 9

Letter if you are refused

Sam Carter
Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB
sam.carter@example.com

29 November 2026

Northgate Property Management

Air conditioning at Flat 12, Mill Court, 4 Canal Street, Manchester, M1 3AB: your refusal

Dear Northgate Property Management,

Thank you for your reply refusing consent for the installation I proposed.

Please could you set out your reasons in writing, so that I can see whether the proposal can be changed to meet them. Where a lease allows alterations with the landlord's consent, I understand consent should not be unreasonably withheld and reasons should be given.

I am willing to consider:

- a different position for the outdoor unit, including one that cannot be seen from the street or neighbouring flats;
- a through-wall unit with no outdoor unit, which needs only two wall grilles;
- a water-cooled unit, which needs no outdoor unit and no openings in the external wall;
- a quieter model, an acoustic enclosure or a colour-matched cover;
- any reasonable conditions you would attach, including inspection by your surveyor.

I would welcome a short meeting at the flat to find a version of this you can accept.

Yours sincerely,

Sam Carter

Your proposal fixes equipment to the external wall, which the freeholder probably owns. The duty not to refuse unreasonably may not apply to parts outside your flat, so this letter relies on persuasion and alternatives. Get advice from a solicitor or the Leasehold Advisory Service before taking it further.