



Information Governance

Coventry City Council
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www.coventry.gov.uk

8 November 2019

Please contact Information Governance
Direct line 024769754080
infogov@coventry.gov.uk

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ06364**

Thank you for your request for information relating to nuisance complaints

Your request and our responses are outlined below:

I would like to request information on the number of complaints received (and abatement notices issued, if applicable) by the council within these time periods:

**1st April 2016 to 31st March 2017
1st April 2017 to 31st March 2018
1st April 2018 to 31st March 2019**

for the following three points:

- Noise complaints (if possible to be further broken down by totals each reason, such as dogs barking, loud music, or equivalent).**
- Boundary disputes**
- Accumulation of rubbish/waste**

Please see the 2 attached documents

- Noise Pollution Report April 2016-December 2017.csv and
- Noise Pollution Report December 2017-March 2019.csv.

With regard to the Noise Pollution Report 2017-2019.csv we can confirm that we cannot break down this information into reasons as the data is extracted from a computer system on which we only capture a free text description and a brief summary of the category of complaint.

Regarding “boundary disputes”, the Council does not record landownership enquires/complaints. The Council would not be able to assist in such complaints as they are between households, we would not have any landownership and would not become involved.

Enquires over landownership are received on a daily basis and many of these are in respect of queries regarding responsibility for boundaries, paths, walkways.

Please also see the fly-tipping (rubbish/waste) data below –

Year	Number of Complaints
2016/2017	4653
2017/2018	6728
2018/2019	15180
Total	26561

With regard to noise complaints and boundary disputes, we can confirm that we do not hold the information referred to above and are advising you as per Section 1(1) of the Act.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its [FOI/EIR Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance

Enclosure: Noise Pollution Report April 2016-December 2017.csv
Noise Pollution Report December 2017-March 2019.csv