



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

06 April 2022

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI413447370

Thank you for your request for information relating to neighbour complaints.

You have requested the following information:

1. Please may you provide me with the number of complaints made to your council by individuals concerning their neighbours, separated by issue e.g. noise, statutory nuisance, boundary dispute etc. Can I please have the above data for the following periods:

- **1st January 2021 - Present**
- **1st January 2020 - 31st December 2020**
- **1st January 2019 - 31st December 2019**

In response, noise statutory nuisance complaint information can be found on the Council's website by following the link below:

<https://www.coventry.gov.uk/websites-social-media/open-data>

To assist, you can access the information within the "Environmental Services" section under "Street Enforcement Investigation report". We therefore are not required to disclose the information as per Section 21 of the Act.

Boundary disputes are private civil matters of property law to be resolved by the landowners involved, hence no department within Council investigates such complaints.

The Council has no record of landownership or property boundaries; it has no statutory responsibility or legislative ability to investigate such complaints or arbitrate between landowners. Information about land and boundaries is held by HM Land Registry or contained within the individual deeds to a property. We are therefore are advising you as per Section 1(1) of the Act.

2. Do you also have a record of indecent exposure complaints by individuals concerning their neighbours? e.g. individuals filing complaints around seeing their neighbour exposed by the window or garden.

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. We have no records of complaints about indecent exposure, such matters would always be passed onto the Police.

To assist you further, please contact West Midlands Police for the information. Their contact details are accessible via the following link:

<https://foi.west-midlands.police.uk/>

The supply of information in response to a FOI/EIR 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.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance