



**Information Governance Team**

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11 August 2022

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI442143485**

Thank you for your request for information relating to domestic heat pumps.

You have requested the following information:

**1. The number of complaints submitted to the council in relation to the installation of a domestic heat pump, specifically in regards to a loss of amenity.**

**I would like the data sets for the following time periods:**

**August 01, 2020-July 30 2021**

**August 01, 2021-July 30, 2022**

We have no complaints for the requested time period.

**2. I would also like to know the number of complaints during these periods that were upheld -- and in how many cases a heat pump was ordered to be removed.**

**3. Furthermore, if possible through a keyword search, I would like to know how many complaints specifically cited the following: loss of light, excessive noise, intrusion of privacy. If this is not possible, or would exceed the cost limit, this can be omitted.**

**4. In the most recent 10 cases in 2022, I would like to know any summary of the complaint you have on file. Again, if this would exceed the cost limit or it is information you do not have, please omit.**

For Questions 2 to 4, these are not applicable.

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](mailto: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](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**