



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI622413915

Thank you for your request for information relating to Complaints about private gardens .

You have requested the following information:

1) From May 1st 2023 to May 1st 2024, how many complaints have been made about private gardens in relation to their maintenance such as high hedges, invasive weeds & severely overgrown shrubs/plants etc or any other complaint relating to overgrown gardens? For each complaint could this be broken down into the following details:

- **Date of the complaint**
- **The main reason cited in the complaint e.g high hedges**
- **First part of the postcode for the property the complaint was made about - if this isn't available, the first part of the postcode for the property making the complaint e.g NG1 - this then isn't specific enough to identify the exact property**

2) From May 1st 2023 to May 1st 2024, how many private properties have received more than one complaint in relation to the maintenance of their garden such as high hedges, invasive weeds & severely overgrown shrubs/plants etc or any other complaint relating to overgrown gardens? For each property, could this be broken down into the following details:

- **First part of the postcode for the property the complaint was made about e.g NG1 - this then isn't specific enough to identify the exact property**
- **Total number of complaints about that property (within the given time period - May 1st**

2023 - May 1st 2024)

In response to your request, we confirm the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing our Street Enforcement Investigations Reports on the Council website, please use the following link:

https://www.coventry.gov.uk/downloads/download/4824/street_enforcement_investigations_report

This exemption is not subject to the public interest test.

To advise and assist you further, the reports list all of our cases and the description. Please refer to "UNS – Unsightly Land and Property" which incorporates all that you have listed in your request above.

Please note that some reports have full postcodes however others do not. We would advise you to run a pivot table on the data and use the Task Description function, which will allow you to view the numbers more clearly.

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