



UNCLASSIFIED

Resources Directorate

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Information Governance Team
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Our reference: 20119239
Date: 24th October, 2013

Please contact Karyn Wheatley
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Email: Karyn.wheatley@coventry.gov.uk

Dear

Freedom of Information Act 2000

Thank you for requesting information about nuisance complaints and noise abatement orders, which the Council received on 30th September, 2013. Your request has been considered under the Environmental Information Regulations 2004 ("The Regulations").

You have requested the following information;

- 1. How many statutory nuisance complaints has the council received in total between 1st January 2013 and 22nd September 2013?**

There have been 5,492 statutory nuisance complaints which includes domestic noise, loud music, DIY and house alarms.

- 2. How many noise abatement orders have been made between 1st January 2013 and 22nd September 2013?**

There have been 109 noise abatement orders between the dates specified.

- 3. How many noise abatement orders have been broken between 1st January 2013 and 22nd September 2013?**

There have been 44 noise abatement orders broken between the dates specified.

- 4. In how many instances between 1st January 2013 and 22nd September 2013 has the council been granted an order to remove equipment from residential premises as a result of complaints regarding noise disturbance?**

There have been no instances where the Council has been granted an order to remove equipment from residential premises as a result of complaints regarding noise disturbance.

5. How many complaints has the council received in each of the following categories since 1st January, 2013?

(If a complaint falls into more than one category, please select the category you believe to be most appropriate. Please do NOT list complaints twice.)

- **Noise**
e.g. from loud music, home improvements, domestic alarms.
- **Animals**
e.g. smells, fouling and damage created by animals. The keeping of an excessive number of animals. Potentially dangerous animals.
- **Refuse, accumulation and deposits e.g. rubbish left in gardens or private alleyways**
- **Condition & maintenance of domestic premises e.g. guttering, garden & hedges, hygiene, vermin & pests, any other general maintenance**
- **Parking & vehicles e.g. including mobile homes, caravans and all other motorised or non-motorised vehicles**

Please refer to the table below:

Complaint Type	Number of Complaints
Noise	1917
Animals	413
Refuse, accumulation and deposits	4173 (including fly tipping)
Condition and Maintenance of Domestic Premises	356
Parking and Vehicles	326

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If you wish to apply to reuse the information you have requested or have any other issues relating to this request please do not hesitate to contact me.

While we trust you are happy with the way we have handled your request, you have a right to make representations about the outcome or handling of it – in the first instance this must be made in writing within 40 working days of the date of this letter, to the Council's Information Governance Team at:

Council House, Room 21a
Lower Ground Floor
Earl Street, Coventry.
CV1 5RR
infogov@coventry.gov.uk

If after doing this you are still dissatisfied, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Karyn Wheatley
Information Governance Assistant