



**Information Governance Team**

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)  
Request ID: FOI690150203**

Thank you for your request for information relating to Garden related complaints.

You have requested the following information:

**Clarification: I am aware that some councils would log some reports as a request for service, rather than an official complaint. Please include these instances within the response.**

- 1. The total number of complaints received by the council about residential gardens for each of the past five years from 2020 to 2024.**
- 2. If held, a breakdown of these complaints by category, indicating the nature of the complaint (e.g., maintenance issues, dog fouling, safety concerns, rubbish complaints, overgrown, unsightly etc.).**
- 3. If held, any actions or measures taken by the council to address these complaints.**

In response to your request, the data for actual complaints relating to residential gardens is not held in that format. To assist, we have extracted data using key-word searches referring to "residential", "domestic", or "garden", which is shown below:

Complaint	2020	2021	2022	2023	2024
Unslightly Property	464	415	320	478	522
Waste in Garden	280	285	224	18	196
Street Enforcement	7	8	8	3	8
Street Cleansing	1	3	4	0	0

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**