

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Information requested.

- (i) How many complaints have been received and are they from single or multiple complainants?**

ANSWER

I can confirm that Leicester City Council holds this information. However we are withholding the information since we consider that to be an absolute exemption under section 40(2) (personal data), and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000.

- (ii) Date(s) of complaints?**

I can confirm that Leicester City Council holds this information. However we are withholding the information since we consider that to be an absolute exemption under section 40(2) (personal data), and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000.

- (iii) How long was the noise observed?**

I can confirm that Leicester City Council holds this information. However we are withholding the information since we consider that to be an absolute exemption under section 40(2) (personal data), and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000.

- (iv) What noise levels were recorded?**

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- (v) What was used to record the levels of noise?**

Noise levels were obtained using a calibrated Bruel &Kjaer sound level meter.

- (vi) What is the accepted noise level before it can become a nuisance?**

If noise from one premises can be clearly heard in another, it might be considered to be a statutory nuisance. Officers have to use their professional judgement. Other factors are also taken into account including the time the noise is occurring, background noise levels in the area and whether the noise is reasonable. In this instance, the noise from talking and laughing was not

considered to be a statutory nuisance. However, it was considered to be a problem. A noise problem is an informal approach adopted by the Noise Team where the noise witnessed is not deemed to be a nuisance, but sufficient enough for the Noise Team to make the persons causing the noise aware.

(vii) Have there been complaints previously in relation to previous tenants?

Leicester City Council's Noise Team provide a noise monitoring service. Officers have to witness the noise when it's occurring before any action is taken.

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Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager

Information and Support

Leicester City Council

FREEPOST (LE985/33)

New Walk Centre

LEICESTER LE1 6ZG

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.