

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:

I am looking to source information under the Freedom of Information Act 2000. The questions I hope you will be able to answer are as follows:

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

ANSWER

1746 complaints about noise

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

52 Noise abatement orders

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

29 breaches of abatement orders

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?

10 seizures undertaken

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

**Noise: loud music = 910 complaints,
D.I.Y.=22 complaints,
domestic alarms=85 complaints.**

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

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 Customer Access

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.