

## **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:**

**During the period of March 2008 - April 2013 there were a number of complaints from residential neighbours in respect of the amount of noise suffered by neighbouring properties to Michael Smith Engraving Services Ltd, who are based at both their Clifton House, Clifton Road, Leicester LE2 8AA site, as well as at their 143 Lansdown Road, Leicester LE2 8AT address.**

**We understand that there have been a number of noise nuisance complaints made to you, and a subsequent investigation by yourselves.**

**We would be grateful if you could please provide information and records as to the number of complaints made during this period of time, and what, if any, investigations or enforcement notices or similar action was taken against Michael Smith Engraving Ltd.**

**Whilst we do not necessarily need the precise details of who made the complaint, we just need information and records as to the frequency of such complaints and what, if any, action was investigated or taken by yourselves.**

### **ANSWER:**

During the above period there were two noise complaints made, the first was on 21.06.2010, regarding machinery noise from 143 Lansdown Road. Officers tried to contact the complainant about this problem on the 22.06.2010 but the telephone number did not work so a letter was sent to the complainant asking them to call us so we could investigate the matter, unfortunately the complainant did not respond, so no further action could be taken and the complaint was closed on 13.01.2011.

The second noise complaint was made on 07.03.2012 about noise from machinery and banging bins coming from 49 Clifton Road. On the 07.03.2012 diary sheets were sent to the complainant to fill in with the intention of installing a recording device so the noise could be witnessed. On the 02.04.012 the diary was returned and the complainant was put on the waiting list for a recorder, but on the 10.05.2012 the complainant no longer wanted the recorder. The case was closed on the 03.10.2012 due to lack of evidence.

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

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](mailto: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 may also seek independent advice from the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.