

Resident Experience Team

Hammersmith & Fulham Council
Town Hall, King Street
Hammersmith
London W6 9JU

Please ask for:
Diane Matse-Orere
Reference: 3908609
Email: icaseworkinformation@xxxx.xxx.xx
Date: 5 May 2022

Jamie Dixon

Dear Jamie Dixon

Freedom of Information Act 2000

I can confirm that the information requested is held by London Borough of Hammersmith and Fulham. Please find below the information that is being released to you.

Your request:

Under the Freedom of Information Act, I would like to request the number of nuisance smell complaints received by the council in the 2021 calendar year.

To be clear, I am referring to complaints made about nuisance smells that could be a 'statutory nuisance' (covered by the Environmental Protection Act 1990) as defined in this guidance from the Department for Environment, Food & Rural Affairs: <https://www.gov.uk/guidance/nuisance-smells-how-councils-deal-with-complaints>

Our Response:

5 complaints received regarding alleged statutory nuisance caused by odours in calendar year 2021

Please quote the reference number 3908609 in any future communications.

If you aren't happy with the council's response, please contact H&F within 40 working days of us sending you our response, with details of why you're unhappy. You can do this by:

- visiting H&F's website: <https://www.lbhf.gov.uk/councillors-and-democracy/complaints>
- emailing handfintouch@lbhf.gov.uk
- writing to the Resident Experience team, Hammersmith Town Hall, King Street, London, W6 9JU

Your concerns will be passed to H&F's Information Management Team to consider as an internal review. There's no charge for requesting an internal review.

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner by:

- Writing to the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Calling their helpline: 0303 123 1113
- Visiting the ICO's website www.ico.org.uk/concerns/

The ICO are the UK's independent authority set up to uphold information rights in the public interest.

I will now close your request as of this date.

Yours faithfully

Diane Matse-Orere
Investigation and Information Officer