



IAC/LB DF1 (Ref: 788/12)

24 January 2013

James Boag (by Email)

request-143389-fcff35e3@whatdotheyknow.com

Dear Mr Boag

Flooding in Ferryden

Thank you for your e-mail dated 27 December 2012 (received by the council the same day) which has been passed to me for attention.

You have made a Freedom of Information request in relation to documents regarding how many people have complained about the flooding in Ferryden in the years 2011 to 2012.

The council does not hold documents which directly relate to your inquiry. However we have checked our correspondence files and the council's ACCESSLine calls database for reports from residents of Ferryden. This does not therefore include calls to individuals within the council.

During 2012 the council received no ACCESSLine calls regarding flooding and 1 call regarding drainage (broken manhole cover)

During 2011 the council received 4 ACCESSLine calls regarding flooding and 3 calls regarding drainage (blocked roads drains etc).

The council is aware of the flooding issues in the various locations in Ferryden. Officers and elected members have attended Community Council meetings and have met local residents regarding the flooding of the public road, council housing and private property, although this is prior to the period of your request. As you may be aware, the flooding is a result of water run off from the adjacent private land. The council has undertaken drainage works in the vicinity of South Esk Court to mitigate the flooding of adjacent properties.

I hope the above is of assistance to you. Please refer to the attached Appendix which explains your right to complain if you are unhappy with the council's release of information.

Yours sincerely

Ian Cochrane
Senior Service Manager

Enc

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APPENDIX FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

YOUR RIGHT TO COMPLAIN

Your Right to Complain to the Council

If you are dissatisfied with the way in which Angus Council has dealt with your request for information under the Freedom of Information (Scotland) Act 2002 (the Act), you have a right to ask the Council to review its actions and/or decisions regarding your request. If you wish to do this, you should make your request to the Head of Law and Administration, Angus Council, Angus House, Orchardbank Business Park, Forfar DD8 1AN, or e-mail LAWADMIN@angus.gov.uk within 40 working days.

Your request must:

- be in a recordable format (letter, e-mail, audio tape etc);
- give your name and address for correspondence;
- give details of the information which you originally requested from the Council; and
- give the reasons why you are dissatisfied with the way in which your application for information has been dealt with.

Your application for review will then be considered by the Council's Review Panel. The Review Panel will write to you informing you of its decision not later than 20 working days after receipt of your request for a review. The Review Panel will also provide you with a statement of its reasons for arriving at the decision it has made.

Your Right to Complain to the Scottish Information Commissioner:

If you are dissatisfied with a decision of the Council's Review Panel (or where the Review Panel has not provided you with a response), you have the right to apply to the Scottish Information Commissioner for a decision as to whether your request for information has been dealt with by the Council in accordance with the Act.

Your application to the Scottish Information Commissioner must:

- be made within 6 months of receipt of the decision of the Council's Review Panel (or within 6 months of the date that the Review Panel should have responded);
- be in a recordable format (letter, e-mail, audio tape etc);
- give your name and address for correspondence.
- give details of the request for information which you originally requested from the Council;
- give details of why you were dissatisfied with the Council's response to your original request;
- give details of why you were dissatisfied with the decision of the Council's Review Panel.

The Scottish Information Commissioner can be contacted at:-

Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9BS;
Telephone - 01334 464610; Fax -01334 464611; Email - enquiries@itspublicknowledge.info)