

## Hammersmith and Fulham

Andrea Comer  
Resolutions Officer, Responsive Repairs

Hammersmith Town Hall Extension,  
Kings Street  
W6 9JU  
Tel: 020 8753 2732  
Email: [Andrea.Comer@lbhf.gov.uk](mailto:Andrea.Comer@lbhf.gov.uk)  
Web: [www.lbhf.gov.uk](http://www.lbhf.gov.uk)



12 November 2019

Mr. Jamie Dixon

Our reference: 1614319

Dear Mr. Dixon,

Thank you for your request for information which was received on 11 October 2019.

### Your request

*I would like to request information on the number of complaints received (and abatement notices issued, if applicable) by the council within these time periods:*

*1st April 2016 to 31st March 2017  
1st April 2017 to 31st March 2018  
1st April 2018 to 31st March 2019*

*for the following three points:*

- Noise complaints (if possible to be further broken down by totals each reason, such as dogs barking, loud music, or equivalent).*
- Boundary disputes*
- Accumulation of rubbish/waste.*

### Our response

This request is being handled under the Freedom of Information Act 2000.

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

- Noise complaints (if possible, to be further broken down by totals each reason, such as dogs barking, loud music, or equivalent).*

The figures are for service requests received by the Noise and Nuisance Team. These are generally noise related complaints but would include some complaints about accumulations of waste on private land.

1st April 2016 to 31st March 2017    -    13,683 Service requests (Noise complaints)

- 80 Noise Abatement Notices (s80 of Environmental Protection Act 1990)
  - 178 Noise Restricting Noise from Construction Works (s60 of Control of Pollution Act 1974)
- 1st April 2017 to 31st March 2018
- 14,414 Service requests (Noise complaints)
  - 43 Noise Abatement Notices (s80 of Environmental Protection Act 1990)
  - 173 Noise Restricting Noise from Construction Works (s60 of Control of Pollution Act 1974)
- 1st April 2018 to 31st March 2019
- 13315 Service requests (Noise complaints)
  - 41 Noise Abatement Notices (s80 of Environmental Protection Act 1990)
  - 104 Noise Restricting Noise from Construction Works (s60 of Control of Pollution Act 1974)

Section 12 of the FoI Act 2000 makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for a local authority is currently £450 or 18 hours.

For this reason, a breakdown of complaint type has not been provided as this would be time consuming to undertake.

From our preliminary assessment, we estimate that compliance with this part of your request would exceed the appropriate costs limit under section 12 of the FoI Act 2000. This is because to retrieve the details you have requested from the system, we would need to undertake a manual review of the information. This task would exceed the time allowance of 18 hours. Therefore, we have therefore decided to refuse this part of your request and this email acts as a refusal notice.

*- Boundary disputes*

Boundary disputes are not dealt with by the Noise and Nuisance Team. A boundary dispute is a *private legal matter between the two parties sharing the boundary*.

*- Accumulation of rubbish/waste.*

Accumulations of waste on private land are included in the service requests dealt with by the Noise and Nuisance Team.

If you are dissatisfied with the handling of your request for information, please contact the h&f InTouch team within 40 working days of receiving this response. They will consider the matters raised and decide whether they are referred to the Council's Information Manager for an internal review.

You can write to the h&f InTouch team at Room 229, Hammersmith Town Hall, King Street, London W6 9JU, or email: [handfintouch@lbhf.gov.uk](mailto:handfintouch@lbhf.gov.uk). If you are registered for self-service, via the Council's My Account portal, you can also do this online: [Click here to complete the form](#)

You also have the right to appeal to the Information Commissioner at: The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113. Website: [www.ico.org.uk/concerns/](http://www.ico.org.uk/concerns/). There is no charge for making an

appeal. The ICO may ask you to contact Hammersmith and Fulham, so we can complete an internal review, before the ICO investigates the matter.

Yours sincerely

**Andrea Comer**  
**Resolutions Officer**