

**Transport and Technical Services**

Council Offices, 37 Pembroke Road, London W8 6PW

**Executive Director for Transport and Technical Services**

Nigel Pallace

**Director for Environmental Health**

Nicholas Austin



THE ROYAL BOROUGH OF  
**KENSINGTON  
AND CHELSEA**

24 Acoustics Ltd

(Via email: request-176516-b51d8bb6@whatdotheyknow.com)

24 September 2013

My reference: SRCOI/13/139173

Your reference:

Please ask for: Ms. Jessica Quinn

Dear Sir/Madam,  
**Information request**

I am writing regarding your request for information held by the Council, which we received on 12 September 2013. As it concerns information that is considered environmental it has been dealt with under the Environmental Information Regulations (EIRs). You required the following: -

*List of all Noise complaints received against all commercial premises in the year of 2012 and list of full action taken as a result of these complaints.*

***Information provided***

Following a comprehensive search of our records, please see the attached PDF file listing all noise complaints we received between 01/01/2012 - 31/12/2012 against commercial premises.

All complaints are fully investigated and witnessed where possible. There has been one successful prosecution brought against Tesco PLC from noise complaints received in 2012. The case was brought by the Royal Borough of Kensington and Chelsea after a number of complaints from residents in the flats above the Cromwell Road Tesco about noise from building works outside permitted hours during a large refurbishment of the store. Tesco PLC was found guilty on Friday 20 September of two charges under the Section 60 of the Control of Pollution Act.

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### **Complaints**

I trust this has satisfied your request. Should you be unhappy with the handling of your request, the Council has an internal complaints process for handling FOI Act complaints. Complaints are reviewed by the Chief Solicitor and Monitoring Officer or a nominee. A form is available from our website to lodge your complaint:

<http://www.rbkc.gov.uk/councilanddemocracy/freedomofinformation.aspx>

Please contact us if you do not have website access and we can provide you with a copy of the form.

Following this review, should you still be unhappy with how your information request has been handled, you have a further right to appeal to the Information Commissioner who is responsible for ensuring compliance with the FOI Act.

Yours faithfully,



**Ms. Jessica Quinn**  
**Information Governance & Housing Officer**  
**Environmental Health and Trading Standards**

If you would like to comment about the service that you have received from the Environmental Health and Trading Standards Service please go to

<http://www.citizenspace.com/lbhf/transport-and-technical-services/dfaac155> and complete our quick survey.