

Information Access Team



Emily Pinch

Hertfordshire County Council
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Hertford, SG13 8DE,
Postal Point: CHO320
www.hertfordshire.gov.uk

Tel: 0300 123 4040

Email: information.governance@hertfordshire.gov.uk

Our reference: 1867321

Your reference: request-977606-d8ea9de8@whatdotheyknow.com

Date: 3rd May 2023

Dear Emily Pinch

Freedom of Information Act 2000

On 2nd May 2023 Hertfordshire County Council received the following request for information from you:

Under the Freedom of Information Act, I would like to request the following information:

- The total number of complaints about noise that could be a 'statutory nuisance' under the Environmental Protection Act 1990, made between April 1st 2018 and April 1st 2023**
- The reason for each of the above complaints, for example noise from intruder alarms, noise from construction work etc**

Your request for information has been considered under the Freedom of Information Act 2000 / Environmental Information Regulations 2004. I can confirm that Hertfordshire County Council does not hold the information you have requested. This matter is the responsibility of the district and borough councils, contact details for which can be found at <https://www.hertfordshire.gov.uk/about-the-council/how-the-council-works/district-and-borough-councils.aspx>

If you have any questions, please do not hesitate to contact me, quoting the reference number on this letter. To find out more about Freedom of Information, please visit <https://www.hertfordshire.gov.uk/About-the-council/freedom-of-information-and-council-data/Freedom-of-information-requests/freedom-of-information-requests.aspx>

If you are unhappy with the way the County Council has handled your request for information you may request an internal review of the request. This will be carried out by a member of the County Council Legal Services Team, who has had no prior involvement with the request. Requests for an internal review should be sent to the Information Governance Unit at the address above (within 2 months of this correspondence) and should detail in writing your grounds of appeal.

If you are unhappy with the outcome of the internal review you are entitled to ask the Information Commissioner to investigate your complaint. You should write to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

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Victoria Hooper
Information Access Practitioner
Hertfordshire County Council