

Reference: RFI 1804122

**Request:**

I am seeking any information you hold about how you deal with complaints about snoring as a noise nuisance.

Do you regard snoring as a noise nuisance and accept and investigate complaints about snoring if any are made? Yes

**If yes**

**1)** Have you ever received any complaints about snoring? No

**2)** How many complaints have you received? Nil

**3)** Were the complainants from tenants or home owners? N/a

If you hold this information please separate them into figures for each.

**4)** How did you deal with the complaints to try to resolve them and what were the outcomes?  
No complaints received to investigate.

I would like as much detail about how you intervened from the time of the complaint/s to the end of the process.

Especially interested in how you deal with the person complained about IE write to them to tell them to stop the noise and on what grounds they have to stop it.

If you have a copy of the wording of any sent letter (a template one or a copy of just the text that was in the letter with all personal details removed), could you supply me with that wording?  
Please see letter attached.

**5)** Did any of the complaints result in any legal action and if so why was that action deemed necessary? IE they failed to comply with requests to stop the noise N/A

Please be as detailed as you are able in reply to any attempts that were made before legal action was taken.

**6)** If you took legal action what were the judgments and could you supply me with a copy of any of these judgments? N/A

**7)** If you attempt to gather any evidence to try to support snoring complaints what evidence do you look to find to support the complaints? N/A

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8) If you received complaints but took no action what were the grounds to dismiss the complaints? N/A

I would like as much detail as you can supply as to why in those cases you did not take it further.

9) If you have never received complaints about snoring, do you have information on how you will deal with such complaints if different from any other noise complaint?

The complaints would be investigated in the same manner as any other alleged noise nuisance complaint. Standard letter sent and diary sheets to complainant to advise how they are being disturbed.

If yes could you please supply that information?

**If no**

**Please state:**

1) What that decision to not accept snoring as a noise nuisance was based on?

2) When that decision was made?

3) Who took that decision?

4) What evidence source was used to come to the conclusion snoring is not a noise nuisance?

5) Do you have a copy of that decision process/outcome?

If yes could I have a copy?

6) What do you inform the complainant upon receipt of the complaint about snoring?

Could you tell me what you would typically tell the complainant is the reason you are rejecting their complaint without investigation?