



Reference: RFI 1811010

**Request:**

Please provide me with the following data with consideration given to the Freedom Of Information Act 2000.

I would like to know:

- 1. The number of noise complaints made to the council in 2015**  
There were 473 noise complaints made in 2015.
- 2. The number of noise complaints made to the council in 2016**  
There were 536 noise complaints made in 2016.
- 3. The number of noise complaints made to the council in 2017**  
There were 673 noise complaints made in 2017.
- 4. The number of noise complaints made to the council in 2018, up to the date of this request (November 13th 2018)**  
There were 578 noise complaints made in 2018 up to the date of this request.

I would be grateful if you could break your response down into the following categories of noise complaint types, or their effective equivalents:

**Domestic noise**

This includes loud music, barking dogs, burglar alarms and late-night parties.

**Commercial noise**

This includes factory noise, fan noise, chiller noise, delivery noise, construction site noise and music from pubs and clubs.

**Noise in streets**

This includes car alarms, ice cream chimes, machinery operating in the road and the use of loudspeakers - but excludes traffic.

Due to the format of the database where the information is stored, we are unable to break down the response into the categories listed without going into individual records. Therefore this part of the request is refused under s12 (1) Freedom of Information Act 2000, since the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

In assessing the cost of complying, the costs attributable to officer time involved in complying have been taken into account. Such costs are limited to £450.00 under the Regulations, which equates to eighteen hours of officer time.

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