

4 August 2020  
Our ref: 6428252

Thank you for your request received on 12 July 2020, for the following information:

**Please provide the number of noise disturbance complaints in writing, by phone by email, for 21 Ravenshurst Avenue NW44EE and record of the noise disturbance departments responses in the last three years.**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

The council holds the information requested and the answers to your questions are below

***Please provide the number of noise disturbance complaints in writing, by phone by email, for 21 Ravenshurst Avenue NW44EE and record of the noise disturbance departments responses in the last three years.***

15/6/19 - Complaint received but wrong address for noise source was given

6/8/19 - No further complaints were received so case closed

7/8/19 - Two further complaints were received so case was reopened - source of noise was confirmed as 21 Ravenshurst Avenue NW44EE

7/8/19 - Letter was sent to address for noise source

3/10/19 - No further complaints received so case was closed

05/04/20 - New case - complaint received

18/04/20 - Complaint received

20/04/20 - Letter sent to 21 Ravenshurst Avenue NW44EE

29/04/20 - Complaint received

10/06/20 - Complaint received

10/06/20 - Letter to to 21 Ravenshurst Avenue NW44EE

12/07/20 - Complaint received

14/07/20 - Warning letters sent to 21 Ravenshurst Avenue NW44EE

14/07/20 - Letter sent to landlord of 21 to 21 Ravenshurst Avenue NW44EE

27/07/20 - No further complaints received so fa r

## **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.