

16 September 2020

Our ref: 6571828

Thank you for your request received on 8 September 2020, for the following information:

I wanted to request freedom of information regarding a number of neighbours complaints during Christmas for the past 5 years.

In more detail, I would like to request the number of people that have complained to you about their neighbours in December between 2014 and 2019.

If possible, I'd like to know the details of the complaints such as loud music, argument or smell/smoke (cooking) or any other reasons that you record.

We have processed this request under the Environmental Information Regulations 2004.

Response

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

All Noise Nuisance	2014	2015	2016	2017	2018	2019
December	141	92	124	113	106	108
December Noise Type*	2014	2015	2016	2017	2018	2019
Barking Dog	No Data Available	7	13	8	13	4
Car Alarm	No Data Available	1	1	1	0	0
Cockerels	No Data Available	0	3	1	0	0
Commercial Alarm	No Data Available	1	1	0	2	1
Construction	No Data Available	8	16	16	16	17
D I Y	No Data Available	2	2	2	2	5
Deliveries or Collections	No Data Available	1	3	1	1	0
House Alarm	No Data	2	3	5	4	4

Loud Music Commercial	Available					
	No Data	4	5	10	3	3
Loud Music Residential	Available					
	No Data	17	29	37	40	26
People Noise - Movement	Available					
	No Data	4	7	1	0	1
People Noise - Vocal	Available					
	No Data	1	7	0	0	0

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

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. 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). There is no charge for making an appeal.