

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
14 October 2021  
Our ref: 7730504

Thank you for your request received on 13 October 2021, for the following information:

**I am writing to you under the Freedom of Information Act 2000 to request the following information from London Borough of Barnet. Please may you provide me with an answer to the below question:**

**How many noise complaints did the council receive against student houses from 1st September 2021 to 1st October 2021? Student houses refers to Houses of Multiple Occupancy in which the occupants are full time students attending university, shared Student halls of residences or privately rented student homes.**

**If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.**

**If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.**

**If you have any queries please don't hesitate to contact me via email or phone and I will be very happy to clarify what I am asking for and discuss the request, my details are outlined below.**

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

## **Response**

I am writing to inform you that we have searched our records and the information you requested is not held by London Borough of Barnet.

Our Noise data is not captured under the requested category types.

## **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 Records & Information Management Service, Assurance Group, 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.