

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
9 June 2022  
Our ref: 8290630

Thank you for your request received on 22 May 2022, for the following information:

**Please share any reports of noise nuisance or neighbour harassment in the past 3 years made against or from:**

- Flat 36 St Pancras Court, N2 9AE
- Flat 33 St Pancras Court, N2 9AE
- Flat 39 St Pancras Court, N2 9AE

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

## Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we believe that the exceptions detailed below apply to some/all of this information and this is withheld. Please see the Refusal Notice below.

***Please share any reports of noise nuisance or neighbour harassment in the past 3 years made against or from:***

- Flat 36 St Pancras Court, N2 9AE
- Flat 33 St Pancras Court, N2 9AE
- Flat 39 St Pancras Court, N2 9AE

The Council holds details of reports of complaint's and these have been withheld as the complainants would have a reasonable expectation that their communications would be kept confidential – see refusal notice below. I am able to provide you with an extract of basic information from the file – see table below.

### Summary of complaints received

Date	Issue	Action	Case status
Flat 33	None received		
Flat 36			
8 <sup>th</sup> Jan 2021 31 <sup>st</sup> Jan 22-28 <sup>th</sup> February 2021	Complaint about banging	Letter sent to perpetrator	Case closed
17 <sup>th</sup> December 20- 20 <sup>th</sup> Apr 21	Complaint about banging		Closed as no further complaints within 3 months
Flat 39	None received		

You may wish to contact the Housing Management Organisation responsible for the properties, who manage ASB and noise complaints through their own processes, which we understand to be Camden Council to see if they have received noise complaints by tenants and this information would be held Contact housing customer assurance team - Camden Council [Contact housing customer assurance team - Camden Council](#)

### **R13 - Personal data**

We have also redacted the names of individuals by virtue of Regulation 13 of the Environmental Information regulations 2004, as disclosure of this information to the public generally, in the Council's view, would not be consistent with the data protection principle found in Article 5.1(a) of the General Data Protection Regulation (GDPR) lawfully, transparently and fairly. We have considered whether disclosure is lawful and fair and whilst it may be lawful under Article 6.1(f) GDPR (legitimate interests) it would not be fair to the individuals concerned who would not expect the names of junior employees to be disclosed as part of such a request.

We consider that regulation 13 (Personal information) applies to the information requested.

Therefore, we have decided to withhold the information.

### **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.