

FOI number: **HBC_FOI_20200170**
Date FOI Received: **21/02/2020**
Department: **Environmental Health**
Title: **F S Hand car wash**
Description: **Noise complaints related to F S Hand Car Wash sites and franchise locations.**

Request: (As Redacted sent by requestor)

I am writing in regards F S Hand Car Wash, 504 Bushey Mill Lane, WD23 2AS. As part of a planning application in our area, we are trying to ascertain if any noise complaints have arisen from any F S Hand Car Wash Franchises and if so what actions were put in place to resolve any issues. Any information would be greatly appreciated.

Response: (Response as Redacted sent by service)

Complaints about noise from a car wash would be recorded under the address where they are situated, not as the franchisee operating it. So this information is not held. If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services