

FOI number: HBC_FOI_20200026
Date FOI Received: 13/01/2020
Department: Environmental Health
Title: Details of smell complaints 2015-2019
Description: Details of smell complaints between 2015-2019

Request: (As Redacted sent by requestor)

Dear sir/madam,

I am writing to make a freedom of information request.

- I would like to know how many complaints your council has received for 'nuisance smells/odours' as covered by the Environmental Protection Act 1990. Please provide data dating back to 2015 and separated by year if held.
- If possible I would also like to know the address of each complaint. Just the town name is sufficient if full addresses cannot be provided.
- The nature of what was complained about. (E.g. agriculture, sewage, commercial food preparation, etc.)
- Finally, if the data is easily available, I would like to know what the outcome of each complaint was.

Please send responses to <REDACTED> in a Microsoft Excel spreadsheet format.

Thanks in advanced for your assistance with this enquiry.

Kind Regards,

Response: (Response as Redacted sent by service)

Please see the attached spreadsheet. Unfortunately due to the volume of incidents we are unable to give the outcome for each complaint.

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