

FOI number: **HBC\_FOI\_20200067**  
 Date FOI Received: **24/01/2020**  
 Department: **Environmental Health**  
 Title: **Noise complaints 2017 to 2019**  
 Description: **Details of nuisance complaints relating to noise for 2017 to 2019 and resulting abatement notices, fines and decibel readings.**

**Request: (As Redacted sent by requestor)**

I would like to make a request under the Freedom of Information Act into the number of noise complaints registered by your council over the past three years. I have detailed the request below. Please note that all timeframe are for calendar years (i.e. January to December) if it is possible to break down your searches this way. Should you have any questions or issues with the following request please let me know.

Q1. How many statutory nuisance complaints did the council receive for noise for the following reasons in the following periods?

	2017	2018	2019
Animals (e.g. barking dogs)			
Car alarms			
Construction site noise			
Mechanical noise (e.g. DIY or washing machines)			
Busker noise			
Intruder alarms			
Amplified music, parties or musical instruments			
Commercial premises			
Pubs and clubs			
Fireworks			
Leisure activities (e.g. clay pigeon shooting)			
Factories and noisy deliveries			
Ice cream vans			
Agricultural noise (e.g. bird scarers)			
Other cause not listed above			
Total complaints			

Q2. How many resulting noise abatement orders did the council issue in the following periods?

- 2017
- 2018
- 2019

Q3. How many fines were issued for broken noise abatement orders in the following periods?

- 2017
- 2018
- 2019

Q4. What was the total value of these fines?

- 2017
- 2018

- 2019

Q5. If recorded, what was the highest decibel recorded during a noise nuisance complaint investigation by the council in 2019? (Either recorded using the Noise App or through the council's own investigation)

- Decibel level recorded using Noise App
- Decibel level recorded by council investigation

**Response: (Response as Redacted sent by service)**

Q1 – see attached. Our activity descriptions slightly differ to yours but we have matched it where possible.

Q2 – 2017 = 9, 2018 = 10, 2019 = 20

Q3 – 2017 = 0, 2018 = 0, 2019 = 1

Q4 - £320.00

Q5 – Decibel levels are not recorded

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](http://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

2017

SRRECTYPE	CODETEXT	COUNT
NOCOM	Noise - Commercial	46
NOTRO	Noise - Transport - Road	4
NOMCYR	Noise - Motorcycles On Road	3
NOALC	Noise - Alarm Commercial	9
NORDW	Noise - Roadworks	2
NOTIN	Noise - Tinnitus / Low Frequency	2
NOTRA	Noise - Transport - Air	1
NOVOI	Noise - Voices / Banging etc	63
NOCON	Noise - Construction / Demolition	128
NOCOM	Notice compliant	46
NOMCYO	Noise - Motorcycles Off Road	2
NOPAR	Noise - Parties	55
NODIY	Noise - DIY	35
NOAGR	Noise - Industrial / Agricultural	1
NOSOU	Noise - Sound Insulation	1
NOALD	Noise - Alarm Domestic	14
NOTRAI	Noise - Transport - Rail	1
NOSTR	Noise - In the Street	22
NOLIC	Noise - Licensed Premises	2
NOANI	Noise - Animals	76
NODOM	Noise - Domestic	37
NOMUTV	Noise - Music/ TV	109
NOALV	Noise - Alarm Vehicle	11

2018

SRRECTYPE	CODETEXT	COUNT
NOCOM	Noise - Commercial	27
NOOTH	Noise - Other	17
NOMCYR	Noise - Motorcycles On Road	1
NOALC	Noise - Alarm Commercial	14
NORDW	Noise - Roadworks	3
NOTRA	Noise - Transport - Air	1
NOVOI	Noise - Voices / Banging etc	93
NOCON	Noise - Construction / Demolition	107
NOCOM	Notice compliant	27

NONPCO	Non Pest Control Officer	4
NOMCYO	Noise - Motorcycles Off Road	3
NOPAR	Noise - Parties	48
NODIY	Noise - DIY	19
NOIDOM	Noise - Domestic (Misc)	10
NOAGR	Noise - Industrial / Agricultural	1
NOALD	Noise - Alarm Domestic	39
NOTRAI	Noise - Transport - Rail	2
NOIMIS	Noise - Commercial (Misc)	13
NOSTR	Noise - In the Street	21
NOLIC	Noise - Licensed Premises	13
NOANI	Noise - Animals	72
NODOM	Noise - Domestic	10
NOMUTV	Noise - Music/ TV	144
NOALV	Noise - Alarm Vehicle	5

**2019**

SRRECTYPE	CODETEXT	COUNT
NOCOM	Noise - Commercial	27
NOOTH	Noise - Other	20
NOTRO	Noise - Transport - Road	1
NOMCYR	Noise - Motorcycles On Road	2
NOALC	Noise - Alarm Commercial	25
NORDW	Noise - Roadworks	5
NOTRA	Noise - Transport - Air	1
NOVOI	Noise - Voices / Banging etc	89
NOCON	Noise - Construction / Demolition	115
NOCOM	Notice compliant	27
NOICOM	Noise - Commercial (Not Licensed Prem)	2
NONPCO	Non Pest Control Officer	11
NOMCYO	Noise - Motorcycles Off Road	1
NOPAR	Noise - Parties	45
NODIY	Noise - DIY	6
NOIDOM	Noise - Domestic (Misc)	10
NOAGR	Noise - Industrial / Agricultural	2
NOSOU	Noise - Sound Insulation	1
NOALD	Noise - Alarm Domestic	19
NOIMIS	Noise - Commercial (Misc)	8
NOSTR	Noise - In the Street	31

NOLIC	Noise - Licensed Premises	2
NOANI	Noise - Animals	56
NODOM	Noise - Domestic	6
NOMUTV	Noise - Music/ TV	103
NOALV	Noise - Alarm Vehicle	5