Further to your Information request ER63914, please find your questions and our response below:

Questions:

1. Details of all noise abatement orders (or similar orders/restrictions) served regarding pianos in residential properties in the last 5 years. The details should include:
   a) the type of property the noise abatement order was served on (e.g. terraced, flat, detached etc)
   b) the case reference number
   c) copy of any noise diaries collected (redacted where necessary)
   d) the length of time from the council receiving the initial complaint, to the council serving the noise abatement order
   e) details of the conditions set out in the order (including any/all restrictions, was it a complete abatement order, or were time restrictions imposed; if so what were these restrictions)
   f) whether the serving of the noise abatement order was challenged through the court or not. (and if so, did the court find in the Council's favour)
   g) Details of any breaches to the abatement order, and details of an enforcement action that was taken

2. Copy of any internal Council policy, Environmental Protection policy or guidelines that relate to the dealing of Noise Nuisance cases where a musical instrument is involved

Response: We do not hold this information. I have been advised that The Royal Borough of Windsor & Maidenhead has not served any abatement notices regarding pianos in residential premises within that time.

Please find attached a copy of the general nuisance investigation procedure flow diagram as we do not have a specific procedure for dealing with noise where a musical instrument is involved. I would add that our procedures are currently in the process of being reviewed so this process may change in the future.

This concludes your request ER63914.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF
or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_request_statistics.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
Information Management Officer
Operations Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF