Further to your Information request FOI65480 please find your questions and our responses below:

1. How many statutory nuisance complaints has the council received in total between 1st January 2013 and 22nd September 2013?

Response: I have been advised the Environmental Protection Team has received approximately 967 complaints that may have involved the assessment of statutory nuisance in some respect.

2. How many 'noise abatement' orders have been made between 1st January 2013 and 22nd September 2013?

Response: 10.

3. How many 'noise abatement' orders have been broken between 1st January 2013 and 22nd September 2013?

Response: 0

4. In how many instances between 1st January 2013 and 22nd September 2013 has the council been granted an order to remove equipment from residential premises as a result of complaints regarding noise disturbance?

Response: 0

5. How many complaints has the council received in each of the following categories since 1st January, 2013?

(If a complaint falls into more than one category, please select the category you believe to be most appropriate. Please do NOT list complaints twice.)

* Noise

Response: 452

* Animals

e.g. smells, fouling and damage created by animals. The keeping of an excessive number of animals. Potentially dangerous animals.

Response: 51

* Refuse, accumulation and deposits - e.g. rubbish left in gardens or private alleyways

Response: 22

* Condition & maintenance of domestic premises e.g. guttering, garden & hedges, hygiene, vermin & pests, any other general maintenance
Response: 24

* Parking & vehicles e.g. including mobile homes, caravans and all other motorised or non-motorised vehicles

Response: N/A

This concludes your request FOI65480.

If you require translation of the information you have been sent please do not hesitate to 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_requests.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

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St. Ives Road
Maidenhead SL6 1RF