

Response to Request for Information

Reference FOI 002402
Date 12 June 2018

Complaints – Neighbours Fence or Hedge

Request:

Please could you provide a full list of complaints and service requests made to the council between January 2012 - May 2018, which relate to a neighbours fence or hedge. Please include:

- A total number of complaints per year
- A total number of complaints relating to hedges per year
- A total number of complaints relating to fences per year

In respect of your above questions, it has been established after careful consideration that the Council does not hold all of the above information for the following reasons.

We only hold information relating to fence and hedge related enquiries and complaints not specifically just about neighbours fences or hedges

Consequently, we are unable to provide the specific information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

However, please see information we can provide you with which are the total figures for hedge related enquiries and the total number of Stage 1 complaints received in relation to hedges and fences (not neighbours), which we hope will be of use to you:

Service Requests

1 January 2012 – 31 December 2012 =	7
1 January 2013 – 31 December 2013 =	8
1 January 2014 – 31 December 2014 =	15
1 January 2015 – 31 December 2015 =	18
1 January 2016 – 31 December 2016 =	29
1 January 2017 – 31 December 2017 =	24
1 January 2018 – to date	= 20

[NOT PROTECTIVELY MARKED]

Complaints

2013 – 2014 = 3

2015 – 2016 = 1

2016 – 2017 = 1

2017 – to date = 0