



**Derry City & Strabane**  
District Council

Comhairle  
**Chathair Dhoire &  
Cheantar an tSratha Báin**

**Derry Cittie & Stràbane**  
Destrìck Cooncil

Ref: EIR / 1444

28 September 2017

Ms  
Citigatedr

Email: @citigatedr.co.uk

Dear Ms

### **Environmental Information Regulations 2004 Request Reported Neighbour Complaints**

I refer to your EIR request as above regarding the issue of statutory nuisance and noise abatement complaints received by your authority, could you please provide responses to the following six questions covering the two time periods stated below:

		<b>1<sup>st</sup> August 2015 – 31<sup>st</sup> July 2016</b>	<b>1<sup>st</sup> August 2016 – 31<sup>st</sup> July 2017</b>
<b>1</b>	<b>How many statutory nuisance complaints did the council receive?</b>	2913	3390
<b>2</b>	<b>How many noise abatement orders did the council issue?</b>	1	2
<b>3</b>	<b>How many noise abatement orders have been broken?</b>	0	0
<b>4</b>	<b>How many fines were given out for broken noise abatement orders?</b>	0	0

**Derry**

C/o Council Offices  
98 Strand Road  
Derry  
BT48 7NN

**Strabane**

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47 Derry Road  
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info@derrystrabane.com  
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f Derry City & Strabane District Council  
@dcscouncil

<b>5</b>	<b>What was the total value of these fines?</b>	0	0
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**6. How many complaints has the council received for each of the following categories in the time periods below?**

<b>Issue</b>	<b>Number of complaints from 1<sup>st</sup> August 2015 – 31<sup>st</sup> July 2016</b>	<b>Number of complaints from 1<sup>st</sup> August 2016 – 31<sup>st</sup> July 2017</b>
Noise (including loud music and barking dogs)	510	539
Artificial light (except street lights)	1	2
Smokes, fumes or gases	16	14
A build-up of rubbish	78	76
High hedges, trees or boundaries	45	68
Animals – e.g. smells, damage, number of animals	36	48
Condition and maintenance of domestic premises	174	189
Parking and vehicles including mobile homes, caravans and all other motorised and non-motorised vehicles	4	6

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie  
 Chief Executive  
 Derry City and Strabane District Council  
 98 Strand Road  
 Derry BT48 7NN  
 Tel 028 71253253 or email [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

CHESHIRE SK9 5AF

Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely

**Head of Health & Community Wellbeing**

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