

FOI number: **HBC_FOI_20200167**
Date FOI Received: **19/02/2020**
Department: **Customer Services**
Title: **Complaints Manor Road, Potters Bar**
Description: **Issues and complaints around Manor Road, Potters Bar.**

Request: (As Redacted sent by requestor)

An anonymous resident has posted a leaflet mentioning all the recent negative activity in our road. My family and I are unaware of anything out of the ordinary but would feel safer knowing what complaints residents of Manor Road, Potters Bar, Herts have made to you in the last year please.

Response: (Response as Redacted sent by service)

Between 1 February 2019 and 10 March 2020 there have been 5 complaints as follows:

- 13.3.19 Nuisance Odour
- 5.9.19 Nuisance Light Pollution
- 5.9.19 Nuisance Dust, Steam, Smell
- 17.1.20 Nuisance Other relating to Building Work
- 20.6.19 Street Cleaning / Litter

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

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services