2018 FREEDOM OF INFORMATION REQUEST – 764/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request:

Please could you provide a full list of complaints 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

Response:

Rutland County Council do hold some of this information. In order to determine this, an officer would have to manually inspect records to determine whether it fell within the scope of your request and if so, extract the relevant data. Given the number of records involved, we believe it to be a reasonable estimate that to comply with your request would exceed the appropriate cost limit of £450. This figure is set out in Regulations and is equivalent to one person working more than 18 hours to determine whether we hold the information, and to locate and extract the information.

Rutland County Council does not have a policy for inspecting fence or wall in the above circumstances. The Council will only get involved if the fence or wall is deemed to be a dangerous structure by our building control department. Disputes regarding ownership of fences or walls are a civil matter and are not within the Councils remit.

If you are dissatisfied with the handling of your request please contact the Data Protection Officer, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP

You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator