From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=135BECFD22FA4A639877870C7B0757BB-ANNABUCHAN on behalf of Foi Enquiries
Sent: 13 December 2018 14:01
To: [redacted]
Subject: EIR-18-1718 - Noise Complaints
Attachments: V2 - Further Information - Right to Review & Appeal.pdf; EIR-18-1718 - ASBIT - 2014-15.csv; EIR-18-1718 - ASBIT - 2015-16.csv; EIR-18-1718 - ASBIT - 2016-17.csv; EIR-18-1718 - ASBIT - 2017-18.csv; EIR-18-1718 - ASBIT - March-November 2018.csv

Dear [redacted],

Thank you for your information request of 13 November 2018. Aberdeen City Council (ACC) has completed the necessary search for the information requested. Our response is now detailed below.

I would like to know:

1. **The number of noise complaints made to the council in 2015**
2. **The number of noise complaints made to the council in 2016**
3. **The number of noise complaints made to the council in 2017**
4. **The number of noise complaints made to the council in 2018, up to the date of this request (November 13th 2018)**

I would be grateful if you could break your response down into the following categories of noise complaint types, or their effective equivalents:

Domestic noise
This includes loud music, barking dogs, burglar alarms and late-night parties.

Commercial noise
This includes factory noise, fan noise, chiller noise, delivery noise, construction site noise and music from pubs and clubs.

Noise in streets
This includes car alarms, ice cream chimes, machinery operating in the road and the use of loudspeakers - but excludes traffic.

Return from Environmental Health Team

	2015	2016	2017	2018 (upto 13/11)
Domestic	353	365	367	361
Commercial	319	330	319	274
Street	121	94	49	72

Return from ASBIT (Anti Social Behaviour Investigation Team)

Please find enclosed documents: EIR-18-1718 – ASBIT – 2014-15, EIR-18-1718 – ASBIT – 2015-16, EIR-18-1718 – ASBIT – 2016-17, EIR-18-1718 – ASBIT – 2017-18 and EIR-18-1718 – ASBIT – March-November 2018.

We hope this helps with your request.

Yours sincerely,

Salomeh Kheyri Rad
Access to Information Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

Anna Buchan | Access to Information Officer
Aberdeen City Council | Access to Information Team | Customer Feedback |Customer
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ASBIT Type Summary

	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	YTD	%
BangingDoors	7	6	4	3	2	3	5	1	6	8	23	15	83	2.58%
BarkingDogs	1	6	2	3		4	8	10	6		7	8	55	1.71%
Children	14	3	6	8	7	10	1	4	3	5	7	8	76	2.36%
DIY	7	8	7	4	5	2	8	5	7	11	9	10	83	2.58%
ElectronicGames							7	2					9	0.28%
Enquiry	1	1	4	3	9	3	3	1	6	2	9	16	58	1.80%
Footfall/Flooring	7	7	7	11	7	9	10	23	9	19	24	17	150	4.66%
Harras/threat/violence	5	12	15	20	16	16	12	14	11	14	22	19	176	5.47%
HIFI	95	128	100	98	93	112	104	117	68	94	114	137	1260	39.14%
Multiple	39	44	29	52	54	44	83	62	48	86	79	94	714	22.18%
MusicalInst	3		1	1	3	5	1	2	2	2	3	1	24	0.75%
Other	18	15	8	15	9	13	10	13	13	21	30	49	214	6.65%
PoorSoundInsulation		3	2	2	6	3	2		2	3		4	27	0.84%
Shouting	9	13	15	6	12	15	6	13	3	11	18	24	145	4.50%
TV	5	3	8	2	3	6	6	10	7	12	7	5	74	2.30%
Vandalism	3		2	1	1	2	3	2		1	2	5	22	0.68%
WashingMachine	12	1	1	2		5		3	2	2	2	1	31	0.96%
YouthCongregation	1	3		3	5			1		1	1	3	18	0.56%
Sum:	227	253	211	234	232	252	269	283	193	292	357	416	3219	100.00%

ASBIT Type Summary

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
BangingDoors	10	7	6	7	7	8	8	8	2	7	8
BarkingDogs	12	18	8	6	11	12	4	7	2	6	7
Children	10	14	13	9	6	10	6	4	7	5	7
DIY	15	5	2	4	7	3	2	10	11	8	12
ElectronicGames		1	3				2				1
Enquiry	10	8	6	13	9	14	12	8	14	14	10
Footfall/Flooring	20	5	17	11	8	12	17	23	16	14	10
Harras/threat/violence	14	6	14	22	17	14	23	4	11	8	10
HIFI	159	144	94	142	104	102	117	109	76	109	110
Multiple	85	81	87	72	79	96	95	80	33	83	79
MusicalInst	3	1	1	2	1	1	1	4			
Other	38	23	32	23	49	42	30	34	24	26	35
PoorSoundInsulation	1	4		6	5	5	6	1	9	7	2
Shouting	19	15	17	28	30	26	20	17	15	16	23
TV	5	8	8	5	5	6	6	4	8	7	7
Vandalism	3	1	1	4	3	5	5	2	4	5	3
WashingMachine		2	2	3	3	2	4	1			1
YouthCongregation	3	4	3		3	3		1		1	2
Sum:	407	347	314	357	347	361	358	317	232	316	327

Mar-16	YTD	%
5	83	2.08%
7	100	2.51%
2	93	2.33%
7	86	2.16%
	7	0.18%
17	135	3.39%
20	173	4.34%
4	147	3.69%
91	1357	34.07%
73	943	23.68%
3	17	0.43%
23	379	9.52%
6	52	1.31%
23	249	6.25%
11	80	2.01%
5	41	1.03%
1	19	0.48%
2	22	0.55%
300	3983	100.00%

ASBIT Type Summary

	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	YTD	%
BangingDoors	3	1	8	2	5	11	7	11	5	5	7	9	74	1.90%
BarkingDogs	4	9	2	5	4	12	5	8	5	4	8	9	75	1.93%
Children	4	4	1	7	7	3	6	1	8	6	13	16	76	1.96%
DIY	6	6	8	11	13	6	15	14	18	11	7	9	124	3.19%
ElectronicGames					2	1			1	3	1		8	0.21%
Enquiry	20	15	10	23	13	14	10	9	20	20	9	22	185	4.76%
Footfall/Flooring	10	10	8	20	10	12	17	7	18	18	17	19	166	4.27%
Harras/threat/violence	9	16	12	11	15	15	13	10	6	16	14	11	148	3.81%
HIFI	99	148	118	102	108	78	83	105	75	88	94	129	1227	31.58%
Multiple	74	78	68	104	80	66	61	69	55	91	89	120	955	24.58%
MusicalInst	1	4	5	1	1	1	1	3			1	3	21	0.54%
Other	35	24	25	28	31	34	22	28	23	45	31	36	362	9.32%
PoorSoundInsulation	3	8	2	12	4	9	9	2	2	7	1	2	61	1.57%
Shouting	9	18	28	17	23	20	15	14	15	25	30	29	243	6.25%
TV	9	4	4	3	8	3	6	6	11	10	10	3	77	1.98%
Vandalism	2	4	2	1	1	2	1			5	7	3	28	0.72%
WashingMachine	4	2	2	1	1	1	3		2	7	7	1	31	0.80%
YouthCongregation	3	2	1	2	3	2	2		1	4	1	3	24	0.62%
Sum:	295	353	304	350	329	290	276	287	265	365	347	424	3885	100.00%

ASBIT Type Summary

	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
BangingDoors	6	17	5	5	11	10	11	6	14	5	6
BarkingDogs	7	11	9	9	21	10	9	3	4	2	9
Children	13	9	3	16	13	7	8	9	7	16	8
DIY	17	9	1	6	6	6	10	10	17	8	6
ElectronicGames	1	3	2	1	1	1	1	3	1	1	2
Enquiry	14	16	15	12	16	17	10	10	9	13	8
Footfall/Flooring	17	17	21	22	9	21	28	21	10	4	15
Harras/threat/violence	25	15	14	19	21	10	19	11	11	6	17
HIFI	126	108	123	141	132	108	127	123	88	93	125
Multiple	84	108	75	130	140	96	84	85	90	104	95
MusicalInst	3	9	5	2	2	9	6	1	2	2	3
Other	38	45	27	42	46	40	30	34	31	39	44
PoorSoundInsulation	2	2	2	4	5	3	2	9	2	3	8
Shouting	19	23	45	30	27	31	29	23	18	19	37
TV	3	7	6	5	7	9	7	6	4	11	14
Vandalism	2	1	1	4	3	2	2	5	3	5	4
WashingMachine	2		1	2	5		4	1	1		1
YouthCongregation	1	2	3		3	1	3	3	2		1
Sum:	380	402	358	450	468	381	390	363	314	331	403

Mar-18	YTD	%
14	110	2.38%
2	96	2.08%
8	117	2.54%
13	109	2.36%
3	20	0.43%
5	145	3.14%
8	193	4.18%
14	182	3.95%
112	1406	30.48%
95	1186	25.71%
6	50	1.08%
49	465	10.08%
2	44	0.95%
24	325	7.05%
7	86	1.86%
6	38	0.82%
4	21	0.46%
1	20	0.43%
373	4613	100.00%

ASBIT Type Summary

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	YTD	%
BangingDoors	13	6	15	9	9	11	4	3	70	2.34%
BarkingDogs	1	6	5	10	10	11	11	4	58	1.94%
Children	8		12	6	3	5	3	6	43	1.44%
DIY	7	10	7	4	10	2	9	2	51	1.71%
ElectronicGames	3			1	1			1	6	0.20%
Enquiry	4	13	11	4	7	13	7	17	76	2.55%
Footfall/Flooring	6	15	14	12	5	9	16	6	83	2.78%
Harras/threat/violence	14	13	22	18	14	10	16	20	127	4.25%
HIFI	119	111	122	160	126	135	125	133	1031	34.53%
Multiple	82	99	87	116	122	92	126	106	830	27.80%
MusicalInst	1	2	1	3		1	2	1	11	0.37%
Other	38	44	41	47	35	24	31	27	287	9.61%
PoorSoundInsulation	6	1	5	2	1	1	1	5	22	0.74%
Shouting	21	20	18	29	24	15	22	20	169	5.66%
TV	7	12	14	3	2	9	9	3	59	1.98%
Vandalism	10	1	1	3	1	1	4	4	25	0.84%
WashingMachine	5	3		1	1	4	3	2	19	0.64%
YouthCongregation	2	3	3	1		1	2	4	16	0.54%
								3	3	0.10%
Sum:	347	359	378	429	371	344	391	367	2986	100.00%