

Our Ref. EIR-19-0275
Contact Information Compliance Team
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ABERDEEN
CITY COUNCIL

7 March 2019



Information Compliance Team
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Dear [REDACTED],

Environmental Information (Scotland) Regulations 2004

EIR-19-0275 – LED Street Lights

Thank you for your information request of 13 February 2019. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

How many complaints ACC has received about LED street lights since January 2018.

There have been no complaints received regarding LED streetlighting since January 2018.

We follow the Scottish Local Authority Complaints Handling Procedure, which was introduced in 2012. Under this procedure, a 'complaint' is defined as "an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf". There are some topics that cannot be considered as a 'complaint', such as a first-time request for a service or a general enquiry.

For more information please visit www.aberdeencity.gov.uk/complaints.

Under advice and assistance, we are aware of 10 service requests regarding LED street lights.

How many LED street lights have failed since January 2018.

Eleven.

How many LED street lights heads have fallen of the light pole since January 2018.

Three were partially damaged during a storm.

We hope this helps with your request.

ANDY MACDONALD
DIRECTOR OF CUSTOMER SERVICES



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Yours sincerely,

Grant Webster

Information Compliance 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. 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.