



The purpose of this request is to gather data on complaints received by your council regarding the state of gardens.

Clarification: I am aware that some councils would log some reports as a request for service, rather than an official complaint. Please include these instances within the response.

Specifically, I am seeking information on the following:

1. The total number of complaints or requests for service received by the council about residential gardens for each of the past five years from 2020 to 2024.

2020 – 722
2021 – 544
2022 - 880
2023 – 1660
2024 – 1547
2. If held, a breakdown of these complaints or requests for service by category, indicating the nature of the report (e.g., maintenance issues, dog fouling, safety concerns, rubbish complaints, overgrown, unsightly etc.).
3. If held, any actions or measures taken by the council to address these complaints or requests for service.

Regarding Q2 and Q3

We do not hold the information that you have requested in an easily retrievable format. Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA. I am satisfied the cost limit applies to your request and will explain why this is the case.

Specific data not held. In order to provide this information, we would need to check each individual record. There are 5353 records in total on average it would take 3 minutes to view each case.