

Date: 05/02/2024

Ref: CAM6804

Dear Requester

Thank you for your request for information dated 12/01/2024 about Questions regarding the Curnock Street Estate. We have dealt with this under the Freedom of Information Act 2000.

Response

The council holds the information requested. However we are withholding the information because it is exempt as explained below. We have explained where we are withholding information and what exemptions apply. Please see the refusal notices at the end of the answers which explain how and why they apply.

Further to my request CAM6794, I would like to ask the following regarding the Curnock Street Estate:

- **On the written permissions you have given for license to alter, how often have you consulted the neighbours for the adverse effects of the alterations to their flats?**
- **How many noise complaints have you received on the estate for the last 5 years?**
- **Have there been any consultations regarding the impact of those alterations to communal services, and if there are, then why are communal services constantly falling and all the new alterations taking water from the mains? Is that because the cold water pressure from the water tank is too low?**

We are refusing your request under Section 12 on cost grounds because we estimate that compliance with your request will exceed the "appropriate limit". This is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulations rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester.

The Neighbourhood housing team do not log noise complaints on a central database but on individual property files. There are 286 flats on the Curnock Street Estate. If it took a minimum of 5 minutes to check each property file for a noise complaint received by the Neighbourhood housing team then it would take over 23 hours to answer just that question.

Advice and Assistance:

As advice and assistance I am able to provide the following information that has been easily obtained:

On the written permissions you have given for license to alter, how often have you consulted the neighbours for the adverse effects of the alterations to their flats?

As part of the leaseholder alteration / landlords' consent for alteration there is no requirement to consult other residents, but we do visit adjacent properties for impact assessment in term of noise and nuisance.

How many noise complaints have you received on the estate for the last 5 years?

The Noise and Pollution Team have received 53 complaints in total over the last 5 years for this estate.

Have there been any consultations regarding the impact of those alterations to communal services, and if there are, then why are communal services constantly falling and all the new alterations taking water from the mains? Is that because the cold water pressure from the water tank is too low?

As part of the leaseholder alteration / landlords' consent for alteration there is no requirement to consult other residents, but we do visit adjacent properties for impact assessment in term of noise and nuisance.

There have been no consultations regarding the communal services by the M&E Team and there have been no works relating to the water mains.

Further Information:

We do not give our consent for any names and contact details provided in this response to be sent marketing material. Any such use will be reported to the ICO as a breach of General Data Protection Regulations and the Privacy and Electronic Communication Regulations.

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

Your Rights

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to foireviews@camden.gov.uk or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website www.ico.org.uk may be useful.

Yours sincerely

Philip Lewis
Information Rights Officer