

REQUESTS FOR SERVICE 2016/17

ANNEX 4

Service Request Category	Number of complaints 2014/15	Number of complaints 2015/6	Number of complaints 2016/7	Comments
Accumulations	50	49	47	Complaints regarding accumulations NOT associated with food premises and animals
Drainage	12	5	8	Blocked, leaking or overflowing private drains, private sewers and septic tanks
Noise	220	177	181	Sources include amplified music from domestic and licensed premises
Dogs	112	112	112	Barking dogs
Pollution	79	61	92	e.g. bonfires, odour, smoke, grit and dust and light
*Tonbridge Odour complaints	739	140	69	
TOTAL	1216	544	509	

*Refers to individual complaints received, rather than specific cases