

**REQUESTS FOR SERVICE 2013/2014**

**ANNEX 1**

<b>Service Request Category</b>	<b>Number of complaints 2012/13</b>	<b>Number of complaints 2013/14</b>	<b>Comments</b>
<b>Accumulations</b>	<b>59</b>	<b>62</b>	<b>Complaints regarding accumulations NOT associated with food premises and animals</b>
<b>Drainage</b>	<b>13</b>	<b>8</b>	<b>Blocked, leaking or overflowing drains, private sewers and septic tanks</b>
<b>Noise</b>	<b>254</b>	<b>186</b>	<b>Sources include amplified music from domestic and licensed premises</b>
<b>Dogs</b>	<b>97</b>	<b>115</b>	<b>Barking dogs</b>
<b>Pollution</b>	<b>91</b>	<b>85</b>	<b>e.g. bonfires, odour, smoke, grit and dust and light</b>
<b>*Tonbridge Odour complaints</b>	<b>137</b>	<b>460</b>	
<b>TOTAL</b>	<b>514</b>	<b>916</b>	

\*Refers to individual complaints received, rather than specific cases