
From: [REDACTED]
Sent: Wednesday, 17 November 2021 3:15 PM
To: EPSDFOI
Subject: Re: FOI request for information on home business complaints

Follow Up Flag: Follow up
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Hi,

I would like to find out some information about home businesses complaints and would like to submit an FOI request.

Please include breaches of Land planning development as well as Environmental Protection (ie noise complaints)

Definition: Complaint Instance

A Complaint Instance being each unique instance of some type of contact (website, email, phone or letter etc.) to the ACT government in regards to a home business that raises an issue of possible non-compliance or complaint. This is not the same as a single open complaint that all additional evidence is tacked on to, I would like the actual numbers to reflect how many times a home business has been reported by a resident/neighbour/3rd party and not a summation of contacts merged into a single complaint.

Information requested.

- How many total home business Complaint Instances were received between 1 Jul 2018 and 30 Jun 2019 ?

please break this down into:

1. Total number of Complaint Instances
 2. Total number of Complaint Instances that were to do with personal training or gyms
- How many total distinct residences were the subject of Complaint Instances that were received between 1 Jul 2018 and 30 Jun 2019 ?

please break this down into:

1. Total number of distinct residences
2. Number of distinct residences that were the subject to any Complaint Instances to do with personal training or gyms
3. Number of distinct residences that were the subject to 2 or more Complaint Instances to do with personal training or gyms
4. Number of distinct residences that were the subject to 5 or more Complaint Instances to do with personal training or gyms
5. Number of distinct residences that were the subject to 10 or more Complaint Instances to do with personal training or gyms
6. Number of distinct residences that were the subject to 20 or more Complaint Instances to do with personal training or gyms
7. Number of distinct residences/businesses that were prosecuted (stop order / injunction) due to the nature of the Complaint Instances received
8. Number of distinct residences/businesses that were prosecuted (stop order / injunction) due to the nature of the Complaint Instances received and were the subject to a complaint to do with personal training or gyms

Kind Regards

