

Date: 18 January 2010



Your Reference:

Our Reference: 5824024

Enquiries to: Peter Williams

Mr. Peter Jones  
request-26478-c2096530@whatdotheyknow.com

**Housing and adult social care**

London Borough of Camden  
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Dear Mr Jones

### **Freedom of Information Act 2000**

Thank you for your request for information, received on 5 January 2010. You requested:

***Could you please provide me information in relation to the cost of maintaining the communal central heating and hot water boiler at 'Field Court,' London NW3 over the last 5 years. Please 'break down' the cost into both: routine or pre-planned maintenance costs and emergency or 'call out' costs***

Please find this information attached in the form of two reports. The first summarises the Planned Preventative Maintenance and Inclusive Responsive Repairs Contract costs for Field Court District Heating. The second details the non-term costs which fall outside of the inclusive contract. Please note Emergency and 'call out' costs are not paid for separately, rather certain works which are additional to the inclusive contract. These are shown in the second spreadsheet as those orders with a cost greater than zero. (Those at zero are covered by the inclusive payments made as detailed in the first attachment).

We hope that the information is useful to you.

Personal information relating to other residents and individual employees or contractors has been redacted. This is because personal information is exempt from release under the terms of the Act.

The exemption that applies is:

### **Section 40(2): Personal information**

This exemption applies because the information requested contains personal information, as defined by the Data Protection Act 1998, and the release of this information would breach the first principle, which states firstly that data should be processed fairly and lawfully. Secondly, certain conditions for processing must be satisfied. The conditions for processing are found in Schedules 2 and 3 of DPA98. At least one Schedule 2 condition must be satisfied for processing to be in accordance with the first principle.

In the Council's view these conditions have not been satisfied and the information is therefore exempt from release under the Act. In this case releasing the information into the public domain would constitute or could facilitate an unwarranted invasion of privacy.

This exemption is absolute and this letter constitutes a refusal notice under the terms of the Act.

Please note the information is still covered by copyright legislation. You are not authorised to re-use this information for commercial or research purposes as defined by the Re-Use of Public Sector Regulations 2005. If you do wish to re-use this information please contact the Freedom of Information Team, First Floor, 3-5 Cressy Road, London NW3 2ND, who will assess your request.

If you are dissatisfied with this response and wish to appeal, please write to Peter Swingler, Freedom of Information Appeals Panel, Central Complaints Unit, Camden Town Hall, Judd Street, London WC1H 9JE and your complaint will be dealt with through our Internal Review procedure.

If you are still not satisfied following the Internal Review, you have a right to appeal to the Information Commissioner. He can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely

Peter Williams  
Freedom of Information & Data Protection Officer  
[peter.williaxx@xxxxxx.xxx.xx](mailto:peter.williaxx@xxxxxx.xxx.xx)





**Year : 2,010**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
				Field Court- Remedy no heating or hot water - attending; pls attend 06/01			
	Kinetics (District)	APO	890703/2	PM**	05/01/2010	05/01/2010	£0.00
	Kinetics (District)	APO	893809/1	Tenant from reports no heating / hot water	02/01/2010	02/01/2010	£0.00
<b>JANUARY 2,010</b>			<b>No. of jobs : 2</b>			<b>Sum:</b>	<b>£0.00</b>

<b>Total number of orders issued for 2,010 : 2 Job/s</b>
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<b>Sum:</b>	<b>£0.00</b>
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**Year : 2,009**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	480046/1	Field Court, 77 Fitzjohn's Avenue - Remedy/overhaul all rad valves in dwelling as they cannot be regulated. tel	24/02/2009	24/02/2009	£0.00
<b>FEBRUARY 2,009</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	487911/1	please remove hot water cylinder and refix after plaster repairs to tel	11/03/2009	11/03/2009	£0.00
	Check next column	SEA	491371/1	REFIX ( , Field Court) thermostat /heating control knob it has fallen off from its place. tnt reportec	18/03/2009	18/03/2009	£0.00
<b>MARCH 2,009</b>			<b>No. of jobs : 2</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	505892/1	Seaflame: To supply and install new gas safety. Field Court	16/04/2009	28/04/2009	£1,784.40
	Kinetics (District)	APO	511326/1	reports no heating -	27/04/2009	27/04/2009	£0.00
	Kinetics (District)	APO	512737/1	No heating / no hot water in block	29/04/2009	29/04/2009	£0.00
	Kinetics (District)	APO	512937/1	Remedy no heating and hot water or gas for cooking reported by flat	30/04/2009	30/04/2009	£0.00
	Kinetics (District)	APO	513016/1	reporting no hot water in property -	30/04/2009	30/04/2009	£0.00
<b>APRIL 2,009</b>			<b>No. of jobs : 5</b>			<b>Sum:</b>	<b>£1,784.40</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	491587/2	seaflame, for the 3 days - still waiting for tel call from ** pls call tnt b4 9.00 am today	13/05/2009	13/05/2009	£0.00
	Kinetics (District)	APO	522830/1	Please remove the hot water cylinder so DPC works caN BE DONE ON THE 1/06/09 AND REFIT ON THE 03/06/09 FIELD COURT TEL	21/05/2009	21/05/2009	£385.00
<b>MAY 2,009</b>			<b>No. of jobs : 2</b>			<b>Sum:</b>	<b>£385.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	532321/1	FIELD CT REPORTS CONSTANT BUZZING NOISE FROM BOILER HOUSE KEEPING THEM AWAKE AT NIGHT	09/06/2009	09/06/2009	£0.00
<b>JUNE 2,009</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	546857/1	Remedy no Hot water -	07/07/2009	07/07/2009	£0.00
<b>JULY 2,009</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	838296/1	Field Court. Remedy no hot water in property	30/09/2009	30/09/2009	£0.00
<b>SEPTEMBER 2,009</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	847928/1	Rehang the hall radiator and leave in correct working order.	15/10/2009	15/10/2009	£0.00
<b>OCTOBER 2,009</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	873681/1	No heating or hot water.	27/11/2009	27/11/2009	£0.00
	Kinetics (District)	APO	873925/1	Field Court, 77 Fitzjohn's Avenue, reporting no heating	29/11/2009	29/11/2009	£0.00
<b>NOVEMBER 2,009</b>			<b>No. of jobs : 2</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Kinetics (District)	APO	876265/1	two rads not working.	02/12/2009	02/12/2009	£0.00
	Kinetics (District)	APO	876408/1	Field Court, remedy no heating to upstairs of property.	02/12/2009	02/12/2009	£0.00
	Kinetics (District)	APO	883917/1	field court reports rads to property are not getting hot	14/12/2009	14/12/2009	£0.00
	Kinetics (District)	APO	884895/1	Field Court- Remedy no heating,	15/12/2009	15/12/2009	£0.00
	Kinetics (District)	APO	885394/1	tenant field court reports radiators not coming on in property.	16/12/2009	16/12/2009	£0.00
	Kinetics (District)	APO	887276/1	field court 77 fitzjohns avenue	18/12/2009	18/12/2009	£0.00
	Kinetics (District)	APO	888409/1	77 FITZJOHN AVENUE reports insufficient heating would like the temperature from boiler house turned up as radiator is not warm enough in property.	21/12/2009	21/12/2009	£0.00
	Kinetics (District)	APO	888552/1	Field Court reports low heat and low temp hot water	21/12/2009	21/12/2009	£0.00
	Kinetics (District)	APO	889700/1	REMEDY NO HEATING OR HOT WATER TO FIELD COURT, CALL	22/12/2009	22/12/2009	£0.00
	Kinetics (District)	APO	890703/1	Field Court- Remedy no heating or hot water, tenant just moved into property - TNT	23/12/2009	23/12/2009	£0.00
<b>DECEMBER 2,009</b>			<b>No. of jobs : 10</b>			<b>Sum:</b>	<b>£0.00</b>

**Total number of orders issued for 2,009 : 26 Job/s**

**Sum: £2,169.40**

**Year : 2,008**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	375290/1	TNT FROM GOT A RAD LEAK	04/08/2008	04/08/2008	£0.00
<b>AUGUST 2,008</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	390981/1	CALLED TO REPORT LEAK ON RADIATOR.	08/09/2008	08/09/2008	£0.00
<b>SEPTEMBER 2,008</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	403262/1	fields please remedy defective rad in bedroom tel nc	03/10/2008	03/10/2008	£0.00
	Check next column	SEA	403263/1	77 FIELD COURT NO HOT WATER.TNT'S C/O NO: PLEASE REMEDY	03/10/2008	03/10/2008	£0.00
<b>OCTOBER 2,008</b>			<b>No. of jobs : 2</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	435679/1	REMEDY X2 DEFECTIVE RADIATORS NOT HEATING UP ** GIVE TIME***	02/12/2008	02/12/2008	£0.00
	Check next column	SEA	439429/1	field please remedy no hot water and rads not working well tel no	08/12/2008	08/12/2008	£0.00
<b>DECEMBER 2,008</b>			<b>No. of jobs : 2</b>			<b>Sum:</b>	<b>£0.00</b>

**Total number of orders issued for 2,008 : 6 Job/s**

**Sum: £0.00**

**Year : 2,008**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	313400/1	SHUT DOWN HOT WATER SYSTEM TO THE THE BLOCK SC CAN RENEW HER STOPCOCKS TEL	19/03/2008	19/03/2008	£86.00
<b>MARCH 2,008</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£86.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	324785/1	REMEDY NO HEATING TO	16/04/2008	16/04/2008	£0.00
	Check next column	SEA	324922/1	REPORTS NO HOT WATER AND HEATING C/O	16/04/2008	16/04/2008	£0.00
<b>APRIL 2,008</b>			<b>No. of jobs : 2</b>			<b>Sum:</b>	<b>£0.00</b>

**Total number of orders issued for 2,008 : 3 Job/s**

**Sum: £86.00**

**Year : 2,007**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	193724/1	REMEDY NO HEATING OR HOT WATER IN THE BLOCK. REPORTED BY PELASE CALL IN TODAY	06/07/2007	06/07/2007	£0.00
<b>JULY 2,007</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	230465/1	Remedy defective heating - reported by	01/10/2007	01/10/2007	£0.00
<b>OCTOBER 2,007</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

<b>Total number of orders issued for 2,007 : 2 Job/s</b>	<b>Sum:</b>	<b>£0.00</b>
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**Year : 2,006**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	53942/1	REMEDY NO HEATING REPORTED BY	17/08/2006	17/08/2006	£0.00
<b>AUGUST 2,006</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

<b>Total number of orders issued for 2,006 : 1 Job/s</b>	<b>Sum:</b>	<b>£0.00</b>
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**Year : 2,008**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	324871/1	TENANT OF WATER. TEL. CALLED TO REPORT NO HEATING AND HOT	16/04/2008	16/04/2008	£0.00
<b>APRIL 2,008</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

<b>Total number of orders issued for 2,008 : 1 Job/s</b>	<b>Sum:</b>	<b>£0.00</b>
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**Year : 2,007**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	193926/1	TNT IN REPORTS NO HOT WATER	06/07/2007	06/07/2007	£0.00
<b>JULY 2,007</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

<b>Total number of orders issued for 2,007 : 1 Job/s</b>	<b>Sum:</b>	<b>£0.00</b>
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**Year : 2,008**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	324815/1	REPORTS NO HEATING AND HOT WATER IN FLAT. TEL.	16/04/2008	16/04/2008	£0.00
<b>APRIL 2,008</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

<b>Total number of orders issued for 2,008 : 1 Job/s</b>	<b>Sum:</b>	<b>£0.00</b>
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**Year : 2,008**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	324807/3	NO HEATING OR HOT WATER TO THE WHOLE BLOCK SINCE YESTERDAY. REPORTED BY	16/04/2008	16/04/2008	£0.00
<b>APRIL 2,008</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

**Total number of orders issued for 2,008 : 1 Job/s** **Sum: £0.00**

**Year : 2,007**

Issued Month	Assigned SubContractor	Contractor Site	Works Order Ref	Description	Raised Date	Authorised Date	Estimated Cost
	Check next column	SEA	255797/1	REPORTS NO HOT WATER -	21/11/2007	21/11/2007	£0.00
<b>NOVEMBER 2,007</b>			<b>No. of jobs : 1</b>			<b>Sum:</b>	<b>£0.00</b>

**Total number of orders issued for 2,007 : 1 Job/s** **Sum: £0.00**