

## **FREEDOM OF INFORMATION REQUESTS CONCERNING LEASEHOLD SERVICE CHARGES 2008/9**

### **Freedom of Information Request 2773 : Service Charge Actuals**

- a. Full and comprehensive breakdown of all actual costs (2008/9) incurred for the provision of services.

Individual leaseholders are able to inspect the actuals up to 6 months after the final accounts were prepared. Given that this is an established process, there is no obligation on the authority or Tower Hamlets Homes to disclose under the Freedom of Information Act 2000, the information being available to individuals under an alternative route. The information requested is therefore exempt under Section 21 of the Freedom of Information Act 2000.

- b. Annual budget review appraisal of the housing management cost centre

Please see 2775 below

- c. Details of market testing carried out in 2008/9 to ensure best value.

We now benchmark our management fee levels against other ALMOs and Local Authorities within the London and Southern area each year to see how our fee levels match up, but with the proviso that all organisations are run slightly differently. This is a retrospective comparison and gives comparison for 2008/9 and 2009/10. We are also involved at the moment with a more detailed analysis with a handful of such housing providers to a degree more detail.

### **Freedom of Information Request 2774 : Technical Services**

With respect to the 2008/9 Service Charge actuals, I request the sets of actuals for all technical services. This must include dates, specifications, costs, and inspection data.

The technical service area covers all repairs, but also covers any major works schemes.

All response repairs in actualisation 2008/9	=	£13,761,159.29
Cyclical Repairs	=	£1232727.90
major works	=	£3,331,026.63
overall total	=	£17,231,843.52

admin fee for repairs	=	£1,508,455.20
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These costs have all been audited at different times, and inspections are carried out to each repair and major works scheme.

## Freedom of Information Request 2775 : Management Fee

Comprehensive information from the management accounts about all cost centres and all apportionments which relate to the management fee (administration and housing management charge), housing management staff workload assessments for the latest year available (or 2006/7 at the earliest). At the very least, these should apportion the charges as mentioned on p7 of the "Leaseholder Focus" that arrived with the 2008/9 Service Charge Actual invoice.

CCNo	Section	Average % of Time on Leasehold Activities	Total Leasehold Cost
10701	Chief Executive	10.0	7,720.88
10703	Head of Housing & Customer Services	20.0	28,092.11
10739	Homeownership Customer Services	95.0	368,663.38
10743	Homeownership Quality Improvement	95.0	213,504.20
10745	ADR Team	95.0	199,213.49
10787	Head of Finance & Resources	10.0	4,864.38
10791	Finance Management	22.5	35,062.81
10795	Homeownership Finance	82.8	372,234.05
10797	Revenues	84.7	484,077.98
			<b><u>1,713,433.28</u></b>

## Complaints Process

As we have applied an exemption to the information requested, this document constitutes a Refusal Notice under Section 50 of the Freedom of Information Act 2000. The application of this exemption is subject to a public interest test. The public interest is best served by not repeating a now expired process concerning the accounts from 2008/09.

You have the right to complain to the Council about this decision. If you wish to do this please write to:

Corporate Complaints Unit  
Tower Hamlets Town Hall  
Mulberry Place  
5 Clove Crescent  
London E14 2BG

If you are subsequently not satisfied with the Council's response to your complaint you have a right of appeal to the independent Information Commissioner at:

Information Commissioner's Office  
Wycliffe House

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