

My ref: FOI 650372
Your ref:
Date: 26th April 2010
Contact: Sarah Priestley – Information Governance Officer
Direct dial: (01223) 699137
E Mail: foi@cambridgeshire.gov.uk

Customer Service and Transformation
Corporate Director, Pat Harding

Mr Ian Jackson

Information Governance

By email
request-31581-fc7d7bad@whatdotheyknow.com

RES1405
Shire Hall
Cambridge
CB3 0AP

Dear Mr Jackson

Re: Your request for information

I am writing with reference to your email of March 26th 2010, in which you make the following request for information:

Please provide a list of all (alleged) snags and defects notified by the Council to BAM Nuttall, together with (for each item ie each snag or defect)

- *whether the item is regarded by the council as a defect or a snag*
- *whether the item has been accepted by BNL, and if so whether BNL have accepted it as a snag or a defect*
- *whether BNL have claimed to have rectified it*
- *whether the Council have notified BNL that they accept the rectification*
- *whether any agreement has been reached between BNL and the Council regarding the defect or snag*

I previously requested a list of defects and was provided with a copy of a report to Cabinet. I'm told there are "snags" as well as "defects", and I would like to know about both.

Are there any other categories of problem or issue which are relevant ? If so I would like to know about them too.

This request is being dealt with in line with the Environmental Information Regulations and I can confirm that we do hold the information.

The list of defects is contained in the report which was presented to Cabinet on 16th March 2010. I have attached a copy of that report and a link to the Cabinet pages on our website for your information. <http://www2.cambridgeshire.gov.uk/db/council2.nsf/c3cf865e3cc1131380256a6b0037e439/759179caccd8509802576e1003c7df2?OpenDocument>

At the time of your request, BNL had not accepted any of these defects and therefore I am unable to answer the third, fourth and fifth point of your email.

Additionally, please find attached a copy of the outstanding snags as at the date of your request. These snags are being resolved.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to Nicola Graves, Customer Service Manager, c/o Information Governance Team, Box RES 1405, Shire Hall, Cambridge CB3 0AP within 40 days of the date of this letter.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Sarah Priestley
Information Governance Officer