

Elizabeth Murray  
Investigator  
Customer Resolution  
Customer Resolution & Specialist Services  
accessinfo@southwark.gov.uk

Hannah White  
request-364407-e735d548@whatdotheyknow.com

17 November 2016

Dear Ms White,

**Re: Your request for information: 706298**

Thank you for your request for information that was received on 12 October 2016. I apologise for the delay in responding.

I can confirm that this request has been dealt with under the Freedom of Information Act 2000.

**Your Questions:**

*Please could you provide me with the following information about your housing services:*

- 1. Do you have a CHR or a CBL scheme?*
- 2. Do you use any IT system or software (including web-based software) to administer this service?*
- 3. If so, who is your supplier?*
- 4. What is the annual value of the contract?*
- 5. What is the total value of the contract?*
- 6. What is the duration of the contract?*
- 7. When is the contract end date?*
- 8. What process was used to procure the software or IT system?*

**Our Response:**

1. A Choice Based lettings scheme.

2. A web based system.

3. Arbitas.

4. £61,344.48.

5., 6. and 7. Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. The information you requested is available via the links below on line 260, reference 50002.

[http://www.southwark.gov.uk/downloads/download/96/selling\\_to\\_southwark](http://www.southwark.gov.uk/downloads/download/96/selling_to_southwark)

This letter acts as a refusal notice pursuant to section 17 of the Freedom of Information Act for the information which we are saying is exempt.

If you are unhappy with the service you have received in relation to your request and wish to make an appeal for a review of our decision, you should write to the Corporate Freedom of Information Officer at [accessinfo@southwark.gov.uk](mailto:accessinfo@southwark.gov.uk)

If you are not content with the outcome your appeal, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have first exhausted our internal appeal procedure and you should contact him within 2 months of the outcome of your internal appeal.

Information Commissioner at [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,



Elizabeth Murray  
Investigator