

Y A Llewellyn-Jones
request-712146-
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Please ask for: Information Governance Unit
Direct Line:
E-Mail: Information.governance@swansea.gov.uk
Our Ref: 00256764
Your Ref:
Date: 18.12.20

Dear Mr Llewellyn-Jones ,

Freedom of Information Request

Thank you for your request for information dated 10.12.20 and received on the same date.

Your request has been dealt with under the Freedom of Information Act 2000.

Your request asked:

Would you kindly check records for the contractors who carried out cavity wall insulation at 3 Pen y mor road, Penlan, Swansea, SA5 7EE.

Please furnish full company name address and all relevant details held.

Please see answers below to your request:-

Building Services have not carried out any cavity wall insulation; this work may have been commissioned through the Energy Efficiency team, who I believe are no longer in existence.

Unfortunately, it was common practice for these contractors to make direct contact with tenants and home owners without any involvement from the Authority.

If you are dissatisfied with the Council's handling of your request, you can ask for an internal review within 20 working days of the date of this response. Requests for an internal review should be addressed to Corporate Complaints, Swansea Council, Guildhall, Swansea SA1 4PE or by email to complaints@swansea.gov.uk.

If you are unhappy with the response you have received under the FOIA, you can request an internal review of the process by completing the online form within 40 working days of the initial response. Requests received after that time will only be progressed at our discretion.

In the first instance, an attempt will be made to respond to your complaint(s) swiftly and informally. If this is not possible, a full internal review will be carried out. You need not state your reasons for requesting an internal review, but it can help us to ensure your concerns are fully addressed if you do.

If you are still unhappy with the handling of your request, you have a right of appeal to the Information Commissioner's Office Wales. Please note that the Information Commissioner will not normally investigate a complaint until it has been through our own internal review process. For further information, see their website <https://ico.org.uk/about-the-ico/who-we-are/wales-office/>

Yours sincerely,

Information Governance Unit