



Mr. John Leitch
Request-424828-3da0ef73@whatdotheyknow.com

Date: 11 September 2017

Dear Mr. Leitch,

Freedom of Information Act 2000

I refer to your email dated 11 August 2017 in which you requested the following information;

- ***“What recourse has a leaseholder if they feel they have been overcharged on their Annual Reconciliation 2015-2016***
- ***Charges Item 1, I would like you to send me the documentation regarding the General Response Maintenance for the Annual Actual Charge***
- ***Item 2 also the Management Costs for the Annual Actual Charge”***

I am writing to confirm that the Housing Executive has processed your request as a request for information under the Freedom of Information Act 2000 and would respond as follows;

- ***What recourse has a leaseholder if they feel they have been overcharged on their Annual Reconciliation 2015-2016***

Where a leaseholder feels that they have been overcharged on their Annual Reconciliation 2015-2016, the initial appeal would need to be addressed with the Leasehold Manager. If the appeal cannot be satisfied at this stage then the appeal would need to be escalated to the Assistant Director for further investigation.

- ***Charges Item 1, I would like you to send me the documentation regarding the General Response Maintenance for the Annual Actual Charge***

The letter you received dated 3 August 2017 provided a breakdown of the reconciliation of estimated and actual charges for the financial year 2015/2016 informing you that your Service Charge account would be receiving a credit of £70.01.

According to our systems, an individual repair request to a window in your flat was recorded by the Housing Executive on 20 May 2015. The window that required servicing was a bedroom window and the cost of this repair was £95.00 plus a 10% management

charge of £9.50 bringing the total up to £104.50. Attached at **Appendix 1** are screen captures from our system that detail the repair that was raised for your flat. This repair has been categorised as Specialist Work. This is all the documentation that we hold on the General Response Maintenance for the Annual Actual Charge 2015-2016.

- *Item 2 also the Management Costs for the Annual Actual Charge*

Under your lease at Sixth Schedule (Service Charge Part 1); *'The Service Charge attributable to the Flat for the financial year shall be a proportionate part of the costs or estimated costs (including overheads) incurred or to be incurred in that year by or on behalf of the Executive in connection with the provision of services repairs maintenance or insurance, or the Executive's costs of management and including:*

The administrative costs of managing the premises including the costs of employing and paying professional men agents contractors or employees in and about the performance of any of the said covenants.'

Housing Executive Sale of Flats Policy dictates that *'Management costs represent 10% of the total service charge. Therefore, once the service charge (i.e. General, Planned Maintenance, and Insurance) has been calculated, 10% of this amount must also be included to make up the total service charge.'*

If you feel that the information we have provided does not fully meet your request, you have the right to request a formal review by the Housing Executive within two calendar months of the date of this letter. If you wish to do so, please write to:

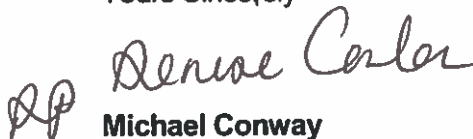
The Access to Information Manager
Corporate Communications
6th Floor
The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB

Alternatively, you can email the FOI Team at records@nihe.gov.uk .

If after such an internal review you are still dissatisfied with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, who will undertake an independent review.

If you have any queries about this letter, please contact me at the telephone number or e-mail address above.

Yours Sincerely


Michael Conway
Acting Assistant Director
Housing Services

Appendix 1

S FERNDALE HOUSE
 Ballybog Road
 Belfast,
 Co Antrim,
 BT17 9QB

Contractor: WJM BUILDING SERVICES

FIS RECORD GENERATED

Description: Service window @ No. 3B

Variations	Financial	Feedback	Appts	Inspection	Guarantees	Sat. Surveys	Documents	Direct Works	Postbook	Confic
Summary		SOR	Text	Cards	Notes	Events	Delays	No Entry		

Summary

Reported By: Sebhán McCallan(HO) Reported Date/Time: 20/05/2015 11:38:00

Description: Service window @ No. 3B Entered By: William Estler

Location: Bedroom

Access:

Contact Tel Num:

Type of Expense: 02 RESPONSE URGENT REPAIRS

Priority: U URGENT

Main Trade: AT ALL TRADES External Job Number:

SOR Type: AT ALL TRADES Cyclical Job Type:

Inspect?: Yes = No Hold Right To Repair: Rased via Planned: Yes = No

Void Job?: Void Essential Job?: O/R Days Adj: 0 Addn Est Amount: 0.00

Contractor: 5823 WJM BUILDING SERVICES LTD O/R Hours Adj: 0 Total Value: 95.00

Targets View Ticket

Register Document

Address

S FERNDALE HOUSE,
 Ballybog Road,
 Belfast,
 Co Antrim,
 BT17 9QB

Job: HSG

2741489

Status: INVOICE ACCEPTED 05/06/15

Contractor: WJM BUILDING SERVICES

FIS RECORD GENERATED

Description: Service window @ No. 3B

Variations	Financial	Feedback	Appts	Inspection	Guarantees	Sat. Surveys	Documents	Direct Works	Postbook	Confic
Summary		SOR	Text	Cards	Notes	Events	Delays	No Entry		

Filter

Variation: Not Rejected Issued Unissued Rejected All

Search Reset

Var	SOR Code	Description [1]	Order Qty	Order Value	Order SMV	Claim Qty	Claim Value	Claim SMV	Issued	Location Desc
0	58767	Limit to trade minimum value	1.00	22.50	0.00	0.00	0.00	0.00	20/05/2015	
0	11950	SPECIALIST WORK	0.00	0.00	0.00	95.00	95.00	0.00	20/05/2015	All Bedrooms

View Job 2741489

Targets

Reported: 20/05/2015 11:38:00

Issued: 20/05/2015 12:06:18

Priority: U URGENT

Max Client / Contractor: 4 4 Days

Override Hours Adj: 0

Override Days Adj: 0

	Target	Completion
Overall:	27/05/2015 00:00:00	21/05/2015 10:37:00
Inspection:	// ::	// ::
Contractor:	27/05/2015 00:00:00	21/05/2015 10:37:00
Post-Inspection:	02/06/2015 00:00:00	01/06/2015 00:00:00

Address: S FERNDAL HOUSE,
Ballybog Road,
Belfast,
Co Antrim,
BT17 9DB

Job: HSG 2741489 Status: INVOICE ACCEPTED 05/06/15

Contractor: WJM BUILDING SERVICES FIS RECORD GENERATED

Description: Service window @ No 3B

Variations	Financial	Feedback	Appts	Inspection	Guarantees	Sat Surveys	Documents	Direct Works	Postbook	Cont
Summary	SOR	Text	Cards	Notes	Events	Delays	No Entry			
Class	Description	Officer	Date/Time	Text						
SYSTEM CODES	AMENDED	x William Esler	20/05/2015 11:55:44							
SYSTEM CODES	ORDERED VALUE CHANGED	x William Esler	20/05/2015 11:55:44			0				
SYSTEM CODES	AMENDED	x William Esler	20/05/2015 11:56:49							
SYSTEM CODES	AMENDED	x William Esler	20/05/2015 11:57:14							
SYSTEM CODES	ISSUED	Batch	20/05/2015 12:06:18							
SYSTEM CODES	JOB TICKET PRINTED	x Jasmine Morrison	20/05/2015 12:31:36					Variation 0		
SYSTEM CODES	DUPLICATE SOR	Eamon Mcallister WJM	22/05/2015 10:37:42					Alternative Location		
SYSTEM CODES	SOR DETAILS AMENDED	Eamon Mcallister WJM	22/05/2015 10:37:42					User Code 11990. Prev Qty 0		
SYSTEM CODES	CLAIMED VALUE CHANGED	Eamon Mcallister WJM	22/05/2015 10:37:42			0				
SYSTEM CODES	PRACTICALLY COMPLETE	Eamon Mcallister WJM	22/05/2015 10:37:51							
SYSTEM CODES	SUBMITTED BY CONTRACTOR	Eamon Mcallister WJM	22/05/2015 16:56:08							
SYSTEM CODES	SELECTED FOR POST INSPECTION	Batch	25/05/2015 01:23:34							
SYSTEM CODES	POST INSPECTION TICKET PRINTED	William Gibson	26/05/2015 07:26:34					LC113		
SOUTHVIEW SYSTEMS	ONWAY	Maint Insp 13 Lis & Cas	01/06/2015 11:30:00					[McVeigh, Stephen (mcveigh_s)]		
SOUTHVIEW SYSTEMS	ARRIVED	Maint Insp 13 Lis & Cas	01/06/2015 11:45:00					[McVeigh, Stephen (mcveigh_s)]		
SOUTHVIEW SYSTEMS	INSPECTION COMPLETE	Maint Insp 13 Lis & Cas	01/06/2015 12:16:00					[McVeigh, Stephen (mcveigh_s)]		
SYSTEM CODES	POST INSP ALLOC OFFICER AMENDED	SVS Mobile	01/06/2015 12:42:45					Previously Allocated Officer - LC113		
SYSTEM CODES	POST INSPECTED	SVS Mobile	01/06/2015 12:42:45							
SYSTEM CODES	POST INSPECTION PASSED	SVS Mobile	01/06/2015 12:42:45							
SYSTEM CODES	AUTO APPROVAL DATE AMENDED	SVS Mobile	01/06/2015 12:42:45					Previous Date - New Date - 01/06/15		
SYSTEM CODES	READY TO INVOICE	Batch	02/06/2015 00:08:20							
SYSTEM CODES	JOB ADDED TO INVOICE	Eamon Mcallister WJM	04/06/2015 09:02:55					Invoice number 5823/24568		
SYSTEM CODES	INVOICE RECEIVED	Eamon Mcallister WJM	04/06/2015 09:10:48							

Address

S FERNDALE HOUSE.
 Ballybog Road,
 Belfast,
 Co. Antrim,
 BT17 9DB

Job: HSG 2741489 Status: INVOICE ACCEPTED 05/06/15

Contractor: WJM BUILDING SERVICES FIS RECORD GENERATED

Description: Service window @ No. 3B

Summary		SOR		Text		Cards		Notes		Events		Delays		No Entry	
Variations	Financial	Feedback	Appls	Inspection	Guarantees	Sat. Surveys	Documents	Direct Works	Postbook	Cont					
Financial															
Contractor: 5823		WJM BUILDING SERVICES LTD				Contractor's Job Num									
Contract: 334		LISBURN ANTRIM ST - A.T. (WJM)				Contractor's Invoice Num									
Batch Number: 21204		External Job Number													
Invoice Number: 5823/24568		Financial Year: 2015													
Post Insp Target: 02/06/2015		Auto Approval: 01/06/2015		Financial Period: 3											
		SOR Volume: C		SOUTH EAST MTE 3 - HT											
		Ordered		Claimed		Expenditure Code: 123322412113									
		SOR: 22.50		95.00		Damage Charges: 0.00									
		Non-SOR: 0.00		0.00											
		Total: 22.50		95.00											
Rejection Reasons:															