

4th June 2018

Our ref: IR235643

Mr Peter Lennard
Via email to: request-474828-9bcc2540@whatdotheyknow.com

Dear Mr Lennard,

Thank you for your request for information received on 3rd April 2018. I apologise for the delay in providing our response.

We have considered this request under the Freedom of Information Act 2000.

Your request

- 1) *Of the 20 leaseholders referred to in the response to Fol request number IR228496, who were sent payment request letters for Major Works, despite no work having been done in the chargeable year in question, how many of those 20 leaseholders made any payment to Lambeth Council in respect of those payment request letters prior to the date of dispatch of the letters of apology referred to in the answer to Fol request number IR228496?*
- 2) *If the answer to question 1) above is higher than zero, what is the total sum of money paid by those leaseholders who did commence payment in respect of those payment request letters, prior to the date of dispatch of the letters of apology referred to in the answer to Fol request number IR228496?*

If the letters of apology are yet to be written and thus the total of any payment made by those 20 leaseholders up to the date of dispatch of the letters of apology won't be known until those letters are dispatched, please delay your response until such time as you have a date for the dispatch of the letters of apology, so that the answers to questions 1) and 2) above can be accurate.

- 3) *What was the total sum of money requested of those 20 leaseholders in the payment request letters referred to in the response to Fol request number IR228496? I.e. the amount of money that would have been paid had all those 20 leaseholders responded to the payment request letters by sending to Lambeth council the full amount of money requested?*

Our Response

Firstly, whilst collating the information to respond to this request, it was identified that the information provided in response to your previous requests was, unfortunately, incorrect. This was because of a misunderstanding which meant the information provided referred

only to leaseholders in one area rather than across the borough. I am sorry for any inconvenience caused by this error, and have provided corrected responses to your previous requests below before going on to respond to the current request.

IR225666

1) *Please could you advise me how many Lambeth Council leaseholders received Major Works payment request letters in 2017 with a reference number including the letters INTMC and ending with the numbers 1314?*

- 840

2) *Please could you advise me how many Lambeth Council leaseholders were sent payment request letters in 2017 referencing an Interim Major Works invoice from 2013 - 2014?*

- 840

IR228496

1) *Please could you advise me how many of the **840** Lambeth Council leaseholders that received payment request letters in 2017, as referred to in the answer to Freedom of Information request number IR225666, were living in properties that had no Major Works carried out on them in the chargeable year referenced in those letters?*

- 61
- As previously advised, these letters were sent in error. The council is in the process of cancelling the invoices that were raised, and will be writing to apologise to all those affected.

IR235643

1) *Of the **61** leaseholders referred to in the response to Fol request number IR228496, who were sent payment request letters for Major Works, despite no work having been done in the chargeable year in question, how many of those 61 leaseholders made any payment to Lambeth Council in respect of those payment request letters prior to the date of dispatch of the letters of apology referred to in the answer to Fol request number IR228496?*

- Payments are allocated to invoices through payment rules, therefore payments on the account may have been automatically allocated to the invoices. Once the credits have been processed to cancel the invoices, the money is subsequently moved to another invoice on the account. Five payments were made quoting the exact invoice number.

2) *If the answer to question 1) above is higher than zero, what is the total sum of money paid by those leaseholders who did commence payment in respect of those payment request letters, prior to the date of dispatch of the letters of apology referred to in the answer to Fol request number IR228496?*

- The five payments made quoting the exact invoice reference number totalled £5,450.80
- 3) *What was the total sum of money requested of those **61** leaseholders in the payment request letters referred to in the response to Fol request number IR228496? I.e. the amount of money that would have been paid had all those **61** leaseholders responded to the payment request letters by sending to Lambeth council the full amount of money requested?*
- £539,496
 - We written to the leaseholders affected to apologise and advise those who have paid of the process for requesting a refund.

Once again, please accept my apologies for the incorrect information originally provided in response to your previous information requests.

Right to Review

If you are dissatisfied with the way in which your request has been dealt with you can request an internal review. Tell us why you are unhappy with our response within 40 working days, and we will consider if the request was responded to correctly. We will aim to provide you with our review response within 20 working days. Please email foi@lambeth.gov.uk

If you are unhappy with the review you have a further right to appeal to the Information Commissioner's Office, which regulates the implementation of the Freedom of Information Act. The Commissioner can be contacted at the following address:

<https://ico.org.uk/global/contact-us/>

Yours sincerely,

Ben Hendry
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London Borough of Lambeth

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