

Ms Williams  
Via What do they Know

**Our reference:** RD/LS/JED/CL80.11/  
**Your reference:**  
**Please ask for:** Janet Davies  
**Extension:** 2028  
**Direct line:** 01942 827028  
**Email:** [janet.davies@wigan.gcsx.gov.uk](mailto:janet.davies@wigan.gcsx.gov.uk)  
**Date:** 22/03/2017

**Please Quote Our Reference on ALL Correspondence**

**This document can be made available in other languages, on audio tape, CD, large print or other formats on request.**

Dear Ms Williams

**Freedom of Information Request - Pennington Tea Rooms FOI\_5047**

I was asked to conduct the internal review of the Council's response to your Freedom of Information Act request, in my capacity as Principal Solicitor.

In conducting the internal review I have examined your original request which was made on 15<sup>th</sup> January 2017 and the response submitted by the Council on 17<sup>th</sup> February, and have met with the officers involved with the production of the response.

I note that your original request was for a breakdown of the spend that had been provided on the Pennington Tea Rooms of £14,330.00. You additionally asked "could you also advise if this spend related to making the premises habitable/fit for purpose ie was a one-off cost or related to ongoing annual costs necessary for the continued use of the premises for business purposes? "

I looked at the request and response. It is my view that insufficient explanation of the terminology used ie reactive repairs, was given to you.

I am therefore explaining the terms that we use for the work categories:-

1. Reactive repairs. This is where unplanned work is required to address an immediate priority which impacts on the property and/or its occupants. Examples of such work would range from a roof leak to security issue to pest infestation.

---

Assistant Director Legal - Mr. B. Whitworth

Wigan Council, Legal Services, Town Hall, Library Street, Wigan, WN1 1YN  
Phone : (01942) 244991 Fax : (01942) 827093  
DX 702075 WIGAN 2  
[www.wigan.gov.uk](http://www.wigan.gov.uk)

2. Planned works: Are non-emergency works or works resulting from an emergency where a permanent repair is required following a temporary repair, for example a roof leak.
3. Servicing: These relate to statutory compliance tests, for example legionnaire, fire fitting equipment and electrical testing.
4. Mechanical servicing: This will cover any mechanical item, such as roller shutters and heating systems, repairs after servicing, or any works identified during the servicing.

The contractors who carried out works at Pennington Hall Tea Rooms as a result of reports are as follows:-

Reactive repairs – the Council's Pest Control were called out to treat pest infection. Parkland Services undertook repairs to the faulty lock in toilets, unblocking of the guttering, repairs to the bandstand roof (there were 2 jobs), the toilet not flushing, faulty light fittings (there were several queries), toilets overflowing.

Planned works included the application of anti-vandal paint, erecting of signage. There were additional reactive repairs undertaken by Parkland Services covering fascia board repairs, electrics being tripped by the coffee machine and fence repairs.

Servicing repairs were undertaken by Leigh Building Services in relation to electrical matters and the servicing to the fire alarm and emergency lighting. IWS Water Hygiene provided periodic servicing of legionella management and Chubb Fire Limited undertook periodic servicing of fire-fighting equipment.

Chemical servicing/reactive repairs. Excel Automatic Drills were called out to repair the roller shutter doors on several occasions.

Repairs after servicing – Tudor (NW) Limited undertook repairs to the wall mounted heaters.

I trust the explanation of the terms used and the details of who carried out the works has assisted you. However, if you are unhappy with this response, you can complain to the Information Commissioner who is the regulator for freedom of information. His website is <https://ico.org.uk/> and his helpline number is 0303 123 1113.

Yours sincerely,

**Janet Davies,**  
for Assistant Director Legal