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1 Catford Road
London
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Complaints@lewishamhomes.org.uk

Icase Ref: 8959037

Dear Mr Millian

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your request regarding Qualifying Works Costs (Section 20) and the quality of residential buildings.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000. In answer to your specific queries, Please see below:

- 1. How many Lewisham Borough Council owned residential property units does Lewisham Homes manage? Please provide the figures for by number of leaseholders and council tenants.**

LBL Stock Managed by Lewisham Homes			
	Rented	Leasehold	Total
Lewisham Homes managed stock	12,363	5, 906	12,363

SECTION 20

- 2. How much did the borough spend on Section 20s for the financial years 2019-20, 2018-19, 2017-18 and 2016-17? Please see attachment – 'S20 Figures'**
- 3. Please provide a list of Section 20s issued since April 2016 and the total cost of each Section 20. As above**
- 4. What was the average cost per Section 20 per residential property per financial year? As above**

REPAIRS AND MAINTENANCE (LOW VALUE)

5. **How much did the borough spend on responsive repairs and maintenance for the financial years 2019-20, 2018-19, 2017-18 and 2016-17?** Please see table below
6. **What was the average cost per residential property per financial year?** Please see table below

Year	Spend (£)	Number of properties	Ave spend per property (£)
19/20	8,188,089	17,534	467
18/19	8,867,368	17,564	505
17/18	7,159,665	17,616	406
16/17	6,764,270	17,613	384

ESTATE SURVEYS

7. **Does the borough or one of its providers have a webpage which details the current state of the borough's residential properties and pending works?**

We do not have a webpage with the state of our properties or pending works on it. We are looking at ways to publicise upcoming planned works for residents, but that won't be until later this year.

Please find enclosed an information sheet regarding copyright protection and the Lewisham Homes complaints procedure in the event that you are not satisfied with the response.

If there is anything you need clarification on, please do not hesitate to contact the Customer Relations Team.

Yours sincerely



Jon Kanareck
Director of Resident Services

Enclosure(s):

1. Copyright Protection and Complaints Information

Copyright Protection and Complaints Information

Most of the information that we provide in response to FOI requests will be subject to copyright protection. In most cases the copyright will be owned by the Lewisham Homes. The copyright in other information may be owned by another person or organisation, as indicated in the information itself.

You are free to use any information supplied for your own use, including for non-commercial research purposes. The information may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner.

For information where the copyright is owned by the Lewisham Homes you will need to gain approval under the Reuse of Public Sector Information Regulations. To obtain approval you need to submit the request in writing to the Customer Relations Team, with your name and address for correspondence, and specify the information you want to re-use and the purpose you intend to use it for. Please note that in some cases there may be a charge. For information where the copyright is owned by another person or organisation, you must apply to the copyright owner to obtain their permission.

Lewisham Homes does operate a complaints procedure in the event that you are not satisfied with the response. Lewisham Homes would ask that you make any complaint within 3 months of receiving the original response. You can write to:

Customer Relations Team
Old Town Hall
Catford Road
London
SE6 4RU

You also have a right to ask the Information Commissioner to determine if Lewisham Homes has complied with the provisions of the Freedom of Information Act 2000. You can write to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF