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Waltham Forest Town Hall, Forest Road, Walthamstow, E17 4JF

<b>Contact:</b>	Mark Hynes
<b>Telephone</b>	0208 496 3000
<b>Reference:</b>	CU151310175 / FOI143858714
<b>E-mail:</b>	Data.protection@walthamforest.gov.uk
<b>Date:</b>	30 <sup>th</sup> October 2019

Response sent by Email

Dear Ismail Abdulhai Bhamjee

**FOI Review: FOI143858714**

I am writing to advise you that I have now had the opportunity to review your FOI request received on 15<sup>th</sup> October 2019. This letter sets out my findings and conclusions and is the formal response.

**Summary of your FOI Review:**

You issued an FOI request to the council on 14<sup>th</sup> September 2019, which was logged and given reference number FOI143858714. You have requested a review of this FOI due to the following;

- That the Council did not respond to your FOI request within the statutory time frames.

**How I have considered your FOI Review:**

In order to address your review request, I have considered:

- Your original FOI request under reference number FOI143858714
- Availability of the information

**Findings:**

You made an FOI request to the council on 14<sup>th</sup> September 2019, which was logged and assigned reference number FOI143858714.

You requested the following information;

1. *How many decisions have been made against the Council under Class 3 and Class 4 during the past 3 years.*
2. *How many decisions have been made this year under the Block of Flats at Least there are Two Flats.*
3. *The Consumer Protection The Consumer Rights Act 2015 Statutory Instrument 2015 no 1630.  
Provide the numbers of Applications made to the Appropriate Tribunal against Estate Agents.*
4. *How many Judgments under Section 4 of the Defective Premises Act 1972 or Section 11 of the Landlord and Tenants Act 1985 have been made against the Council, since you are Traders.*

Your request was triaged and passed to the Neighbourhoods and Commercial Services Directorate on the same date.

The Information Officer Service receives and triages requests to the corresponding Service for fulfilment.

Unfortunately, the request was incorrectly assessed and triaged. Upon receiving feedback from services, your FOI was re-triaged at a later date to the correct service.

The Information Officer Service was aware that a response was pending to your request and continued to monitor fulfilment with the receiving service.

Your FOI was due to be fulfilled by 14<sup>th</sup> October 2019. You received a response on 16<sup>th</sup> October 2019.

## **Conclusion and decision**

I apologise for the delay you experienced in receiving your FOI response between 14<sup>th</sup> October 2019 and 16<sup>th</sup> October 2019. Your complaint in relation to the delay you encountered is upheld.

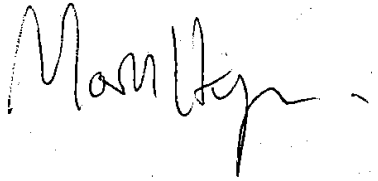
I am satisfied that you are in receipt of the information in accordance with your request.

## **Escalation of your Complaint**

If you remain dissatisfied with the Council's response in respect of your personal data, you have the right to complain to the Information Commissioner. If you wish to pursue such a

complaint, you can contact their office via their helpline: 0303 123 1113. You can obtain further information about them via the following link: <https://ico.org.uk/concerns/>

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mark Hynes', with a stylized flourish at the end.

**Mark Hynes**  
**Data Protection Officer**  
**London Borough of Waltham Forest**