



## Housing

### Housing Management

Orchard Housing Office  
Redbridge Housing Services  
152 Broadmead Road  
Woodford Green  
Essex  
IG8 0AG

Please ask for: Elaine Gosling  
Direct line: 02087087657

Our ref: FOI 1618233

Date: 22 February 2018

**By email:**  
Mr Chapman

Via email request-461236-  
5c474f6c@whatdotheyknow.com

Dear Sir/Madam

## **FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST**

Thank you for your freedom of information request, I understand your request to be:

The number of residential homes owned by the Council and the percentage owned by leaseholders.

The Council owns 6913 homes and 35.83% of which are owned by leaseholders.

Please state the method of apportioning service charges - whether by number of units, square footage, rateable value or by any other method for:

1. General service charges
2. Major works

For general service charges and major works we use lease fractions as a way of apportioning service charges. These fractions are based on the number of living spaces in a property as a percentage of the number of living spaces in a block and the number of living spaces on an estate.

If you are unhappy with the outcome of your request, you may ask for an internal review **within 20 working days** of the date of this response. Please contact the Information Officer at [foi@redbridge.gov.uk](mailto:foi@redbridge.gov.uk) or Town Hall, PO Box 2, High Road, Ilford, Essex, IG1 1DD who will arrange an internal review of your case.

If you have a complaint about the handling of your enquiry then please contact the Information Officer **within 20 working days** of the date of this response at London Borough of Redbridge, Town Hall, PO Box 2, High Road, Ilford, Essex, telephone 0208 708 2331, e-mail [foi@redbridge.gov.uk](mailto:foi@redbridge.gov.uk).

If you consider the outcome of the London Borough of Redbridge's complaints procedure is not satisfactory you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 08456 30 60 60 or 01625 54 57 45

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely

Elaine Gosling  
Head of Housing Management