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Rhiannon Hughes

request-549170-66b75ace@whatdotheyknow.com

5 February 2019

**Ref: 1028224**

Dear Ms Hughes,

**Re: Request for information**

Thank you for your request for information, which we received on the 1 February 2019. This information is being provided as a statutory obligation under the Freedom of Information Act 2000

**Your Request:**

*1. Please provide a figure/information of how many disrepair Stage 1 complaints were made against Southwark Council for disrepair in 2018. Please separate these into rented properties from Southwark Council and properties that are leaseholders of Southwark Council.*

*2. Please provide a figure/information of disrepair claims that reached a Stage 2 complaint, please separate these into properties that are rented from Southwark Council and properties that are leaseholders of Southwark Council.*

**Our Response:**

Having considered your request in relation to this query we have estimated that it will cost more than the appropriate limit to consider your request as it is currently worded. Your request would breach the appropriate limit to answer as we do not hold this information as statistical data and we do not hold it in a format which would allow us to readily report on the data as requested. In order to collate this data we would need to manually interrogate 3,246 complaints logged to our Repairs and Engineering services, to both identify what the complaint was about and then to identify whether it was a leasehold or tenanted property, at a minimum of one to four minutes per file.

The appropriate limit is specified in regulations and for local government is set at £450. This represents the estimated cost of one person spending 18 hours in determining whether we hold the information,

and locating, retrieving and extracting the information. Consequently, we are not obliged by the Freedom of Information Act 2000 to respond to your request (see section 12(1)).

While we are conscious of our duty to advise and assist under section 16 of the Freedom of Information Act in this case, due to the amount of information involved, we can not see a way to advise you on how to narrow the scope of your request. However, if you were to re word your query we would be happy to consider this as a fresh request. Although, I cannot guarantee that section 12 or any other exemption will not apply to any new request you may wish to make.

Please note if your request refers to Legal Disrepair cases the figures are below.

January to December 2018

Stage 1 complaints:

Tenant – 6

Leaseholder – 2

Stage 2 complaints:

None

Please note that under the Privacy and Electronic Communications (EC Directive) Regulations 2003 Southwark Council ask not to receive unsolicited marketing communications.

You are free to use the information provided for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other re-use, for example commercial publication, requires the permission of the copyright holder. If you have any queries or concerns then please contact us using the above details.

If you are unhappy with the service you have received in relation to your request and wish to make an appeal for a review of our decision, you should contact us at [accessinfo@southwark.gov.uk](mailto:accessinfo@southwark.gov.uk), quoting the reference number above.

If you are not content with the outcome of your appeal you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have first exhausted our internal appeal procedure and you should contact her within 2 months of the outcome of your internal appeal. Further information on the Freedom of Information Act is available through the Information Commissioner at [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

Elizabeth Murray  
Information Officer