

From: Miller, Oliver
Sent: 03 Apr 2017 16:47
To: Miller, Oliver
Subject: FW: Internal review of Freedom of Information request - Use of leaseholder contact details

Oliver Miller

Head of CityWest Residential

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CityWest Residential

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From: Miller, Oliver
Sent: 27 Jan 2017 10:54
To: CWH Governance
Cc: Navajauskaite, Egle
Subject: RE: Internal review of Freedom of Information request - Use of leaseholder contact details

Hi

As discussed - with regards to points 1-3 I've checked with the team and we don't seem to have any records relating to the TPS. It may be something that Tom did directly, however have checked the websites licence's and we aren't logged on there. I guess all we can say is that following Tom's exit from the company we are currently reviewing how we interact with the TPS and other agencies to ensure best practice across the business? In the meantime, please be assured that we continue to operate a strict "opt out" option for all our residents if they do not wish to receive calls about this additional service that we offer to leaseholders.

Point 4 - WCC doesn't make any money from CWR as all monies are re-invested into the properties and communities managed by CWH.

Point 5 - These are collected and entered onto the housing management database by CWH frontline teams through their interactions with leaseholders, which can be through both written and verbal contact with residents daily. L/services do have a form which they send to l/holders to update their records, I've asked John Millichope to provide.

Thanks
Ollie

Oliver Miller
Contract Director | West Area Service Centre

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From: Gillies, Maria
Sent: 23 Jan 2017 10:15
To: CWH Governance; Miller, Oliver
Cc: Navajauskaite, Egle
Subject: Re: Internal review of Freedom of Information request - Use of leaseholder contact details

Hi Askari

Ollie Miller has taken over from me as CWR manager WWF today.

Here to help if needed !

Thanks
Maria

Maria Gillies
Head of Operations
CityWest Homes
137 Lupus Street
London SW1V 3HE

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W: www.cwh.org.uk

On 23 Jan 2017, at 09:58, CWH Governance <governance@cwh.org.uk> wrote:

Hello both,

Please see further questions from Mr Shah concerning CWH Residential.

He has asked:

1. How does CWH Residential work with the Telephone Preference Service?
2. Copy of all documents mentioning Telephone Preference Service or TPS and showing how we screen numbers against the TPS
3. When do the TPS screenings start?
4. How much WCC makes from CWH Residential?
5. Documents used for capturing the contact details?

I will seek clarification from Mr Shah concerning the other documents he's requesting.

Kind regards,

Askari Jafri

Company Secretarial Assistant | Governance & Company Secretarial Team

CityWest Homes Limited | 21 Grosvenor Place, London, SW1X 7EA

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E: AJafri@cwh.org.uk | W: www.cwh.org.uk

-----Original Message-----

From: D Shah [<mailto:request-375905-300dd56b@whatdotheyknow.com>]

Sent: 23 Jan 2017 09:10

To: CWH Governance

Subject: Internal review of Freedom of Information request - Use of leaseholder contact details

Dear CWH Governance,

Thank you for the response on behalf of the Westminster council.

Can you tell me how you work with the Telephone Preference Service - and please send all documents and emails mentioning Telephone Preference Service or TPS and showing how you screen numbers against the TPS like you say you do, and when did the screenings start.

Where I have asked for document or email copies or policy copies can you confirm they don't exist or provide these copies or the email or the documents.

Can you let me know how much the Westminster council makes from the Citywest residential.

Can you provide the documents used for capturing the contact details like i asked and all the other documents.

Yours sincerely,

D Shah

-----Original Message-----

Dear Mr Shah,

Please see attached our response to your freedom of information request originally submitted to Westminster City Council on 07/12/2016 concerning the use of leaseholder contact details.

If you have any further governance queries relating to CityWest Homes, please contact us on [1][email address].

Kind regards,

Askari Jafri

Company Secretarial Assistant | Governance & Company Secretarial Team

CityWest Homes Limited | 21 Grosvenor Place, London, SW1X 7EA

T: 020 7245 2049 (direct)

E: [email address] | W: [2]www.cwh.org.uk

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References

Visible links

1. [mailto:\[email address\]](mailto:[email address])
2. <http://www.cwh.org.uk/>

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