

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

What we meant in our response by the term 'service request'.

ANSWER

Service request – a term used by the database we record requests for advice, consultations, concerns over living accommodation etc. A complaint about living conditions is recorded as a service request. But not all service requests are complaints.

You asked us to confirm that where we stated in our previous answer 'The Accommodation Agency', we are in fact referring to the 7 Welford Road agency in Leicester?

Yes – reference is to the Accommodation Agency at 7 Welford Road, Leicester.

Further to our response to question 6 you asked us to answer the following specifically as requested.

Have any complaints been made to the council about The Accommodation Agency (other than mine)?

Service requests about properties managed by the Accommodation Agency – there were 3 in addition to yours.

What were the complaints about in nature? Did the council take action? Please confirm, your answer. You state that the owners of the property you held responsible. But you did not answer 'has the council taken action on the accommodation agency.'

The nature of "complaints", included a boiler, water leak and gaps in windows and inadequate heating provision – however, the owner(s) was/were being held responsible and not the Accommodation Agency.

Please also tell why, under the freedom of information act,

" when an owner of a property legally signs over all responsibility over to a managing property agent, whereby the managing agent assumes responsibility for the health and safety of the owners property by English law, the council still refuses to prosecute the managing agents who the council knows has put tenants lives at risk, and subjecting tenants to abuse?"

We understand that you have been made aware that the case officer has been asked (on return to work – anticipated return Wed 27th Feb) to contact you to take a statement regarding the alleged failures to manage the property effectively. I understand that you have also been advised that legal advice will be sought as to whether a prosecution should be taken.

Does the council have any association with North and Sons electrical and gas company, and does or has the council used the services of this firm in the past. Does the council have any intentions to use this firm in the future?

Leicester City Council can confirm that their Private Sector Housing (PSH) has no association with North and Sons. The Council's Procurement Team have checked their available financial records going back until 2004 and there is no record of any payments being made to North and Sons electrical and gas company. The company are free to apply for any advertised opportunities, therefore the Council cannot deny or confirm whether we would use this company in the future.

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Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Customer Access
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG**

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.