

CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference FOI 003664
Date 13 June 2019

Complaints Made to Wolverhampton Homes

Request:

I would like to make a Freedom of Information (FOI) request to ascertain the amount of complaints, concerns both formal and informal made to Wolverhampton Homes in the past 10 years regarding the drainage system, localised flooding, issues with water pipes and issues regarding the guttering at number's 1-6 Renton Grove, WV10 6XG, and by number 125 and 125A Renton Road, WV10 6XE.

In response to your above request I can confirm that we have received three formal complaints.

With reference to the number of informal complaints received, your request for information has now been considered and the City of Wolverhampton Council is not obliged to supply the information you requested for the reasons set out below.

Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

- (a) states the fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

Section 12 - Exemption where cost of compliance exceeds appropriate limit

We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

[NOT PROTECTIVELY MARKED]

- (a) Determining whether it holds the information,*
- (b) Locating the information, or a document which may contain the information,*
- (c) Retrieving the information, or a document which may contain the information,*
and
- (d) Extracting the information from a document containing it.*

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

The information appertaining to your request is not easily accessible and as such this information is not held in one central place as there are a number of areas which hold this information. To get the information would require a full scale look into all individual records. This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).