CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference   FOI 111572
Date   16 November 2015

Complaints

Request:
The number of times tenants have complained about their landlords to the council in each of the last five complete financial years (i.e. 2010-11 to 2014-15).

- In each case I would like to know the reason for the complaint and the type of landlord (e.g. private, housing association, social).

- I would also like to know whether a complaint resulted in any charges being brought against the landlord.

Following careful consideration, the Council regrets to inform you that it has decided not to disclose this information.

Information you have requested has been withheld from disclosure. The exemption engaged is Section 12 of the Freedom of Information Act 2000 (FOI).

Section 12 of the FOI exempts Public Authorities from providing information where the estimated cost of compliance exceeds the appropriate limit. Any estimate must be undertaken in accordance with the limits set in fees regulations made under Section 12 (5) of the FOI.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

In summary to provide the information you have requested it would take us a minimum of three days to compile as the Council records complaints received by the Council regarding Registered Social Landlords but not the Council as landlord and therefore to collate the required information would mean the interrogation of each individual record for the last five years.

In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

"(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".