



Dear

Freedom of Information Act 2000 - Request for Information - Applicable cost limit exceeded.

Dartford Borough Council FOI reference number – 1105.

Thank you for your email of the 15.2.2018 where you submitted a spreadsheet requesting extensive information about:

1. *Property information (e.g. number of properties and their attributes).*
2. *Repairs and maintenance information (e.g. number of repairs, types of repair, costs).*
3. *Repairs and maintenance complaints information (e.g. number of complaints, what they are in relation too).*
4. *Housing management info (e.g. costs and questions on the operations of your housing services such as whether some functions are in house or outsourced).*
5. *Anonymised tenant information (e.g. general demographics on the total number of tenants).*

From our preliminary assessment, it is clear that we will not be able to answer your request without further clarification.

1. Section 12(1) allows the Council to refuse to deal with a request where it estimates that it would exceed the limit of £450 to either comply with the request in its entirety, or confirm or deny whether the requested information is held. The estimate must be reasonable in the circumstances of the case.
2. The Council can charge a maximum of £25 per hour to undertake work to comply with a request. This provides an effective time limit of 18 hours.
3. In order to provide you with the information on the scale that you have requested it is estimated that it would require at least 30.5 hours of officer time to collate the information from the various databases in which the raft of information requested is held.
4. On that basis the Council has estimated a cost of £763 to determine the appropriate material and locate, retrieve and extract the information. Therefore, as complying with your request would exceed 18 hours, or £450, section 12(1) the Council refuses your request.
5. You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including reducing the amount of financial data requested, dates or period of time or specific details of complaints relevant to the information required.



6. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review, addressed to Marie Kelly-Stone Head of Legal Services marie.kelly-stone@dartford.gov.uk

Please remember to quote the reference number above in any future communications.

7. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Peter Dosad.
Head of Housing.
Dartford Borough Council.

5th March 2018.