

Nicola Hesketh  
Project and Information Coordinator

**Our Ref: FOI5388/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709266 / 01827 709587**  
**E-mail: [FOImailbox@tamworth.gov.uk](mailto:FOImailbox@tamworth.gov.uk)**

[Name Redacted]

14<sup>th</sup> September 2018

Dear [Name Redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act, please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

*I would like to know the following:*

- *The number of properties that are/were managed by your local authority in the following years: 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/18*
- *The number of properties let out where payment was late at least once in the following years: 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/18*
- *The number of properties where payment was late 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 times in the following years: 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/18*
- *The number of properties where tenants have fallen into arrears in the following years: 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/18*
- *The number of properties where tenants have been evicted because of late payments in the following years: 2012/13, 2013/14, 2014/15, 2015/16, 2016/17, 2017/18*

**The response to your request as follows:**

**Please see attached spreadsheet.**

**To note:**

- In answering bullet point 4 (properties where tenants have fallen into arrears) it is considered this also answers point 2 (late payments) as a missed partial or whole payment will put the account in arrears and start the arrears process, and this forms the basis of the answer for point 4
- Bullet point 3, we are unable to break this down to the level requested as the system does not hold this information retrospectively, and it cannot be extracted for current tenants. To obtain this information, would consist of manual trawl of each property where tenants have fallen into arrears and check missing payments. This would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit.

**Section 12** of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time

- As per the request, the arrears have been calculated by property not tenancy (TBC monitor arrears buy tenancy, not property). By way of explanation, each property has only been counted once in each year, even if there has been a change of tenancy or the same tenant has fallen into arrears more than once, but will have been counted again in a different year if the tenant (or new tenant) has fallen into arrears again, this would be the reason why the total exceeds the stock.

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Tamworth Borough Council,  
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Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator