

From: [REDACTED]
Sent: 21 August 2019 20:02
To: [REDACTED]
Subject: FW: [REDACTED] Studios

Hi [REDACTED]

Below is the 2017 email received by [REDACTED] who has since bought [REDACTED] which underpinned the notes to [REDACTED]

[REDACTED] I have left the email trail in place as it mentions the Chipping Barnet Town Centre scheme ie 2 Bruce Road as the reason for the request for information.

Kind regards

From: [REDACTED] <[\[REDACTED\]@BarnethHomes.org](mailto:[REDACTED]@BarnethHomes.org)>
Sent: 12 June 2017 16:00
To: [REDACTED]
Subject: [REDACTED] EN5 1[REDACTED] Studio

Hi [REDACTED]

I have spoken with a department we liaise with when sourcing clients for properties.

They inform me we currently have 85 clients, under the age of 35, on our list to be housed.

I hope this is of assistance.

Kind regards

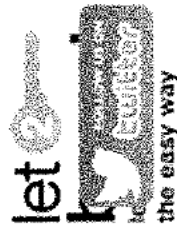
Let2Barnet Negotiator

Tel: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]@barnethomes.org

Your views are important to us! You could win an iPad or £100 in shopping vouchers when you return your tenant or leaseholder survey to us.



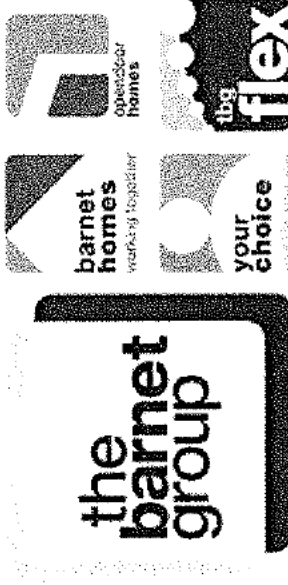
The Barnet Group

(Incorporating Barnet Homes, Opendoor Homes, TBG Flex and Your Choice Barnet)

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From good to great – The Barnet Group's Business Plan 2016-2021

From: [REDACTED]

Sent: 12 June 2017 15:41

To: [REDACTED]

Subject: [REDACTED] ENS 1 [REDACTED] - Studio

Hi [REDACTED]

I have had some more info from the planners which has been helpful, but do you think you could ask your department if you have any figures on waiting list for homes within Barnet, ideally on the under 35 yrs old.

I can make a freedom of information request but this does take time to come through.

Many thanks

[REDACTED]

From: [REDACTED]@BarnetHomes.org]

Sent: 06 June 2017 15:55

To: [REDACTED]

Subject: RE: 8 Station Road, EN5 1QW - Studio

Hi [REDACTED]

Try Strategic Planning 020 8359 3000

Regards

[REDACTED]

Let2Barnet Negotiator

Tel [REDACTED]

Fax [REDACTED]

Email: [REDACTED]@barnethomes.org

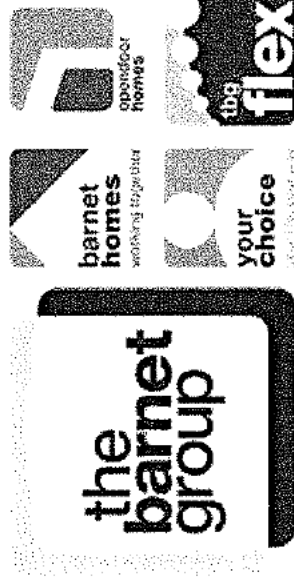
Your views are important to us! You could win an iPad or £100 in shopping vouchers when you return your tenant or leaseholder survey to us.



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From good to great – The Barnet Group's Business Plan 2016-2021

From: [REDACTED]
Sent: 06 June 2017 15:47
To: [REDACTED]
Subject: RE: [REDACTED] EN5 1 [REDACTED] - Studio

Hi [REDACTED]

Thank you for your help earlier I have been sent round the various call centres for the past 3 hours even ending back at Barnet homes twice !! Unfortunately [REDACTED] does not appear to work in the council anymore.

If you were able to ask your colleagues if they did have a contact or phone number for Housing Strategy I would be most grateful.

Also it would be helpful if you could advise if Barnet homes have a specific need for HMO properties in the Chipping Barnet town Center location at this time ? Or if you had any kind of research or quantity of current applicants on your books looking for this kind of property in this area.

Regards

[REDACTED]

[REDACTED]

Tel: [REDACTED]
Fax: [REDACTED]
Mob: [REDACTED]
Email: [REDACTED]

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From: [REDACTED]@BarnetHomes.org]
Sent: 25 February 2016 11:51
To: [REDACTED]
Cc: [REDACTED]@BarnetHomes.org>
Subject: RE: [REDACTED] EN5 1 [REDACTED] - Studio

Hi [REDACTED]

Any chance of renting these out via Direct Let a £1500 incentive payment?

Regards

Let2barnet Negotiator

Tel: [REDACTED]

Email: [REDACTED]@barnethomes.org

Join Let2barnet at the London Landlord & Letting Show

We will be exhibiting at the Council Corner at The Barbican in London on Wednesday 9th & Thursday 10th March 2016.

Visit <http://www.eventbrite.co.uk/e/landlord-letting-show-london-march-2016-registration-18655053768>

to book free tickets and find out more. See you there!

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Barnet Homes are proud to be one of the UK's Top 20 Landlords




From: 
Sent: 21 August 2019 19:56
To: 
Subject: FW: FOI Request - response

Hi 

Here is an updated email (June 2019) from Barnet Homes indicating 117 people needing one person accommodation. As an HMO single room is for one person, all the people on the list would be potential tenants.

The 2017 email will follow.

Kind regards


From: 
Sent: 20 August 2019 09:33
To: 
Subject: FW: FOI Request - response

Hi 

Please find the reply to the recent freedom of information request for single person on housing list.

Regards


From: BHome Complaints & Info <Information@barnethomes.org>
Sent: 26 June 2019 11:41

To: [REDACTED]
Subject: FW: FOI Request - response

Dear [REDACTED]

Thank you for your email; we have treated this as a Freedom of Information request, please accept my apologies for the delay. You have asked for the following information:

I require this information for a current planning application and will be grateful if you can respond by return with the amount of single people you have on your waiting list looking for council accommodation, and also how many of these are over 35 years old.

Barnet Homes' response:

- Barnet Homes does not operate a waiting list. Instead, we use a banding system in accordance with the Council's Housing Allocations Scheme. Where applicants are eligible for assistance and have a housing need, they are placed into one of four bands which prioritise applicants according to their level of need.
- The supply of council housing is extremely limited. For this reason, council housing is almost always offered to applicants in Bands 1 or 2 (the highest bands) - once a suitable property becomes available. However, there is no guarantee that an applicant in Band 1 or 2 will receive an offer of council housing. We operate a one-offer policy, and these applicants may receive an alternative offer of accommodation (e.g. private rented accommodation) instead.
- Applications opened before 3 April 2018 are recorded on our QL case management system. The QL report does not identify the number of household members or the size of property required. However, this report does show marital status. We filter this data to only include 'single' marital status – though we note that these applicants may include children.
- Applications opened on or after 3 April 2018 are recorded on our Jigsaw case management system. The Jigsaw report does not identify the number of household members or the marital status, but does show the size of property required. We filter this data to only include 'studio' and '1 bed', though we note that households of more than 1 person could reside in studios or 1-beds.
- Below, the data shows the number of applicants in Bands 1 or 2, split by age, for the QL and Jigsaw case management systems.

QL data (applications before 3 April 2018)

- 34 cases in bands 1 or 2 who are listed as marital status: single
- 17/34 cases where the primary applicant is aged 36+

Jigsaw data (applications on or after 3 April 2018)

- 83 cases in bands 1 or 2 who are listed as needing studios or 1-beds
- 35/83 cases where the primary applicant is aged 36+

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review by emailing Talk2Us@barnethomes.org and marking it as an appeal for the attention of the Data Controller.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 08456 30 60 60 or 01625 54 57 45; website: www.ico.gov.uk).

There is no charge for making an appeal.

Kind regards

Information Manager

The Barnet Group

(Incorporating Barnet Homes, Your Choice (Barnet), Opendoor Homes, TBG Flex, and Bumblebee)
Barnet House | 1255 High Road | Whetstone | London | N20 0EJ

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opendoorhomes.org | bumblebeeproperty.co.uk



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@opendoorhomes | @bumblebeeLDN



From: [REDACTED]
Sent: 25 June 2019 15:45
To: BHHomes Complaints & Info <Information@barnethomes.org>
Cc: [REDACTED] <[\[REDACTED\]@BarnetHomes.org](mailto:[REDACTED]@BarnetHomes.org)>
Subject: RE: FOI Request - Complaint

Dear [REDACTED]

Have you had a response from your team, as I have not received the below information yet.

I look forward to hearing from you .

Regards

[REDACTED]

From: BHHomes Complaints & Info <Information@barnethomes.org>
Sent: 19 June 2019 13:19
To: [REDACTED]
Subject: RE: FOI Request - Complaint

Dear [REDACTED]

Thank you for your email below.

I would like to apologise for the delay in responding to you; your emails have only just been sent to my team to be processed. This is below the standard of customer service that Barnet Homes is committed to delivering and so I have raised this for the attention of both the Complaints & Information and Contact Centre managers, in an attempt to avoid this kind of delay from happening in future.

I have been advised that the information you have requested is almost ready and so I aim to send this to you by the end of day tomorrow .

Kind regards,

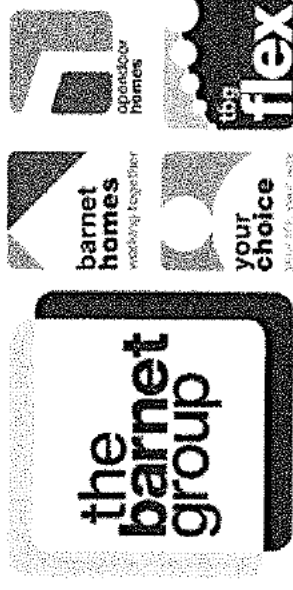
[REDACTED]

Complaints & Information Officer

Tel: [REDACTED]
Email: [REDACTED]@barnethomes.org

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From good to great ~ The Barnet Group's Business Plan 2016-2021

From: Kurt Fritsch <[REDACTED]>
Sent: 19 June 2019 11:00
To: [REDACTED]@BarnetHomes.org>
Cc: BHome Complaints & Info <Information@barnethomes.org>
Subject: RE: FOI Request - Complaint
Importance: High

Dear [REDACTED]

Please can you urgently respond to my freedom of information request which has been sent 4 times already and this is my 5th request .

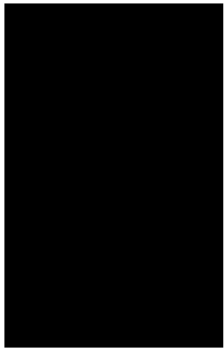
Below are the dates I have made the requests so far.

15th May
31st May
6th June
11th June

Many thanks for your reply

With best regards

[REDACTED]



Tel: [REDACTED]
Mob: [REDACTED]
Email: [REDACTED]

From: BHomes Complaints & Info <Information@barnethomes.org>

Sent: 10 June 2019 11:32

To: [REDACTED]

Subject: FOI Request - Acknowledgement

Importance: High

Dear [REDACTED]

Thank you for your request below. You have asked for the following information:

I require this information for a current planning application and will be grateful if you can respond by return with the amount of single people you have on your waiting list looking for council accommodation , and also how many of these are over 35 years old.

We are processing your request under the Freedom of Information Act 2000. The Act defines a limited set of exemptions from the right to know. If we decide to withhold information we will tell you why, will state which exemption we are relying on and will explain how you can appeal.

You are entitled to a prompt response which in any event should be sent within 20 working days from the date of receipt of your email.

Please contact me if you wish to discuss your request.

Kind regards, [REDACTED]

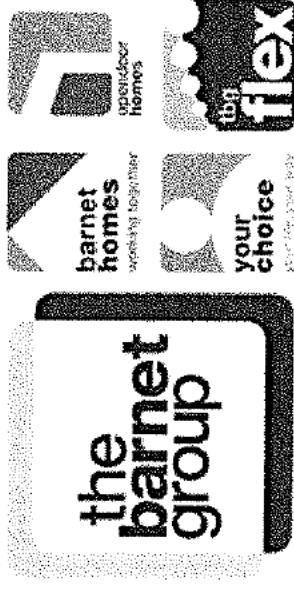
Complaints & Information Officer

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From good to great – The Barnet Group's Business Plan 2016-2021

From: [REDACTED]
Sent: 06 June 2019 17:44
To: Talk To Us <TalkToUs@barnethomes.org>
Cc: Talk To Us <TalkToUs@barnethomes.org>
Subject: Freedom of information request COMPLAINT - URGENT REQUEST
Importance: High

Dear Barnet Homes ,

This is the third request I have made for this information and each time I am told a reply will be sent in 5 days and so far I have had no information .

I require this information for a current planning application and will be grateful if you can respond by return with the amount of single people you have on your waiting list looking for council accommodation , and also how many of these are over 35 years old.

Many thanks for your reply

With best regards

[REDACTED]

[REDACTED]

Tel: [REDACTED]
Mob: [REDACTED]
Ema: [REDACTED]

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From: [REDACTED]
Sent: 31 May 2019 07:24
To: talk2us@barnethomes.org
Subject: freedom of information request

Dear Barnet Homes,

I have sent the below request over 5 days ago and not had any response other than the acknowledgement of receipt.

Please advise.

Regards

[REDACTED]

Dear Barnet Homes,

Please can you advise how many prospective tenants you have on your waiting list looking for accommodation aged below 35 years with in the borough of Barnet.

I would like to gauge demand in the area for a potential development.

With best regards

[Redacted]

[Redacted]

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