7 April 2021
Our ref: 7186560

Thank you for your request received on 6 April 2021, for the following information:

I would like to confirm through this Freedom of Information request the software currently used to facilitate the tasks of housing management and housing asset management and whether this is a proprietary software package or own in-house system. Please can you provide the following information:

Do you have a Housing Management Supplier? Yes/No

If Yes:
*** What Housing Management software do you use, specifically, the software used for controlling rents, housing management etc.?**
*** What date did the contract for its use start?:**
*** What date does the contract for its use end?:**
*** If the contract for its use is ending, please can you disclose the name of the new software and the start and end dates for these new contracts.**

If No
*** Do you have in-house software / system for Housing Management i.e. controlling rents, housing management etc.?**

Do you have a Asset Management Supplier? Yes/No

If Yes:
*** What Asset Management software do you use, specifically the software for controlling repairs and maintenance of housing stock etc.? :**
*** What date did the contract for its use start?:**
*** What date does the contract for its use end?:**
*** If the contract for its use is ending, please can you disclose the name of the new software and the start and end dates for these new contracts.**

If No
*** Do you have in-house software / system for Asset management i.e. controlling repairs and maintenance of housing stock etc.? :**

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and the information you requested is not held by London Borough of Barnet.

This is due to the fact that the requested information is held by Barnet Homes.

Please make your request directly to Barnet Homes.

Housing services (including homelessness, allocations, housing repairs and so forth) are provided by Barnet Homes who are an Arm's Length Management Organisation (ALMO) who manage the council's housing stock and associated services on the council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them.

Their contact details are:

Email: talk2us@barnethomes.org

Post:

The Data Controller

Barnet Homes

2 Bristol Avenue,

Colindale,

London NW9 4EW

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. http://open.barnet.gov.uk/

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.