

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
3 August 2022
Our ref: 8340598

Thank you for your request received on 2 August 2022, for the following information:

Dear Barnet Council,

Under the Freedom of Information Act 2000

I'm requesting the following:

Please provide me will contracts between London Borough of Barnet and their Repairs Service Provider

Please provide me with your repair contact number for disable tenants who have a physical disability such as numbness in hands and feet and suffer from dizziness who cannot carry items from one room to another

otherwise it will put them at high risk of harm for example a block kitchen sink

Please provide me with information for your urgent and non urgent repairs

Please provide me with information for the time scale for a repair engineer are sent out

What does London Borough of Barnet have in place for disable tenants with regards to repairs

Please provide me your documents with regards to Equality Rights Act

Please provide me with your Safeguarding and Complaints Policy

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 as it is held by 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

Please make your request directly to Barnet Homes.

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 Records & Information Management Service, Assurance Group, 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.