

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
3 March 2023  
Our ref: 9301124

Thank you for your request received on 3 March 2023, for the following information:

**I am writing to you to request information regarding the handling of Disabled Facilities Grant (DFG) applications and Disabled Adaptations for social housing. As a resident of your local authority, I am aware of my rights under the Freedom of Information Act 2000, and I would like to exercise them by requesting the following information:**

**1/ Which department handles your DFG applications?**

**2/ What are the contact details of the person who is responsible (including email address and telephone number) of that department?**

**3/ Which department is responsible for your disabled adaptations for social housing?**

**4/ What are the contact details of the person who is responsible (including email address and telephone number) of that department?**

**I would be grateful if you could provide me with this information as soon as possible, and within the statutory 20 working days period as outlined in the Freedom of Information Act. If for any reason you are unable to comply with my request within this time frame, please let me know and provide me with a clear timeline for when I can expect to receive the information.**

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

## **Response**

The council holds the information requested and it is attached/ the answers to your questions are below

***1/ Which department handles your DFG applications?***

***2/ What are the contact details of the person who is responsible (including email address and telephone number) of that department?***

**3/ Which department is responsible for your disabled adaptations for social housing?**

**4/ What are the contact details of the person who is responsible (including email address and telephone number) of that department?**

Applications for Disabled Facilities Grants for all housing tenures with the exception of Barnet Homes properties (Council owned Housing) are handled by The Private Sector Housing (Grants) Team of Regulatory Services. The team is managed by Christopher James ([christopher.james@barnet.gov.uk](mailto:christopher.james@barnet.gov.uk)) and his telephone number is 020 8359 6092.

For disabled adaptations to Barnet Homes (council owned housing) properties, please contact:-

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](mailto: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](http://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](mailto: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](http://www.ico.org.uk)). There is no charge for making an appeal.