

London Borough of Barnet,
2 Bristol Avenue,
Colindale NW9 4EW
11 March 2024
Our ref: 11717624

Thank you for your request received on 5 March 2024, for the following information:

1) If your council has a social housing stock, please tell me how many complaints you received from tenants in the calendar year 2023 relating to alleged paranormal activity at council house properties.

Note: I would request, if practicable, that a search of logged complaints be carried out using the following keywords: ghost, poltergeist, haunted/haunting, supernatural, and paranormal. The results would need to be manually reviewed to eliminate any false positives.

2) Finally, please supply me with a summary or (if available) the verbatim wording of the complaint for the TEN most recent cases identified. Please redact any details that could identify an individual.

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

Response

I am writing to advise that Barnet Council does not hold this information as it is held by Barnet Homes.

Housing services (including homelessness, allocations, housing repairs, etc.) are provided by Barnet Homes, an Arm's Length Management Organisation (ALMO) responsible for managing 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.

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.