



My Ref: FOI 6471
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

I am writing to request information under the Freedom of Information Act 2000 concerning complaints received regarding the Lock Keepers Gate estate, Low Barugh, Barnsley.

Please provide the following information from the date of the estate's completion to the date this request is processed:

- 1. The total number of complaints received by the Council relating to the Lock Keepers Gate estate, Low Barugh.**
- 2. A breakdown of those complaints by category or subject matter (for example: landscaping, highways, drainage, lighting, maintenance, communal areas).**
- 3. The number of complaints that have been resolved, and the number that remain outstanding.**
- 4. The average time taken to resolve complaints relating to this estate.**
- 5. Any correspondence between the Council and Berneslai Homes (or any other housing management body) regarding outstanding works or unresolved issues on the estate.**

To clarify, my request encompasses both categories:

- 1. Complaints received from residents living on the Lock Keepers Gate estate, Low Barugh.**
- 2. Complaints received regarding the development of the estate (for example, from residents of neighbouring properties or other parties)**

After considering your request I have decided to refuse it under Section 12(1) of the Freedom of Information Act. This is because it is estimated that the time taken to provide the information would exceed the appropriate limit of 18 hours. This information if held would be across various services in formats where this information is not easily retrievable. This would mean that these complaints would have to be collated manually.

Section 12(1) of the Freedom of Information Act is a provision which allows a public authority to refuse to comply with the request for information where the cost of compliance is estimated to exceed a set limit known as the appropriate limit. In this case it is estimated that to search for the information you have requested it will take more than the 18 hours, equivalent to a cost of £450 and this is the basis of the decision.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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