

Nicola Hesketh  
Project and Information Coordinator

**Our Ref: FOI3734/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[name redacted]

18<sup>th</sup> January 2016

Dear [name redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

1. Current Housing Stock?
2. Which Housing IT Management system you use?
3. What Modules are used within this package. i.e Rent accounting, arrears management, repairs, ASB, Leaseholder Service charges, Complaints etc?
4. What is the annual software & maintenance costs for this system?

**The response to your request as follows:**

1. 4386
2. Orchard
3. Rent Accounting, Arrears Management, CAS, Repairs, Planned, Homelessness, VCPL (inc CBL), Void Management, Property Attributes, BPM Toolkit, Home Ownership (2016 implementation), Customer Dashboard (2016 implementation)
4. Section 21 Exemption is applied in this case as the information is already publicly available by other means on our website at:  
Spends: <http://www.tamworth.gov.uk/budgets>  
Disclosure log <http://www.tamworth.gov.uk/disclosure-log>  
Tenders and contracts: <http://www.tamworth.gov.uk/tenders-and-contracts>

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Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator