

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI3986/NH/02**  
**Please ask for: Nicola Hesketh**  
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**E-mail: FOImailbox@tamworth.gov.uk**

[name redacted]

22<sup>nd</sup> June 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**

*I would like to request the following information in response to the questions below, covering the tax year 2015-2016 (unless otherwise stated) held by yourselves or originated by yourselves.*

1) As a local authority, do you have tenants in council housing that pay for their water supply through the local authority?  
If yes

A) How many tenants pay for their water supply through the local authority

B) And what proportion of households does this represent)?

C) Does the local authority charge a flat rate for water supply to tenants in council housing?

D) Are water charges (flat rate or otherwise) set by the local authority, or the water company?

E) Does the local authority apply an admin fee to water bills, and if so, what is the level of this admin fee?

F) If a tenant wishes to pay their water bills directly to the water company, do they require permission from the local authority in order to liaise with the water company directly?

2) Charges

A) If you charge tenants in council housing for water supply based on the number of bedrooms, please could you provide:

- the charge for water supply for tenants living in a one-bedroom property for the tax year 2016-17
- the charge for water supply for tenants living in a two-bedroom property for the tax year 2016-17
- the charge for water supply for tenants living in a three-bedroom property for the tax year 2016-17

B) If you charge tenants in council housing for water supply based on the number of individuals in the household, please could you provide:

- the charge for water supply for a single council housing tenant for the whole tax year 2016-17;
- the charge for water supply for two council housing tenants for the whole tax year 2016-17;
- the charge for water supply for three or more council housing tenants for the whole tax year 2016-17.

3) Do you have a written agreement with your region's water company with regards to water rates for local authority housing tenants?

*I would prefer to receive these in electronic format at this email address, however, I am happy to receive them by post if that is more convenient.*

*It would be helpful if you were to provide any brief notes which might be necessary to understand the context of the information provided, although I recognise that you are not obliged to do this. If for any reason you feel this request is unclear, please do not hesitate to contact me on 0161 836 1267. If you are not the appropriate authority for this request, or for part of it, please let me know as soon as is convenient.*

*If the cost would be too high to provide responses to all of these, I would kindly request if you could prioritise them in the following order, though I know you are under no obligation to do so:*

1)

- A)
- B)
- C)
- D)
- E)
- F)

*In addition, if you are unable to answer question 2) due to costs, please could you provide the average charge per council property. The last in priority then is question 3).*

*If the information requested contains sections of confidential information, please blank out or remove these sections, and mark clearly that they have been removed.*

*Thank you for your help.*

1) Yes (sheltered only in 2015/16)

A) 89

B) 2%

C) Yes

D) Local Authority

E) No

F) No

2) We don't charge based on number of bedrooms

B) We don't charge based on number of individuals

3) Not known

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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