

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI4295/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[Name Redacted]  
Shelter  
88 Old Street  
London  
EC1V 9HU

23<sup>rd</sup> January 2017

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**

*Under the Freedom of Information Act I'd like to request some information on how to contact certain officers or departments within your council.*

*For the following:*

*Environmental health Department*

*(Or whoever would be appropriate for people in private rented accommodation to contact about repairs, unsafe conditions, damp and mould etc that they have reported to their landlord but who has not carried out any remedial action)*

*I would like:*

*The phone number/s*

*Email address/es*

*Address of the page on your website that relates to the role of this officer or department in question*

*Text message service (if you have one)*

*Any means by which they can be contacted via social media (if applicable)*

*And*

*Tenancy relations officer / department*

*(Or whoever would be appropriate for people in private rented accommodation to contact about being threatened with illegal or retaliatory eviction, or harassment from a landlord.*

*I would like:*

*The phone number/s*

*Email address/s*

*Address of the page on your website that relates to the role of this officer or department in question*

*Text message service (if you have one)*

*Any means by which they can be contacted via social media (if applicable)*

*If you do not provide such a service do you provide any other information to someone who might contact you with such problems.*

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

**Housing Conditions and Supplies**

**01827 709 486**

**[Lauren-cuffe@tamworth.gov.uk](mailto:Lauren-cuffe@tamworth.gov.uk) & [sue-hipps@tamworth.gov.uk](mailto:sue-hipps@tamworth.gov.uk)**

**No text messaging service**

**No social media**

**Webpage: <http://www.tamworth.gov.uk/> Housing > Help for private tenants**

**Tenancy relations officer/ department – details as above**

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This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the Data Protection Act 1998.

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