

Our Ref. FOI-17-1835
Contact Information Compliance Team
Email foienquiries@aberdeencity.gov.uk
Direct Dial 01224 522166



ABERDEEN CITY COUNCIL

3 January 2018



Information Compliance Team
Customer Services
Corporate Governance
Aberdeen City Council
Marischal College
3rd Floor North
Business Hub 17
ABERDEEN
AB10 1AQ

Tel 01224 522000
Minicom 01224 522381
DX 529451, Aberdeen 9
www.aberdeencity.gov.uk

Dear [REDACTED],

Freedom of Information (Scotland) Act 2002

FOI-17-1835 – Gas Call

Thank you for your information request of 29 November 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

How many ACC tenants have had their gas meters capped in 2017 for missing service visits from Gas Call? This request is for occupied properties only?

This information is not held by Aberdeen City Council. This information is held by our Gas Maintenance contractor, who has indicated that they are unable to provide this information at reasonable cost. To divert resources to extract this information would detrimentally affect delivery of services.

ACC is unable to provide you with information on **How many ACC tenants have had their gas meters capped in 2017 for missing service visits from Gas Call** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby give notice that this information is not held by it.

Of the total number of people who did get their meters capped, please confirm how many people were capped after missing only one service visit?

Please see our response above.

Of the total number of people who did get their meters capped, please confirm how many people were capped after missing only two service visit?

Please see our response above.

Of the total number of people who did get their meters capped, please confirm how many people were capped after missing only three service visit?

Please see our response above.

ANGELA SCOTT
CHIEF EXECUTIVE



Heritage 100% Recycled



Choose products with the FAIRTRADE Mark



Of the total number of people who did get their meters capped, please confirm how many people were capped after missing only four service visit?

Please see our response above.

How many letters were issued in 2017 in ACC tenants asking them to call in and make their own alternative convenient appointment with Gas Call because they had missed 3 visits?

To date in 2017, 1,352 properties were issued Access Reminder Notices from ACC following 3 no access visits via lettered appointment for the annual gas safety check by ACC Gas Maintenance Contractor.

Each of the 3 letters for the gas safety check visit sent by ACC Gas Maintenance Contractor also states that the tenants can make contact with them to arrange a more suitable appointment.

ACC have given the Gas Maintenance Contractor authorisation to change the appointment to a maximum of 7 days after the original provided date. Should there be reason for an appointment to take place over the 7 days the tenants are referred back to ACC Gas Maintenance Team to make arrangements.

How many letters were issued in 2017 to ACC tenants warning them that because they had missed over 3 service visits, the Council would reserve the right to gain access in their absence and invoice them for the damage caused?

To date in 2017, 771 properties were issued Arranged Access Notifications, this provides the tenant with the details of a planned Arranged Access. These notices request the tenants contact the ACC Gas Maintenance Contractor to arrange for the safety check to be completed to avoid the Arranged Access going ahead along with detailing what actions will be taken at the Arranged Access should no arrangement be made before the Arranged Access date. This includes the charge of an attended Arranged Access.

The Access Reminder Notice which is 1st delivered also details what action will be taken should an Arranged Access be attended including the charge.

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.