



University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 592 431
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

[REDACTED]

19 September 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-173)

We have now considered your request of 05 September 2016 for the following information:

1. *How many lifts are managed by the university/college (including all passenger lifts, platform lifts, goods only lifts, dumb waiters etc)?*
2. *Do the lifts have a comprehensive (including maintenance visits, parts and labour included) or basic (maintenance visits only included, all call outs/repairs charged additionally) maintenance contract?*
3. *How much is the annual maintenance cost per lift (e.g. 'headline' cost on last tender quote)?*
4. (a) *How much in addition to contract (i.e. question 3, above) is spent per year (i.e. call outs due to misuse etc)?*
(b) *How much in addition to contract is spent per annum on major works such as installations and refurbishments?*
5. *When is the current contract due for renewal?*
6. *Does the university/college manage its own contract or is this done by an FM company or consultancy?*
7. *What is the name of the current maintenance provider?*
8. *What are the contact details of the university/college officer in charge of managing this contract?*

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

Responding to your entire request would exceed the limit, but we have established that it would take over 19 hours of work to comply with question 4(a) on its own.

To explain, the costs for the past year are split across circa 354 job requests and between two service models: in-house resource and two outsourced Facilities Management providers.

The figure of 354 is a snapshot total over the past year to date, comprising 62 outsourced jobs and 292 which were managed in-house. Based on initial searches, we have estimated it would take one member of staff approximately 7 minutes to obtain the requested data for each outsourced job, and approximately 2.5 minutes for the in-house incidents. This equates to 19.4 hours of work for this one question.

To assist you in formulating a request to which we can respond, if you wished to submit a revised request we could provide a response to questions 1, 2, 4b, 5, 6, 7 and 8 within the 18-hour time period. While we do hold at least partial information for question 3, we feel it worth noting at this stage that such information may well be exempt under s.43 of FOIA (the exemption for information which is likely to prejudice the commercial interests of any person). Nonetheless, we would be happy to provide a full explanation of any applicable exemptions, should you want to include this question in any future request.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia