



University of East Anglia

Information Services Directorate

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[REDACTED]

18 October 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-186)

We have now considered your request of 21 September 2016 as clarified on 29 September for information relating to UEA's existing facilities management contracts, specifically those covering the following:

- A. Lift Service and Maintenance
- B. Air Conditioning and Ventilation Servicing and Maintenance
- C. Cleaning and Janitorial
- D. Mechanical and Electrical Maintenance
- E. Property Maintenance and Day To Day Repairs.

As we have not received a reply to our requests for clarification dated 05 and 13 October, we are proceeding on our understanding of your initial request of 21 September in regards your request for annual spend per supplier per service.

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.

In this case, the appropriate limit applies to your request for the annual spend per contract/supplier for the five (5) services you list in your request. To calculate the cost of one of the two relevant contracts alone would require us to review some 10,994 records of Planned Preventative Maintenance (PPM) job tickets, and even at 1 minute per PPM, this would result in some 183 hours of work which is clearly beyond the appropriate limit.

A PPM is raised on our job tracking system for every job that needs to be done repetitively. The job tickets are raised for individual buildings and assets, which explains the large number PPMs.

In order to provide an annual spend by service, each PPM would have to be examined as jobs are not costed individually on our system and therefore are not held digitally. We would have to manually figure out how much time each type of task would be likely to take then work out a cost per task which then would have to be aggregated with all other task costs for that service to provide a cost per service type.

However, to assist you in formulating a request to which we can provide, as per our request for clarification of 05 and 13 October, all the data requested save the annual spend per supplier per service. For annual spend, we can only provide a total annual spend per supplier for all the services listed absent a breakdown by service.

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

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia