

**Freedom of Information Act 2000 (FOIA)**  
**Decision notice**

**Date:** 3 September 2024

**Public Authority:** London Borough of Redbridge

**Address:** Lynton House  
255 - 259 High Road  
Ilford  
IG1 1NY

**Request:**

The complainant requested the following information from London Borough of Redbridge on 30 May 2024:

"1.Details of the letting agent (name of company) used by the landlord / homeowner(s)

of

[address redacted]

[address redacted]

2. Details (name and address) of the homeowner(s) of the above properties."

London Borough of Redbridge responded on 10 June in the following terms:

"I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held by London Borough of Redbridge.

The mentioned properties are no longer in TA. Therefore, the information we have on file is outdated and cannot be guaranteed to be accurate."

The complainant requested the following information from London Borough of Redbridge on 12 June 2024:

"Also, please provide me with the following under the freedom of information act:

" the information we have on

file is outdated and cannot be guaranteed to be accurate. ""

**Commissioner's Decision:**

A public authority will breach section 10 of FOIA if it fails to respond to a request within 20 working days. Based on evidence available to the Commissioner, by the date of this notice the public authority has not issued a substantive response to the request of 12 June 2024. Therefore the Commissioner finds a breach of section 10.

**Steps:**

The public authority must provide a substantive response to the request in accordance with its obligations under FOIA.

The public authority must take this step within 30 calendar days of the date of this decision notice. Failure to comply may result in the Commissioner making written certification of this fact to the High Court pursuant to section 54 of FOIA and may be dealt with as a contempt of court.

**Right of Appeal:**

Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)  
GRC & GRP Tribunals,  
PO Box 9300,  
LEICESTER,  
LE1 8DJ

Tel: 0203 936 8963

Fax: 0870 739 5836

Email: [grc@justice.gov.uk](mailto:grc@justice.gov.uk)

Website: [www.justice.gov.uk/tribunals/general-regulatory-chamber](http://www.justice.gov.uk/tribunals/general-regulatory-chamber)

Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

**Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF**