

## FOISA/SAR Register

### Requests and Responses

Which	Date of request	Source	Information requested	Information provided	Date of response	Exemptions	Timescale met
FOISA (EIRs)	14.02.24	Owner	Information about repairs to common roof and chimney	Brief summary provided of requested repairs to roof/chimney	06.03.24	n/a	Yes
FOISA	11.02.24	Journalist	Information on reported incidents of pests over past 5 years	All information held provided by email.	26.02.24	n/a	Yes
SAR	08.02.24	Shelter Scotland	All information relating to repair/work records for a tenant	All information held shared by email using sharepoint.	05.03.24	n/a	Yes
SAR	31.10.23	Email from tenant	All information held on current tenancy	All information held provided on memory stick.	22.11.23	n/a	Yes
SAR	12.10.23	Email from tenant	Background information and police report following tenancy warning letter	All information held provided by email.	08.11.23	n/a	Yes
FOISA	25.09.23	Email from Scottish Parliament researcher	Stock numbers by council tax band	All information held provided.	02.10.23	n/a	Yes
SAR	31.07.23	Email from CLAO	Request on behalf of tenant for full copy of housing file	All requested information provided via onedrive.	31.08.23	n/a	Yes
SAR	08.02.23	Telephone call from tenant	All information we hold on her	Request subsequently withdrawn following conversation with Asst Housing Manager.	n/a	n/a	n/a
SAR	26.01.23	Email from tenant	Reports of all repairs since moving in (2013)	All information we hold on our systems provided.	21.02.23	n/a	Yes
SAR	16.09.22	Email from tenant	Police incident details around ongoing and long-standing neighbour complaint	All information, apart from one police incident record, provided.	12.10.22	Yes (Protection of the	Yes

						rights of others)	
SAR	14.09.22	Email from solicitor on behalf of tenant	All information relating to tenancy (apart from payment information) since it began in 2018.	All requested information provided via onedrive.	13.10.22	n/a	Yes
FOISA	17.08.22	Email from UNISON	Information about violence against Melville staff in 2021/22.	Replied to say no recorded incidents during specified time period.	22.08.22	n/a	Yes
SAR	27.06.22	Email from tenant (sent Sat 25 June)	All calls made to Melville since April this year regarding property at Old School Medway, EH22 5NH.	Although not technically a SAR, treated as one and all information requested supplied.	28.06.22	n/a	Yes
FOISA	19.05.22	Email from law firm	Query primarily about road maintenance in D'Arcy Rd but also asking about accidents and complaints due to state of road.	Replied to say no information held in answer to any of 6 questions.	14.06.22	n/a	Yes
FOISA	09.05.22	Email from researcher to MSP	Query about the use of Expanded Polystyrene insulation in Melville's stock.	All information held provided.	23.05.22	n/a	Yes
SAR	25.01.22	Email from tenant	Tenant requested review (under UK GDPR) of previous SAR, seeking additional repairs information that tenant believed had been missed from previous request.	Three case notes found in HM system (missed initially) and repairs history requested from Novus.	14.02.22	n/a	Yes
FOISA	07.09.21	Letter from solicitors	SST for former tenancy as well as repairs history during time at property	None. Request passed to insurers who replied on behalf of Melville to say that information already provided as part of previous SAR.	n/a	n/a	n/a
SAR	20.07.21	Email from tenant	SAR for all info held since start of first Melville tenancy.	<ul style="list-style-type: none"> <li>Almost all information held provided, with redactions. Exception being legally sensitive information relating to ongoing legal dispute.</li> </ul>	03.09.21	Yes	Yes

				<ul style="list-style-type: none"> <li>Some of information requested had been sent under previous SAR therefore fee was charged. This was paid on 4 August 2021 giving us a calendar month to respond from this date.</li> </ul>			
FOISA	03.05.21	Email from student	Detailed BAME figures requested, primarily surrounding staffing.	<ul style="list-style-type: none"> <li>All information held provided.</li> </ul>	12.05.21	None	Yes
FOISA	06.04.21	Email from researcher	Detailed information requested for past seven years on allocations, waiting list, stock numbers and rent levels. Also new builds due for completion in 2021/22.	<ul style="list-style-type: none"> <li>All information held provided.</li> <li>The only exceptions were requests for waiting list information which we don't hold because we share common housing registers. We provided contact details for the relevant local authorities.</li> </ul>	28.04.21	None	Yes
FOISA	08.02.21	Email from former staff member	Copy of complaint made by former staff member regarding stakeholder's service.	<ul style="list-style-type: none"> <li>No information provided as we reviewed all the files and there was no written information – also checked with service provider who advised the complaint was made verbally – FOISA applicant advised 12.02.21.</li> <li>Applicant then made Subject Access Request under UK GDPR legislation.</li> </ul>		None	Yes
FOISA	20.11.20	Letter from tenant	<ol style="list-style-type: none"> <li>Chief Executive's salary</li> <li>How much the CEO has received as a retirement package</li> <li>Why Melville is a charity, is it for a tax dodge?</li> </ol>	<ul style="list-style-type: none"> <li>Link provided to salary bands on website.</li> <li>Letter from CEO answering points 2 and 3.</li> </ul>	15.12.21	None	Yes
FOISA	04.07.20	Email from journalist	<p>Extensive information on most areas of operation including:</p> <ul style="list-style-type: none"> <li>Development</li> <li>Rent arrears</li> <li>Rent increases</li> </ul>	We provided all of the requested information that we hold. The only exceptions were requests for waiting list information which we don't hold because we share common housing registers. We	03.08.20	None	Yes

			<ul style="list-style-type: none"> <li>• Stock numbers</li> <li>• Evictions</li> <li>• 5 years of complaints</li> </ul>	provided contact details for the relevant local authorities.			
SAR	21.06.19	Email from tenant	SAR for all info held since start of Melville tenancy in 2015	<ul style="list-style-type: none"> <li>• All information held provided, with redactions.</li> </ul>	19.07.19	?	Yes

**Key and Totals**

	Totals	2019/20	2020/21	2021/22	2022/23	2023/24
SAR	11	1	0	2	5	3
FOISA	10	0	3	3	3	1