

FOI number: **HBC_FOI_2019100**
Date FOI Received: **30/01/2019**
Department: **Hertfordshire County Council (Not Hertsmere Borough Council)**
Title: **Repair and maintenance of stairlifts**
Description: **Details of the repair and maintenance of lifts in the homes of social care users.**

Request: *(As Redacted sent by requestor)*

Dear Sirs,

I am writing to you under the Freedom of Information Act 2000 to request information about your repair and maintenance of stairlifts in the homes of social care service users.

Please provide the information by completing the attached questionnaire.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under your Section 16 obligations, as to how I can refine my request to be included in the scope of the Act.

In any case, if you can identify ways that my request could be refined please provide further advice and assistance to indicate this.

I look forward to your response within 20 working days, as stipulated by the Act.

If you have any queries please don't hesitate to contact me via email or phone and I will be happy to clarify what I am asking for, my contact details are outlined below.

Regards,

Response: *(Response as Redacted sent by service)*

Thank you for your query.

Hertfordshire is a two tier area and this service is not provided at a district level but by the County Council.

Therefore, please refer your FOI request to Hertfordshire County Council who will be able to help you.

Kind regards
FOI