

Date Provided: 18 October 2017

Water and Sewage Charges

Ref: EFOI / 5798

Information Request

Under either the EIR and/or the FOI Act, we would be grateful if you would provide:

All recorded information (including Committee Reports, minutes and e-mails) on your liability to refund excessive water and sewerage charges and the arrangements for such refunds.

A copy of your standard tenancy agreement including the service charge schedule from 2001 onwards including any subsequent amended tenancy agreements used.

A copy of all correspondence clearly setting out the negotiations surrounding your Agreement (as social housing landlord) with your Water Company re your water billing of social housing tenants.

A copy of any agreement/ contract between yourselves and the water company pertaining to the supply of water to your social housing tenants irrespective of whether you consider yourself to be an agent or water re-seller.

Response by Eastbourne Borough Council

Eastbourne Borough Council are only billed, and subsequently recharge to the residents, water and sewerage for properties that have a communal meter (in Eastbourne's case – the courts that offer Sheltered housing/ Retirement housing).

The bills come into Eastbourne Borough Council for the block as a whole and then those costs are apportioned by bedroom weighting and charged to customers rent accounts on a weekly basis.

As charges for these costs are charged in arrears after the bill has been paid, any refunds for overpayments are taken off the consolidated amount charged to the resident.