



7 November 2023

INFORMATION REQUEST REFERENCE 23-036

Thank you for your information request, received on 23 October 2023. You asked the London Legacy Development Corporation (Legacy Corporation) to provide the following information under the Freedom of Information Act 2000 (FOIA):

“Can you please send me the document that contains the Service level agreement / key performance indicators for what ELE should be providing residents?”

I can confirm that the Legacy Corporation holds information which falls within the scope of your request. The information relevant to your request has been released as part of a previous FOI response. The information you have requested is on page 102 (Schedule 11, Part D, Master Supply Agreement, Schedule 2, part 2) and page 217 (Schedule 11, Part D, Residential Supply Agreement, Schedule 2, Service standards and Service Failures) of the PDF document FOI 22-014 Annex A which is publicly available on our website. I have attached a direct link to the response below:

- [22-014 response letter](#)
- [22-014 Annex A](#)

The Legacy Corporation is refusing your request under FOIA section 21 as the information is reasonably accessible by other means.

s.21 - Information accessible to applicant by other means.

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

(2) For the purposes of subsection (1)—

(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

If you are unhappy with our response to your request and wish to make a request for an internal review of our response, you should write to:

Deputy Chief Executive
London Legacy Development Corporation
Level 9
5 Endeavour Square
Stratford
E20 1JN

Email: FOI@londonlegacy.co.uk

Please note: requests for internal reviews received more than forty working days after the initial response will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.

Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone 08456 30 60 60 or 01625 54 57 45

Website www.ico.gov.uk

Yours sincerely

FOI / EIR Co-ordinator
London Legacy Development Corporation