



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

Date: 19 April 2021

FREEDOM OF INFORMATION REQUEST 1571

I write further to your email dated 06 April 2021.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

Do you have a Housing Management Supplier? Yes/No

If Yes:

- What Housing Management software do you use, specifically, the software used for controlling rents, housing management etc.?
- What date did the contract for its use start?
- What date does the contract for its use end?
- If the contract for its use is ending, please can you disclose the name of the new software and the start and end dates for these new contracts.

If No

- Do you have in-house software / system for Housing Management i.e. controlling rents, housing management etc.?

Do you have a Asset Management Supplier? Yes/No

If Yes:

- What Asset Management software do you use, specifically the software for controlling repairs and maintenance of housing stock etc.?
- What date did the contract for its use start?
- What date does the contract for its use end?
- If the contract for its use is ending, please can you disclose the name of the new software and the start and end dates for these new contracts.

If No

- Do you have in-house software / system for Asset management i.e. controlling repairs and maintenance of housing stock etc.?

Our response:

We have various systems in place across the housing service and are already in the process of implementing a new consolidated system which will be going live later this year. The new system is

Aareon. The go live date is 3 September 2021. We will be using a document management system called Castleton also due to go live on the same date. The contract end is 2028.

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer