

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

By email

24 May 2018

Freedom of Information request– Request for Information

Reference: FOI 20180554

Dear 

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat.

I have made an exhaustive search of our archived reports and our archived website held at The National Archives (TNA) and can find no information in relation to any decision held in respect of Dover Court Flats and discounts. Dependent on the year in question it's likely that any information held will now have been destroyed as part of Ofwat's retention and disposal policy.

As the consumer representative for water, it may be that the Consumer Council for Water (CCW) hold information in their archives, however, I could not find anything published by them in relation to this matter. They can be contacted via enquiries @ccwater.org.uk

Once a FOI request is answered, it is considered to be in the public domain. To promote transparency, Ofwat may publish the response and any material released on our website in the [FOI disclosure section](#). Any personal information in the letter will be removed before publishing. This document will be held in accordance with Ofwat's retention and disposal schedule which can be found in our Publication Scheme at the following link <https://www.ofwat.gov.uk/publication/retention-disposals-policy/>. If you have any concerns how Ofwat processes your personal data please contact the Data Protection Officer at [FOI@ofwat.gsi.gov.uk](mailto:FOI@ofwat.gsi.gov.uk). To view Ofwat's full privacy policy please go to <https://www.ofwat.gov.uk/publication/privacy-policy/>

Freedom of Information/EIR Information Not Held

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

[FOI@ofwat.gsi.gov.uk](mailto:FOI@ofwat.gsi.gov.uk)

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Yours sincerely,

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