

## Freedom of Information Disclosure Log Q4 2023

Record No.	Date Request Received	Description	Decision-Granted/Refused/Part-Granted release of records
FOI 70 23	04/10/2023	a. A copy of the report done by Mazars into the RTB's IT system changes	Refused
FOI 73 23	06/10/2023	a. A copy of the review carried out by Grant Thornton on the disputes resolution process	Granted
FOI 74 23	06/10/2023	a. Paper presented at the RTB board meeting on 13 April 2023 in relation to the proposal to extend the Capita contract b. Figures presented on customer service/customer contact at the 11 May 2023 meeting c. Subject Matter Experts (SME) analysis of the Capita performance and customer service as mentioned under PB/03/2023/A04	Refused
FOI 75 23	08/10/2023	Information stored relating to eviction notices served in the city and county of Limerick in the year 2023. I ask that you release the number of eviction notices served, the locations of these notices and the owners of the properties, and all other relevant information stored on file relating to these properties.	Part-Granted
FOI 78 23	16/10/2023	The number of notices of exemption from RPZ rent-increase cap, filed with the RTB by Grayling Properties, on the grounds that properties have been vacant for two years. I would please like these broken down by quarter, for Q3 2022, Q4 2022, Q1 2023, Q2 2023 and Q3 2023.	Granted
FOI 79 23	16/10/2023	The number of notices of exemption from RPZ rent-increase cap, filed with the RTB by O'Connor Shannon on the grounds of that properties are protected structures or proposed protected structures and have been vacant for a year. I would please like these broken down by quarter, for Q3 2022, Q4 2022, Q1 2023, Q2 2023 and Q3 2023.	Granted
FOI 80 23	16/10/2023	The number of notices of exemption from RPZ rent-increase cap, filed with the RTB by O'Connor Shannon, on the grounds that properties have been vacant for two	Granted

		years. I would please like these broken down by quarter, for Q3 2022, Q4 2022, Q1 2023, Q2 2023 and Q3 2023.	
FOI 81 23	19/10/2023	<ol style="list-style-type: none"> <li>1. The number of staff employed who investigate complaints made to the RTB.</li> <li>2. The average duration required for complaints to be investigated.</li> <li>3. The average wait time between submission of a complaint and any response/findings.</li> <li>4. The number of complaints received each month.</li> </ol>	Part-Granted
FOI 84 23	25/10/2023	. I request that a copy of documents containing the following information be provided to me: a list of both registered and unregistered landlords and statistics on the number of commuting/homeless students. I also request all records, including emails, correspondence, minutes of meetings and any other relevant documents, relating to or discussing registered and unregistered landlords and commuting/homeless students	Closed due to lack of clarification
FOI 88 23	20/11/2023	<p>A. I would like to request a copy of the STANDARD OPERATIONAL PROCEDURES (SOP) on how the above processes, that CAPITA (third party customer service provider) and the RTB have in place to deal with all of the above.</p> <p>B.I would like to request a copy of the STANDARD OPERATIONAL PROCEDURES (SOP) on how the registration process of new tenancies are processed by CAPITA, RTB and what safe guards if any are in place to deal with incorrect information being submitted.</p>	Refused
FOI 90 23	21/11/2023	<p>- copies of any records held referring or relating to the resignation of Mr Niall Byrne from the RTB.</p> <p>- copies of any correspondence received or sent to Mr Byrne with regard to his resignation from the RTB.</p> <p>I would prefer to receive this information electronically, ideally in its original electronic format.</p>	Part-Granted
FOI 93 23	12/12/2023	<ol style="list-style-type: none"> <li>1. Number of Disputes raised to RTB from Landlords over the last 3 years (2021, 2022,2023 YTD) broken down by year and reason.</li> <li>2. Time period (number of days) the disputes by landlords above were open i.e. from raise date to close date.</li> </ol>	Refused

		<ol style="list-style-type: none"><li>3. Time period (number of days) between the Dispute being raised by landlord and Case Officer Assessment with Landlord (Min, Max and Average)</li><li>4. Time period (number of days) between Case Officer Assessment and Case Officer Determination Decision Issued (Min, Max and Average)</li><li>5. Number of Disputes that went to Tribunal and the Time period between landlord application to Tribunal and Tribunal Decision</li><li>6. Time period (number of days) where Disputes where tenant overholding was stated as one of the dispute reasons were open</li><li>7. Number of Disputes that went to Court</li><li>8. Number of Disputes that were appealed by the tenant</li><li>9. Number of Disputes where tenant overholding was stated as one of the dispute reasons.</li><li>10. Number of Disputes where tenant overholding was stated as one of the dispute reasons that were found in favour of the landlord per year</li><li>11. Number of Disputes where tenant overholding was stated as one of the dispute reasons that were found in favour of the tenant per year</li></ol>	
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