



20 June 2024

Dear ,

**ATISN 19594 De-pooling of service charges from rents CCG/Adra and Welsh Government**

Thank you for your request which I received on Monday 20 May. You asked for information about:

**Welsh Government correspondence issued in December 2013 and December 2014 which are referred to in the letter you have provided and issued by Welsh Government in July 2015.**

**Any responses from Cartrefi Cymunedol Gwynedd (CCG), now known as Adra (Tai) Cyfyngedig to the Welsh Government letters issued in December 2013, December 2014 and July 2015.**

On 23 May, you wrote to request that the search period for the above request be extended to October 2019. The deadline for our reply to you is 21 June.

**Our response**

The information you requested is enclosed. The information comprises Welsh Government letters issued to all social landlords in relation to rent and service charges, for the period outlined in your request. Welsh Government did not require a written response from social landlords unless the 2016 deadline to de-pool rents from service charges was going to be missed.

Welsh Government did however request social landlords complete monitoring returns. Although you have not requested this additional information, copies of the monitoring returns from CCG/Adra are also enclosed. Please note, no return was required by Welsh Government in 2014-15. Welsh Government is content CCG/Adra remains compliant with Regulatory Standards, including in relation to rent and service charges.

## Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely