

Dear [REDACTED]

Thank you for your request for environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

Your request:

I am writing to make a formal Subject Access Request under the UK General Data Protection Regulation (UK GDPR).

I would like to request any information, records, or correspondence held by United Utilities relating to the following:

- Any enquiries, investigations, reports, or communications made by or involving [REDACTED] regarding the shared rear yard between [REDACTED] and [REDACTED].
- Specifically, I would like to know whether United Utilities has been contacted about a suspected leak in the shared yard area, and whether any advice, site visits, or surveyor reports have been issued or discussed with any party in relation to this matter.

If any such records exist, I would like to receive copies of them, including the dates of any contact, names of individuals involved (if available), and the nature of the advice or findings.

Our response:

Please note that in line with Regulation 13 of the EIR, and UK GDPR, we are unable to disclose the names of any customers or UU staff members, as these are considered personal information.

We keep records of customer contacts in a system called INS, which has been in place since October 2019. The attached excel spreadsheet titled 'Appendix 1', provides a summary of all the records that we hold relating to [REDACTED] and [REDACTED], which is in line with Regulation 13 of the EIR, and contains:

- The date of contact
- Customer name
- Summary of the report
- Date of any subsequent inspections
- Summary of the inspection findings

Additionally, I can confirm that we do not carry out or issue surveyor reports, therefore we are unable to provide you with a copy of these in line with Regulation 12(4)(a) of the EIR, as these do not exist.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [REDACTED], and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Many thanks

[REDACTED]

We'd love to hear your feedback on how we handled your request! If you have a moment, please complete our short survey [here](#) – your input helps us improve our service.