

## CHARGING SCHEDULE

This section explains when we may make a charge for locating, retrieving and providing information requested and how any charge will be calculated. There is no charge to view information on our website or at our office.

We may charge for providing information to you and will always tell you what the cost is before providing the information to you.

Our charges are shown in the table below.

Format	Charge
Online	Free
View at our office	Free
Print in black and white	10p per A4 sheet
Print in black and white	15p per double-sided A4 sheet
Print in colour	15p per single A4 sheet
Print in colour	20p per double-sided A4 sheet
Print in black and white	20p per A3 sheet
Print in black and white	30p per double-sided A3 sheet
Print in colour	30p per A3 sheet
Print in colour	40p per double-sided A3 sheet
USB	£3.00 - £5.00 Depending on Size Required
Postages	Cost of postage incurred

## Postage Costs

Postage costs may be recharged at the rate we paid to send the information to you. Our charge is for sending information by Royal Mail First Class Franked Mail.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass on any other costs to you in relation to our published information.

## Charges for information which is not available under the Scheme

If you submit a request to us for information which is not available in our Guide to Information, the charges will be based on the following calculations:

## General Information Requests:

- There will be no charge for information requests which cost us £100 or less to process
- Where information costs between £100 and £600 to provide, you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500
- We are not obliged to agree to requests which will cost us over £600 to process
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate, to a maximum of £15 per person, per hour
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you
- In the event that we decide to impose a charge, we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have 3 months from the date of issue of the fees notice in which you decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request, there will be no charge to you.

## Charges for Environmental Information provided under EIRS, rather than FOISA

The rules for charging for environmental information are slightly different.

We do not charge for the time to determine whether we hold the environmental information requested or deciding whether the information can be released. Charges may be made for locating, retrieving and providing information to you, e.g. photocopying and postage as detailed in the above table.

If we decide to impose a charge, we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of this charge.

If you decide not to proceed with the request, there will be no charge to you. Charges are calculated based on the actual cost to Waverley Housing of providing the information.

The costs of photocopying are the same as outlined in Table 1 above

Postage is charged at the actual rate for Royal Mail First Class Franked Mail

Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 cost to Waverley of providing the requested information will be provided to you without charge.

Where information costs between £100 and £600 to provide, you will be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.

Where it would cost more than £600 to provide the information to you, however, we will ask you to pay the full cost of providing the information, with no waiver for any portion of the cost.

## Charges for requesting for your own personal data

There is no charge for requesting your own personal data under the General Data Protection Regulation (GDPR) Subject Access Request. We must provide a copy of the information free of charge.

However, we can charge a “reasonable” fee when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent subject access requests. The fee must be based on the administrative cost of providing the information.

Further information on GDPR can be found on the Information Commission’s Office website [here](#).