

Ref No: IR2359

8 August 2025

Dear [REDACTED],

### **FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 – RELEASE OF INFORMATION**

Thank you for your request for information received by Eildon Housing Association on 22 July 2025, you requested:

Please provide the recorded information you hold for the period 1 January 2024 to 31 December 2024:

1. Total amount paid for electricity supplied to domestic properties that were void during the period
2. Total amount paid for gas supplied to the same category of properties
3. For each gas and electricity supplier used for those void properties:
  - supplier name
  - total amount paid (£)
4. Current email address and telephone number (or equivalent team) for void properties

I am happy to accept the information as a single aggregated figure in whatever format you already hold within your finance or energy-management systems. If extracting any element would exceed the FOISA cost threshold (£600 / 15 hours), please advise how I can refine the request.

If any part of this request is considered environmental information, please treat that part under the Environmental Information (Scotland) Regulations 2004.

Your information has been processed under the terms of the Freedom of Information (Scotland) Act 2002. The information requested is provided below.

**Void Electricity for Domestic**

**Properties**

**Period 1 January 24 to 31 December**

**24**

	<b>Electricity:</b>	<b>Gas:</b>
British Gas	£140.00	£175.00
EDF	£776.55	£-
LCS	£1,279.71	£-
Octopus	£154.01	£-
Ovo Energy	£375.03	£180.32
Scottish Gas	£756.80	£-
Scottish Power	£6,931.94	£55.83
Utilita	£1,755.87	£704.74
Prepayment Meters	£1,171.00	£175.00
	<b>£13,340.91</b>	<b>£1,290.89</b>

- [housing@eildon.org.uk](mailto:housing@eildon.org.uk) and 03000 200 217 are the best contact details for any void property queries.

Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.

**Your Right to Seek a Review**

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us. You can do this by writing to:

Date Protection & Information Officer  
Eildon Housing  
Dunsdale Road  
Selkirk  
TD7 5EB

or email: [InfoRequests@Eildon.org.uk](mailto:InfoRequests@Eildon.org.uk)

Please note:

- Your request must be in writing
- You have 40 working days upon receipt of this letter to ask for a review
- You will receive a full response to your review request within 20 working days of its receipt
- Please quote the reference number above in any future communications.

**Appealing to the Commissioner**

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner (SIC). You must submit your complaint to the SIC within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the SIC's website. This is the best way to make an appeal, it provides help in real time and collects exactly what the SIC needs so they can investigate your case quickly. The SIC's website is:  
[www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal)

If you don't wish to appeal online, you can contact the SIC. Your appeal must be in a format that can be kept for future use e.g. in writing, by email, or a recording on an audio or video tape.

### **Send your appeal by email**

You should send your email to: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

### **Send your appeal by post**

Office of the Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office:

E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website:  
[www.itspublicknowledge.info](http://www.itspublicknowledge.info)

Further information about your rights and accessing information is available on our website here  
<https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/>

Yours sincerely,



Annie Forsyth  
Business Support Co-ordinator