

Please see Wandsworth's response in the table below – only conditions that received comment have been included.

Condition Ref	Title	Comment
A9	Provision of Information to the Authority	<p>No schedule of response times is listed in the condition, which states: “at such time, or such intervals of time, as requested;”. There is a risk that this could lead to unreasonably short timeframes for the return of information, and in turn an increase in financial penalties.</p> <p>A schedule of return timeframes should be published which references the type of information required, the reason for the request and the expected turnaround time.</p>
B4	Complaints	4.5.5 - We have a two stage complaints process, not an internal review process. This should be clarified on this document or at least state it is not an ‘internal review’.
B12	Social Obligations Reporting	<p>12.2.4 – This does not define the form of energy efficiency information, or how it is to be presented. There are several options to consider: Boiler / heat pump efficiency, System efficiency, SCOP, efficiency from boiler to HIU etc.</p> <p>12.3 – This does not define the nature of this statistical record or the intervals at which data should be gathered.</p>