

1st May 2023

Re: Freedom of Information request 20213- Request Granted.

Dear

I refer to your request, dated and received on 31st of March 2023, which you have made under the Freedom of Information Act 2014 (FOI Act) for records held by the Land Development Agency (LDA).

SLA (service level agreements) and KPI (Key performance indicator) templates used by the LDA. These would be the templates issued as part of tender documentation.

I wish to inform you that I have decided to grant your request on the 1st of May 2023.

The purpose of this letter is to explain that decision.

1. Findings, particulars and reasons for decisions.

Details of your request were provided to the relevant sections within the LDA to identify records held which were within the scope of your request.

The records requested are attached to this decision letter for your information.

2. Right of Appeal

In the event that you are unhappy with this decision you may appeal against it. If you need to make such an appeal, you can do so by writing to the Freedom of Information Unit, Land Development Agency, 2nd Floor, Ashford House, Tara Street, Dublin 2 or by e-mail to foi@lda.ie.

Please note that a fee applies. This fee has been set at €30 (€10 for a Medical Card holder). Payment should be made by way of bank draft, money order, postal order or personal cheque,

and made payable to Head of Finance, Land Development Agency, 2nd Floor, Ashford House, Tara Street, Dublin 2.

Payment can be made by electronic means, using the following details:

The Land Development Agency DAC
IE61AIBK93101264101092
BIC: AIBKIE2D

Land Development Agency
2nd Floor, Ashford House
Tara Street, Dublin 2
D02 VX67



You must ensure that your FOI reference number (**FOI 202313**) is included in the payment details.

You should make your appeal within 4 weeks from the date of this notification, where a day is defined as a working day excluding the weekend and public holidays. However, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Please be advised that the Land Development Agency replies under Freedom of Information may be released into the public domain via our website at lda.ie.

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

Should you have any questions or concerns regarding the above, please contact me by telephone on (01) 9103400.

Yours sincerely,



Monika Szyszko,
Compliance Manager

APPENDIX 1

Requester name:		Request Re:202313			
Page number	Description of document	Deletions	Relevant section of FOI Act	Reasons for deletion	Decision Maker's decision
1-7	LDA Service Level Agreement template – Key Performance Indicators are included on page 5 of document	N/A	N/A	N/A	Grant
		Total number of pages			7
		Total number of pages for full release			7
		Total number of pages for partial release			0
		Total number of pages being withheld			0

