



FOI REF:	14199
RESPONSE SENT:	19/04/2024

Request:

1. The total number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date).
2. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) for each of the following reasons:
 - Repairs (e.g. that haven't been actioned, haven't been completed or haven't been completed to a good standard)
 - Illegal eviction (or the threat of)
 - Harassment
 - Dishonest or unfair trading behaviour
3. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) about letting agencies (or the top ten with the most complaints is fine). Please provide the name of each letting agency, along with the number of complaints.
4. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) that have been resolved:
 - By the council
 - By the landlord/letting agency
 - Referred to an external body (such as Environmental Health)

Response:

1. 2018/19 - 78
2019/20 - 100
2020/21 - 100
2021/22 - 110
2022/23 - 101
2023/24 - 68
2. Don't hold this data
3. Don't hold this data
4. Don't hold this data

