



FOI REF:	15477
RESPONSE SENT:	

Request

I would like to request the number of complaints made by PRS (private rental sector) tenants regarding estate agencies, PRS landlords or property managers to this local authority from the beginning of 2010 to the present day, or as recent as the data goes.

The data should be provided in a yearly format. I don't mind if the data is broken down by financial year.

I would also like a breakdown of how many of these complaints related to discrimination per year. If this is not possible, it is fine to stick with the main request.

Response

Unfortunately, Private Sector Housing only record complaints about property conditions and not complaints against landlords, estate agents, or property managers. The information dates back to 2016/17. I have therefore listed by year below, the number of complaints received by Private Rented Sector Tenants per year, relating to disrepair in their homes.

2016/17 – 77
2017/18 – 62
2018/19 – 78
2019/20 – 100
2020/21 – 100
2021/22 – 110
2022/23 – 99
2023/24 – 68
2024/25 – 65

