



6 November 2019

Our ref: 5691760

Thank you for your request received on 9 October 2019, for the following information:

I am writing to you under the Freedom of Information Act 2000 to request the following information from London Borough of Barnet:

Within the area for which your organisation is responsible, please provide:

- 1. The total number of complaints received by you or your trading standards body about landlords and letting agents in the last 12 months.**
- 2. Of the complaints listed in the above request, the most common topic of complaint.**
- 3. Of the complaints listed in point 1, how many of those led to enforcement action of any kind (for example fines, or prosecutions).**
- 4. Please provide details of each enforcement action listed in your response to point 3.**

Please provide the information in the form of email, or attachment to an email to the address xxx

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.

If you have any queries please don't hesitate to contact me via email or phone and I will be very happy to clarify what I am asking for and discuss the request, my details are outlined below.

Thank you for your time and I look forward to your response.

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below

1. The total number of complaints received by you or your trading standards body about landlords and letting agents in the last 12 months.

Only complaints received were against letting agents - 29 in total.

2. Of the complaints listed in the above request, the most common topic of complaint.

Queries about membership of deposit or redress scheme

3. Of the complaints listed in point 1, how many of those led to enforcement action of any kind (for example fines, or prosecutions).

None (many are still under investigation)

4. Please provide details of each enforcement action listed in your response to point 3.

N/A

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water

Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.