

6 January 2020
Our ref: 5855232

Thank you for your request received on 3 December 2019, for the following information:

I'm seeking details of complaints made and investigations taken by your authority in relation to properties offered for short-term lets via platforms such as Airbnb.

Please could you provide the following under the Freedom of Information Act:

- 1. The number of reports of, or complaints regarding, noise or antisocial behaviour relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).**
- 2. The number of reports of, or complaints regarding, breach of the maximum 90-day letting limit relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).**
- 3. The number of reports of, or complaints regarding, unlawful subletting of council owned properties relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).**
- 4. The number of investigations into unlawful subletting of council owned properties relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available) by the council.**
- 5. For point 4, please can you also detail the outcomes of any investigations that have been concluded, in each financial year from 2015/16 to 2018/19 (or the most recent figures available).**
- 6. The number of reports of, or complaints regarding, leaseholders subletting without their landlord's permission relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).**

Please feel free to pass this email on to whoever is best placed to meet this request. If any clarification of this request is required please do not hesitate to contact me using the contact details below to discuss (rather than waiting until the end of the 20-day period).

If some parts of this request are more difficult to answer than others please

release material as it becomes available rather than hold up the entire request for the contested data.

Please can you also acknowledge receipt of this email as soon as possible.

I make this request under the Freedom of Information Act 2000. My preferred format to receive this information is by electronic means.

We have processed this request under the Environmental Information Regulations 2004.

Response

1. The number of reports of, or complaints regarding, noise or antisocial behaviour relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).

We would not record this information on the case files

2. The number of reports of, or complaints regarding, breach of the maximum 90-day letting limit relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).

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3. The number of reports of, or complaints regarding, unlawful subletting of council owned properties relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).

4. The number of investigations into unlawful subletting of council owned properties relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available) by the council.

5. For point 4, please can you also detail the outcomes of any investigations that have been concluded, in each financial year from 2015/16 to 2018/19 (or the most recent figures available).

Q's 3, 4 and 5 - This information is held by Barnet Homes

Housing services (including homelessness, allocations, housing repairs and so forth) are provided by Barnet Homes who are an Arm's Length Management Organisation (ALMO) who manage the council's housing stock and associated services on the council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them. Their contact details are:

Email: talk2us@barnethomes.org

Post: The Data Controller

Barnet Homes

2 Bristol Avenue,

Colindale,

London NW9 4EW

6. The number of reports of, or complaints regarding, leaseholders subletting without their landlord's permission relating to short-term lets such as Airbnb in each financial year from 2015/16 to 2018/19 (or the most recent figures available).

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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.