

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
27 July 2022
Our ref: 8327305

Thank you for your request received on 28 June 2022, for the following information:

I am writing to request information under the Freedom of Information Act. In order to assist you with this request, I am outlining my query as specifically as possible.

I would like to have the following for the past 5 years up to and including the year ending April 2022:

- *The number of complaints the Local Authority (LA) has received each year from tenants in private rental properties. If the LA does not keep separate figures for the complaints from the Private Rental Sector (PRS) and social housing sector, then please provide the combined total figure for complaints from these sectors and mark it clearly to highlight that it includes both figures.**
- *The overall number of complaints each year by tenants in all housing.**
- *The number of HHSRS inspections each year carried out on Private rental properties**
- *The number of HHSRS inspections in total each year.**
- *The number of properties with category 1 and cat 2 hazards identified in the private rental sector each year? Please record cat 1 and 2 separately where possible.**
- *The number of Hazard Awareness Notices served on PRS properties each year**
- *The number of formal enforcement notices served: Emergency Remedial Action on PRS properties each year**
- *The number of Prohibition orders served on PRS sector each year**
- *How many improvement notices have been served in relation to PRS properties for each year**
- *The total number of prosecutions (excluding Civil Penalties) commenced on the above formal notices for each year**

I would be interested in any information held by your organization regarding my request. I understand that I do not have to specify particular files or documents and that it is the department's responsibility to provide the information I require. If you need further clarification, please contact me by email.

I would like to receive the information in Word or Excel format. Please respond to this email and copy in XXXX and XXXXXXXX

If my request is denied in whole or in part, I ask that you justify all deletions by reference to specify exemptions of the act. I will also expect you to release all non-exempt material.

I would be grateful if you could confirm in writing that you have received this request. I look forward to your response within 20 working days, as outlined by the statute.

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

I would like to have the following for the past 5 years up to and including the year ending April 2022:

****The number of complaints the Local Authority (LA) has received each year from tenants in private rental properties. If the LA does not keep separate figures for the complaints from the Private Rental Sector (PRS) and social housing sector, then please provide the combined total figure for complaints from these sectors and mark it clearly to highlight that it includes both figures.***

****The overall number of complaints each year by tenants in all housing.***

2016/17	1031
2017/18	706
2018/19	588
2019/20	651
2020/21	576
2021/22	819

¹These figures are likely to be under-reported as they do not include some complaints which have been coded along with certain proactive work but which cannot be separated from it.

****The number of HHSRS inspections each year carried out on Private rental properties***

2016/17	1125
2017/18	1410
2018/19	1509
2019/20	1532
2020/21	249
2021/22	Not available – see further information

²The Council do not keep a record of HHSRS inspections as an inspection type. However, our records indicate that the number of visits as a result of a complaint or referral made which are likely in the majority of cases to have involved an inspection employing the methodology required by the Housing Health and Safety Rating System in each of the years specified are as given in the table. This also includes the number of applications received in each of the years in question as an indicator of the number of Houses in Multiple Occupation (HMOs) that have been inspected to determine that the appropriate standards have been met in line with licensing requirements. Each property is inspected post application and before the licence is granted in order to ensure that the appropriate conditions are attached. As well as for licensing purposes, the inspection is made in accord with the HHSRS and action taken under Part 1 of the Housing Act 2004 where appropriate. The figure may include some applications to vary licences and in some cases, the property may not have been re-inspected where for example, the variation arises which is administrative in character such as the case where the manager has changed. The figure given may not include some inspections which have been coded along with certain proactive work but which cannot be separated from it.

This would include long term empty properties that have been renovated and brought back into residential use

****The number of HHSRS inspections in total each year.***

2016/17	1125
2017/18	1410

2018/19	1509
2019/20	1532
2020/21	249
2021/22	Not available – see further information

²The Council do not keep a record of HHSRS inspections as an inspection type. However, our records indicate that the number of visits as a result of a complaint or referral made which are likely in the majority of cases to have involved an inspection employing the methodology required by the Housing Health and Safety Rating System in each of the years specified are as given in the table. This also includes the number of applications received in each of the years in question as an indicator of the number of Houses in Multiple Occupation (HMOs) that have been inspected to determine that the appropriate standards have been met in line with licensing requirements. Each property is inspected post application and before the licence is granted in order to ensure that the appropriate conditions are attached. As well as for licensing purposes, the inspection is made in accord with the HHSRS and action taken under Part 1 of the Housing Act 2004 where appropriate. The figure may include some applications to vary licences and in some cases, the property may not have been re-inspected where for example, the variation arises which is administrative in character such as the case where the manager has changed. The figure given may not include some inspections which have been coded along with certain proactive work but which cannot be separated from it.

This would include long term empty properties that have been renovated and brought back into residential use

****The number of properties with category 1 and cat 2 hazards identified in the private rental sector each year? Please record cat 1 and 2 separately where possible.***

Not currently available - see further information.

In addition, when the reporting functionality is resolved we can produce a list of properties with category 1, but not all cat 2s are recorded on the system as these are often not recorded formally.

****The number of Hazard Awareness Notices served on PRS properties each year***

2016/17	7
	3

2017/18	
2018/19	1
2019/20	2
2020/21	3
2021/22	Not available – see further information

****The number of formal enforcement notices served: Emergency Remedial Action on PRS properties each year***

2016/17	0
2017/18	0
2018/19	0
2019/20	0
2020/21	0
2021/22	Not available

****The number of Prohibition orders served on PRS sector each year***

2016/17	16
2017/18	8
2018/19	16
2019/20	8

2020/21	1
2021/22	Not available – see further information

³This includes Suspended Prohibition Orders, Prohibition Orders and Emergency Prohibition Orders

****How many improvement notices have been served in relation to PRS properties for each year***

2016/17	16
2017/18	3
2018/19	2
2019/20	1
2020/21	5
2021/22	Not available – see further information

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****The total number of prosecutions (excluding Civil Penalties) commenced on the above formal notices for each year***

2016/17	10
2017/18	1
2018/19	6
2019/20	3
2020/21	2
2021/22	0

⁴These prosecutions were taken as a result of a mixture HMO licensing offences and contraventions of Houses in Multiple Occupation Managements Regulations

Further information

Some of the information requested for 2021/2022 is not currently available due to technical difficulties in running reports. If you still require this information. Please submit a fresh request and we will supply the remaining information held on the system and we should be able to provide in 20 working days time. I apologise for any inconvenience caused.

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 Records & Information Management Service, Assurance Group, 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.

