

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
14 March 2023
Our ref: 9267996

Thank you for your request received on 27 February 2023, for the following information:

Under the Freedom of Information Act 2000, I request the following information.

The number of complaints about private landlords to Barnet council, each year for the last 10 years.

Please could you specify where multiple complaints have been made about the same landlord.

Calendar years are fine.

If this request is too broad, please advise on how I should keep it under the cost limit.

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

Response

The number of complaints about private landlords to Barnet council, each year for the last 10 years.

Enforcement action taken against private landlords between 2012 and 2022
(financial year- 1st April to 31st March)

The number of complaints received per year for Private Rented Housing¹

2012/13	698
2013/14	817
2014/15	890
2015/16	1157
2016/17	1031

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

¹ These 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.

Please could you specify where multiple complaints have been made about the same landlord.

See Refusal Notice below as this would take well over 18 hours to manually extract this information.

Refusal Notice

S12 - Cost limit (Exceeds Appropriate Limit)

We are refusing your request under section 12 because we estimate that compliance with your request will exceed the "appropriate limit" under section 12. The appropriate limit is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulation rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester.

We have calculated that it will take approx 18 hours to comply with your request. Our calculation is as follows:

(10 min times 2732 cases divided by 60 = 455 hours)

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 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.