

London Borough of Barnet,
2 Bristol Avenue,
Colindale, NW9 4EW
17 April 2024
Our ref: 11875024

Thank you for your request received on 3 April 2024, for the following information:

Under The Freedom of Information Act 2000, could you please provide the following information:

1. The total number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date).

2. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) for each of the following reasons:

- * Repairs (e.g. that haven't been actioned, haven't been completed or haven't been completed to a good standard)
- * Illegal eviction (or the threat of)
- * Harassment
- * Dishonest or unfair trading behaviour

3. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) about letting agencies (or the top ten with the most complaints is fine). Please provide the name of each letting agency, along with the number of complaints.

4. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) that have been resolved:

- * By the council
- * By the landlord/letting agency
- * Referred to an external body (such as Environmental Health)

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

I am writing to inform you that we have searched our records and although we hold some of the information requested, some of the information you requested is not held by London Borough of Barnet.

We have provided answers to your request below.

Under The Freedom of Information Act 2000, could you please provide the following information:

1. The total number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date).

2018/19 - 588

2019/20 - 651

2020/21 - 576

2021/22 - 819

2022/23 - 776

2023/24 - 575

2. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) for each of the following reasons:

**** Repairs (e.g. that haven't been actioned, haven't been completed or haven't been completed to a good standard)***

**** Illegal eviction (or the threat of)***

**** Harassment***

**** Dishonest or unfair trading behaviour***

Trading Standards does not hold records of the type of premises from which complaints originate (such as private rentals).

As a result, we are unable to extract and provide data on complaints from private renters about dishonest or unfair trading practices.

3. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) about letting agencies (or the top ten with the most complaints is fine). Please provide the name of each letting agency, along with the number of complaints.

Trading standards received 242 complaints related to estate agents. However, we are unable to separate out complaints specifically from private renters, nor can we disclose the names of the involved letting agencies due to data protection regulations.

4. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) that have been resolved:

**** By the council***

**** By the landlord/letting agency***

**** Referred to an external body (such as Environmental Health)***

Information not held.

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.