

29 November 2024
Our ref: 13110636

Thank you for your request received on 10 October 2024, for the following information:

I am making this request for information under the Freedom of Information Act. Please provide a response to the following:

- 1. How many complaints were made about landlords from April 2019 to April 2024? Please break the results down by year (2019/20, 2020/21 etc.)**
- 2. How many prosecutions were pursued against landlords from April 2019 to April 2024? Please again break this down by year.**
 - 2a. What was the reason for each prosecution (e.g. failure to obtain the correct licence, failing to comply with improvement notices, etc.)**
 - 2b. What was the outcome of each prosecution?**

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

Response

The council holds the information requested and it is attached/ the answers to your questions are below

1. How many complaints were made about landlords from April 2019 to April 2024? Please break the results down by year (2019/20, 2020/21 etc.)

The number of complaints received per year for Private Rented Housing¹

2019/20	651
2020/21	576
2021/22	819
2022/23	776
2023/24	584

Caring for people 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.*

2. How many prosecutions were pursued against landlords from April 2019 to April 2024? Please again break this down by year.

2a. What was the reason for each prosecution (e.g. failure to obtain the correct licence, failing to comply with improvement notices, etc.)

2b. What was the outcome of each prosecution?

Year	Q2. Number of prosecutions	Q2(a) Offences	Q2(b) Outcome
2019/20	3	Failure to licence a HMO contrary to section 72 Housing Act 2004. Failure to comply with Notice under Section 235 of the Housing Act 2004. Failure to provide information section 16 Local Government (Miscellaneous Provisions) Act 1976	Found guilty. Fines, costs and victim surcharges totaling £11,400
		Failure to licence a HMO contrary to section 72 Housing Act 2004. Failure to comply with the Management Regulations contrary to section 234 Housing Act 2004	Found guilty. Fines, costs and victim surcharges totaling £19,732
		Failure to licence a HMO contrary to section 72 Housing Act 2004. Failure to comply with the Management Regulations contrary to section 234 Housing Act 2004. Failure to comply with Notice under Section 235 of the Housing Act 2004. Failure to provide information section 16 Local Government (Miscellaneous Provisions) Act 1976	Found guilty. Fines, costs and victim surcharges totaling £4,870
2020/21	2	Failure to licence a HMO contrary to section 72 Housing Act 2004. Failure to comply with the Management Regulations contrary to section 234 Housing Act 2004.	Found guilty. Fines, costs and victim surcharges totaling £31,388
		Failure to licence a HMO contrary to section 72 Housing Act 2004. Failure to comply with the Management Regulations contrary to	Found guilty. Fines, costs and victim surcharges totaling £10,185

		section 234 Housing Act 2004.	
2021/22	0	N/A	N/A
		Failure to comply with licence conditions contrary to s.72(3) of the Housing Act 2004	Found guilty. Fines, costs and victim surcharges totaling £19,000
2022/23	2	Failure to comply with Notice under Section 235 of the Housing Act 2004. Failure to provide information section 16 Local Government (Miscellaneous Provisions) Act 1976	Found guilty. Fines, costs and victim surcharges totaling £4,441
2023/24	0	N/A	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 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.