

30 December 2024
Our ref: 13514280

Thank you for your request received on 5 December 2024, for the following information:

For each of the 6 points listed below please provide breakdown by year - 2017, 2018, 2019, 2020, 2021, 2022, 2023 and 2024. For 2024, please provide figures to date.

- 1) The number of complaints the Council received relating to conditions of properties in the Private Rented Sector.**
- 2) The number of each of the following notices that were issued by the Council in relation to private rented homes:**
 - a) an Improvement Notice**
 - b) an Emergency Remedial Action Notice**
 - c) a Prohibition Order**
- 3) The number of prosecutions brought by the Council in relation to conditions in private rented properties.**
- 4) The number of (a) Notices of Intent and (b) Final Notices for civil penalties issued by the Council relating to housing matters.**
- 5) The overall number of individual landlords point 2, 3 and 4 were issued to.**
- 6) The number of housing enforcement officers employed by the council.**
- 7) The number of complaints relating to conditions of properties in the social housing rented sector. Could you please provide a breakdown of complaints for Housing Associations and the local authority.**

If this FOI exceeds the limit, then please provide as much information as possible before the limit is exceeded prioritising points; 1,2, 3, and 6.

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

Response

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.

- 1) The number of complaints the Council received relating to conditions of properties in the Private Rented Sector.**

Caring for people, our places and the planet

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
No. of Complaints	1031	706	588	651	576	819	776	584	368* *24

2) The number of each of the following notices that were issued by the Council in relation to private rented homes:

- a) an Improvement Notice
- b) an Emergency Remedial Action Notice
- c) a Prohibition Order

	2017	2018	2019	2020	2021	2022	2023	2024
No. Improvement Notices	3	2	1	5	4	4	12	65
No. Emergency Remedial Action Notices	0	0	0	0	0	0	0	0
No. Prohibition Orders	3	2	1	1	6	5	19	16

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3) The number of prosecutions brought by the Council in relation to conditions in private rented properties.

Year	2017	2018	2019	2020	2021	2022	2023	2024
Number of prosecutions ²	2	4	4	2	1	2	0	1
Number of defendants ¹	2	6	6	6	2	2	0	1

4) The number of (a) Notices of Intent and (b) Final Notices for civil penalties issued by the Council relating to housing matters.

	2017	2018	2019	2020	2021	2022	2023	2024
No. Notices of Intent for CPN	0	16	10	17	3	3	0	19
No. Final Notices for CPN	0	5	14	8	6	2	0	0

5) The overall number of individual landlords point 2, 3 and 4 were issued to.

We do not hold this information in a readily accessible format

6) The number of housing enforcement officers employed by the council.

PRS Staff († This figure includes three Team Leader posts and the Private Sector Housing manager. It does not include Technical Support or staff dealing solely with Public Health and Nuisance service requests as their work crosses sectors. It also excludes officers bringing empty properties back into residential use)

2018/19	10.5
2019/20	10
2020/21	10
2021/22	14 [†]
2023/24	16 [†]

7) The number of complaints relating to conditions of properties in the social housing rented sector. Could you please provide a breakdown of complaints for Housing Associations and the local authority.

We do not have this data

Enter the reason why the information requested is not held

we do not distinguish between complaints from social housing and private rented sector

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.