

[REDACTED]

12 January, 2021

Dear Sir

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ07974**

Thank you for your request for information relating to Complaints regarding landlords.

Your request and our responses are outlined below:

1. The number of people who complained yearly about landlords in 2018 and 2019.

In 2018, we received 545 complaints. In 2019, we received 471 complaints.

2. The monthly number of people who complained about landlords in 2020.

Month	Total
January 2020	59
February 2020	37
March 2020	39
April 2020	27
May 2020	40
June 2020	47
July 2020	54

August 2020	45
September 2020	67
October 2020	46
November 2020	58
December 2020	90

3. A breakdown of the reasons for complaints in 2020.

We do not hold this information to the level where we can break it down for each complaint because the nature of complaints varies dramatically from one to another. However, in order to assist you further, we can advise that our complaints generally relate to the following issues: Poor housing conditions, Lack of management, Illegal evictions and harassment, Unlicensed HMOs and Nuisances.

4. The number of prosecutions and fines resulting from complaints in 2020.

The Council has not prosecuted any landlords during 2020 but has issued 24 Civil Penalties (fines) during 2020.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its [FOI/EIR Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance