



Information Governance
Coventry City Council
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5 March 2021

Please contact Information Governance
Direct line 024 7697 5408
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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ08128**

Thank you for your request for information on complaints regarding landlords.

Your request and our responses are outlined below:

My request concerns formal complaints made to your council regarding landlords, letting agents and estate agents who operate in your authority. According to CitizensAdvice.org, tenants can complain to Councils about landlords, letting agents and estate agents regarding certain issues.

1. For each financial year since 2015/2016 to 2020/2021, could you please tell me how many complaints from the public about landlords you have received - broken down by:

- a. repairs that cause a risk to health and safety not being done (e.g faulty electrical wiring not being fixed)**
- b. illegal eviction**
- c. harassment**
- d. dishonest or unfair trading behaviour**

2. For the same time periods, could you also tell me how many complaints you received from the public each financial year about letting agents and estate agents? - broken down by:

- a. repairs that cause a risk to health and safety not being done (e.g faulty**

electrical wiring not being fixed)

b. illegal eviction

c. harassment

d. dishonest or unfair trading behaviour

Please divide the counts for each category of complaint by financial year (2015/2016 - 2020/2021). Preferred format of response: Microsoft Excel/ machine readable format.

We can confirm that we do not hold this information in the format requested and are advising you as per Section 1(1) of the Act.

To assist further, please see the table below -

Year	Disrepair	Tenancy	Dishonesty	Total
2015/16	479	174	31	684
2016/17	460	154	18	632
2017/18	448	148	23	619
2018/19	432	92	36	560
2019/20	383	61	29	473
2020/21	221	44	11	276
Total	2,423	673	148	3244

Please note we record complaints against a property but do not differentiate between complaints about landlords and complaints about agencies. In the majority of cases the Council would serve notice on the landlord. Also, the “tenancy” column incorporates both illegal eviction and harassment as the Council does not differentiate these complaints further.

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