



Further to your information request FOI/EIR 24/25-011, please find your question and our response below.

Request:

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)

Response:

1.
2018/19 – 23 complaints of disrepair in private rented properties.
2019/20 – 30 complaints of disrepair in private rented properties.
2020/21 – 29 complaints of disrepair in private rented properties.
2021/22 – 27 complaints of disrepair in private rented properties.
2022/23 – 26 complaints of disrepair in private rented properties.
2023/24 – 31 complaints of disrepair in private rented properties.
2. As above. The Environmental Health Department in this authority does not investigate complaints of illegal eviction, harassment, or dishonest/unfair trading behavior.
3. No identifiable recorded complaints to the Environmental Health Department about letting agents. If a letting agent is not addressing disrepair issues within a private rented property, then this is recorded in the same way as a landlord not addressing disrepair. Therefore, the complaints above may have a small proportion relating to letting agents not addressing a

tenant's concerns about property condition. We have not received any formal complaints about practices under the Tenant Fees Act 2019.

4. All complaints received by Env Health about disrepair within the private rented sector are resolved through the actions of Env Health. Env Health are not an external body but part of the local authority/council. Resolution can range from no further action required through to service of formal notices, emergency actions etc. under Part 1 of the Housing Act 2004.

This concludes your request FOI/EIR 24/25-011.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.