



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-249, please find your question and our response below.

Request:

1. How many Private Sector Housing Service Requests were received in each year about D&M in residential dwellings?
2. How many of these requests were private sector, council, or RSL tenancies?
3. How many of these requests had a visit from an Officer?
4. How would a case be assessed (risk rated) to determine if a visit was required or not?
5. Of those cases that did not get a visit from an Officer what was the reason?
6. How many of these cases had the tenants already requested help from their landlord before they approached Private Sector Housing?
7. How many of these requests were resolved informally?
8. How many of these requests resulted in enforcement action being taken?
9. Of those that had enforcement action what type of enforcement action was taken (under which legislation)?
10. Did any of these cases go through to prosecution?

Please complete questions 1-10 for the years 2018-2022 – providing the information from January to December for each year.

11. Has your process changed since Autumn 2022 with the proposal of Awaab's Law?
12. If yes to question 11 how?

Response:

Year	Number of complaints that ref D&M	Number in private rented properties	Number in RSL properties	Other e.g owner occupied
2018	14	Data not split	Data not split	
2019	37	13	24	
2020	42	11	28	3
2021	45	14	28	3
2022	45	9	36	

3. 2018 – not digitally recorded.
2019 – 25 HHSRS inspections undertaken where D&M was assessed.
2020 – 11 HHSRS inspections undertaken where D&M was assessed.
2021 – 19 HHSRS inspections undertaken where D&M was assessed.
2022 – 19 HHSRS inspections undertaken where D&M was assessed.
4. Risk assessed by a suitably qualified officer speaking with the resident, ascertaining if the LL had already been notified of the issue by the tenant and if any response/actions had occurred, length of time problem had been occurring, photos of affected areas, and any additional information that could be provided by the tenant for example GP or health visitor information.
5. Range of reasons, for example LL agreement to undertake works, tenant decides not to pursue complaint etc. Notes on case logs would identify these but am unable to interrogate each case.
6. Not known. Do not require the tenant to have reported it to their LL prior to our involvement but they

are advised that this is the recommended approach.

7, 8, 9 and 10. Figures for informal and formal approaches for D&M are in financial years as follows:

2019/2020:

9 hazard awareness notices served, under the Housing Act 2004

2020/2021:

2 hazard awareness notices served, under the Housing Act 2004

2021/2022:

8 hazard awareness notices served, under the Housing Act 2004

No Improvement Notices or Civil Penalties served for D&M cases. No prosecutions.

11 and 12. Changes to how cases are recorded have been introduced to make reporting easier. Often complaints of D&M are included in general complaints about several potential hazards within a home such as disrepair, excess cold etc and therefore reporting of actual numbers is resource intensive.

All reports of disrepair are reviewed and assessed by suitably qualified officers irrespective of whether they are RSL or privately rented properties. Recording has been improved to enable better information to be obtained of the split between numbers of D&M complaints in RSL and private rented sector properties.

Improvements to website information and links to additional advice on D&M will be available this autumn. An updated D&M advice leaflet has been produced.

An updated Private Sector Housing Enforcement Policy was adopted in 2023 to provide support for a wider range of enforcement powers.

This concludes your request FOI/EIR 23/24-249.

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.