

(CCC) Housing Complaints

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:

- repairs that cause a risk to health and safety not being done (e.g faulty electrical wiring not being fixed)
- illegal eviction
- harassment
- 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:

- repairs that cause a risk to health and safety not being done (e.g faulty electrical wiring not being fixed)
- illegal eviction
- harassment
- 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.

Response:

Please note Cambridge City Council does not hold information relating to complaints about 'dishonest or unfair trading behaviour by landlords, letting agents or estate agents. This information will be held by Cambridgeshire County Council Trading Standards who investigate these matters within Cambridgeshire.

Please also note that we do not break data down into differentiating between complaints about landlords / letting agents on our database system therefore the data provided relates to total numbers of complaints received about private rented sector properties within Cambridge City broken down into totals of those relating to the following categories as per your request, (data for 2020/2021 has been provided up to the date of this response);

- repairs that cause a risk to health and safety not being done (e.g faulty electrical wiring not being fixed)
- illegal eviction
- harassment

Further queries on this matter should be directed to foi@cambridge.gov.uk

**Table Attachment, Request for Information (RFI: 8608)
(CCC) Housing Complaints, Cambridge City Council**

Nature of Complaints received per financial years requested	01.04.2015	01.04.2016	01.04.2017	01.04.2018	01.04.2019	01.04.2020
	– 31.03.2016	– 31.03.2017	– 31.03.2018	– 31.03.2019	– 01.04.2020	– 08.03.2021
Repairs that cause risk to H&S	240	245	253	222	237	168
Illegal Eviction	1	2	1	2	2	2
Harassment	5	6	4	3	3	5