



REQUEST 17888

I would like to request the number of complaints made by PRS (private rental sector) tenants regarding estate agencies, PRS landlords or property managers to this local authority from the beginning of 2010 to the present day, or as recent as the data goes.

The data should be provided in a yearly format. I don't mind if the data is broken down by financial year.

I would also like a breakdown of how many of these complaints related to discrimination per year. If this is not possible, it is fine to stick with the main request.

RESPONSE

Data in relation to this request is only available for the following dates:

- 2018 to the present date, from Trading Standards Team.
- 2021 to the present date, from Strategic and Private Sector Housing, and Housing Standards Teams.

The following figures relate to calendar years, and are inclusive of complaints made by PRS tenants to Strategic and Private Sector Housing, Housing Standards, and Trading Standards Teams, from 2021:

2018 – 1

2019 – 8

2020 – 1

2021 – 179

2022 – 167

2023 – 194

2024 – 175

2025 (to date) – 51

None of the above complaints relate to discrimination.