

WBCIR:20243

Please provide the following data relating to private landlords in your local authority, covering the period from 1 January 2022 to the date of this request in 2025:

1. The total number of formal complaints received about private landlords, broken down by calendar year (2022, 2023, 2024, and 2025 to date).

Calendar Year	By Type	Types Included	By Category	Category included
2025 to date	140 (6)	Private housing conditions /hmo/complaints against landlord	99	housing conditions/hmo breaches
2024	196 (11)	Private housing conditions /hmo/complaints against landlord	129	housing conditions/hmo breach/harassment
2023	260 (20)	Private housing conditions /hmo/complaints against landlord	158	housing conditions/hmo breach/harassment
2022	108 (12)	Private housing conditions /hmo/complaints against landlord	82	housing conditions

Information to assist in data interpretation.

We log a large number of service requests for a variety of regulatory services on a shared database. To enable the variety to be logged, and having regard to our own reporting criteria, the range of information fields used, may not directly correlate with the information the enquirer is actually after. There have also been changes to the nature of information fields (some fields may also not be populated in any given year)

Recently we have included a field “complaints against landlord”. However, in a practical sense, many residents with concerns regarding their “housing conditions” generally, may in effect be logging a service request or “complaint” against estate agents (lettings), landlord, or property management.

Therefore in the information provided above the numbers by type, reflect the total number of service requests received by the type. (The numbers in brackets, reflects the number of complaints against landlords, logged specifically under that type).

The numbers by category, reflect the number of service requests which relate to housing condition concern, hmo breaches or harassment which have been logged specifically under that category.

2. The total number of prosecutions brought against private landlords, broken down by calendar year.

Nil.

3. The total number of civil penalty notices issued against private landlords, broken down by calendar year.

Nil.

4. The total sum of fines issued to private landlords, broken down by calendar year.

Nil.

5. The total number of banning orders issued against private landlords, broken down by calendar year.

Nil.