

Response to Request for Information

Reference FOI 001319
Date 12 July 2017

Private Rental Sector Complaints

Request:

- 1) How many complaints from tenants did the Council receive **in total** about private rental properties between July 2012 and July 2017, broken down by year?
2012/13 – 5
2013/14 – 992
2014/15 – 520
2015/16 – 475
2016/17 – 447
Data is for Financial Years

- 2) How many complaints **from this total number** were received in relation to Houses in Multiple Occupation (HMO) during the period specified in Q1, broken down by year?
2012/13 – 22
2013/14 – 30
2014/15 – 20
2015/16 – 37
2016/17 – 91
Data is for Financial Years

- 3) How many inspections on private rental properties were carried out under the Housing Health and Safety Rating System? How many of these inspections were carried out on HMOs during the period specified in Q1, broken down by year?
Inspections
2012/13 – 22
2013/14 – 130
2014/15 – 130
2015/16 – 275
2016/17 – 340

HMO Inspections
2012/13 – 22
2013/14 – 30
2014/15 – 20
2015/16 – 37

2016/17 – 91

Date is for Financial Years

- 4) How many category 1 hazards were discovered in total during the course of HHSRS inspections, and how many of these were discovered in HMOs during the period specified in Q1, broken down by year?

The City of Wolverhampton Council cannot supply all of the information you requested for the reasons set out below. Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information (because the information is exempt) to provide you, the applicant with a notice which:

- (a) states the fact,
- (b) specifies the exemption in question and
- (c) states (if that would not otherwise be apparent) why the exemption applies:

In relation to your particular request, the following exemption applies:

Section 12 - Exemption where cost of compliance exceeds appropriate limit

We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

- (a) *Determining whether it holds the information,*
 - (b) *Locating the information, or a document which may contain the information,*
 - (c) *Retrieving the information, or a document which may contain the information,*
- and*
- (d) *Extracting the information from a document containing it.*

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

The information appertaining to this question is not easily accessible and as such this information is not held as a distinct set able to be retrieved or reported on. To get the information would require a full scale look into all individual records as defined in question 1. This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).

- 5) How many category 2 hazards were discovered in total during the course of HHSRS inspections, and how many of these were discovered in HMOs during the period specified in Q1, broken down by year?
[As question 4.](#)
- 6) Where complaints were received by the council during the period specified in Q1, how many resulted in:
- i) No action being taken : total number, and number of HMOs - broken down by year?
[2012/13 –](#)
[2013/14 –](#)
[2014/15 – No data prior to 2014/15](#)
[2015/16 – 72](#)
[2016/17 – 159](#)
 - ii) Informal action taken against landlords: and number of HMOs - broken down by year?
[2012/13 –](#)
[2013/14 –](#)
[2014/15 – No data prior to 2014/15](#)
[2015/16 – 122](#)
[2016/17 – 172](#)
 - iii) formal enforcement action being taken against landlords: total number and number of HMOs - broken down by year?
[2012/13 –](#)
[2013/14 – No data prior to 2013/14](#)
[2014/15 – 12](#)
[2015/16 – 57](#)
[2016/17 – 142](#)