

Under The Freedom of Information Act 2000, could you please provide the following information:

1. The total number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date).

2. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) for each of the following reasons:

- Repairs (e.g. that haven't been actioned, haven't been completed or haven't been completed to a good standard)
- Illegal eviction (or the threat of)
- Harassment
- Dishonest or unfair trading behaviour

3. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) about letting agencies (or the top ten with the most complaints is fine). Please provide the name of each letting agency, along with the number of complaints.

4. The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) that have been resolved:

- By the council
- By the landlord/letting agency
- Referred to an external body (such as Environmental Health)