

**McMahon, Lucy**

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**From:** Freedom of Information Requests  
**Sent:** 01 May 2024 13:13  
**To:** [REDACTED]  
**Subject:** [REDACTED] The Times

[REDACTED]

Thank you for your Freedom of Information request dated 3 April 2024, for information concerning complaints about private rental properties.

Please find below City of Doncaster Council's responses to the questions you have raised.

**Request:**

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).

**Response:**

The following information relates to the number of complaints City of Doncaster Council have received in relation to private rented properties. These complaints are mostly received directly from tenants but can be received as referrals from partner agencies or other departments within the Council:

1/4/2018 - 31/3/2019 – 415  
1/04/2019 - 31/3/2020 – 418  
1/4/2020 - 31/3/2021 – 392  
1/4/2021 - 31/3/2022 – 375  
1/4/2022 - 31/3/2023 – 435  
1/04/2023 - 31/3/2024 - 412

**Request:**

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 – We do not log these as separate complaint types so figures included both.
- Dishonest or unfair trading behaviour

**Response:**

As advised in the response to question 1, the following information relates to the number of complaints City of Doncaster Council have received in relation to private rented properties. These complaints are mostly received directly from tenants but can be received as referrals from partner agencies or other departments within the Council:

**Repairs (e.g. that haven't been actioned, haven't been completed or haven't been completed to a good standard):**

1/4/2018 - 31/3/2019 – 342  
1/04/2019 - 31/3/2020 – 374  
1/4/2020 - 31/3/2021 – 340  
1/4/2021 - 31/3/2022 – 315  
1/4/2022 - 31/3/2023 – 390  
1/04/2023 - 31/3/2024 – 357

**Illegal eviction (or the threat of) & Harassment:**

City of Doncaster Council do not log these as separate complaint types therefore figures below are for both:

1/4/2018 - 31/3/2019 – 73  
1/04/2019 - 31/3/2020 – 44  
1/4/2020 - 31/3/2021 – 52  
1/4/2021 - 31/3/2022 – 60  
1/4/2022 - 31/3/2023 – 45  
1/04/2023 - 31/3/2024 – 35

**Dishonest or unfair trading behaviour:**

1/4/2018 - 31/3/2019 – 13  
1/04/2019 - 31/3/2020 – 16  
1/4/2020 - 31/3/2021 – 9  
1/4/2021 - 31/3/2022 – 7  
1/4/2022 - 31/3/2023 – 5  
1/04/2023 - 31/3/2024 – 5

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £46.00 to respond to this request for information.

**Reviewing any decisions made:**

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email [FOIAppeals@doncaster.gov.uk](mailto:FOIAppeals@doncaster.gov.uk)

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. [www.ico.org.uk](http://www.ico.org.uk) Telephone 0303 123 1113.

Yours sincerely,

**Lucy McMahon**

Freedom of Information Officer  
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