

From: FOI Responses
Sent: 12 May 2025 11:40
To: [REDACTED]
Subject: [REDACTED]

[REDACTED]

Thank you for your Freedom of Information request dated 9 April 2025, for information about complaints made by PRS (private rental sector) tenants regarding estate agencies.

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

Request:

"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:

Please see number of complaints made and details of who they relate to below. Please note, City of Doncaster Council do not hold information prior to 2016.

	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Estate Agents	9	7	9	7	7	7	6	5	3	1
PRS Landlords	4	1	3	0	2	3	9	3	0	0
Property management	4	2	7	4	6	4	3	6	3	2

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £49.00 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

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 Telephone 0303 123 1113.

Yours sincerely,

Lucy McMahon

Freedom of Information Officer

Corporate Resources

City of Doncaster Council

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