



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI704318358**

Thank you for your request for information relating to Private rental sector complaints.

You have requested the following information:

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.

Clarification: Key words: Discriminate, discrimination.

Part of the information you have requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/housing-enforcement/hmo-enforcement-action/2>

We advise that some of the information is not held and therefore we advise you as per Section 1(1) of the FOIA:

- We do not record complaints against landlords and agents separately hence we are unable to report how many complaints relate to each group.

We also do not record whether complaints include issues of discrimination.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance