



**Information Governance Team**

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

[www.coventry.gov.uk](http://www.coventry.gov.uk)

E mail: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

Phone: 024 7697 5408

13 February 2026

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)  
Request ID: FOI798207555**

Thank you for your request for information relating to Hoarding within Council Properties.

You have requested the following information:

- 1. The total amount spent by the council on deep cleaning, specialist cleaning, clearance or similar services relating to residential properties where hoarding has been identified as an issue, for the years 2021 onwards up to the most recent available complete year.**
- 2. The number of social services referrals made by the council relating specifically to residents identified as hoarders or living in hoarding conditions, for the years 2021 onwards up to the most recent available complete year.**

We can confirm that we do not hold the requested information and are informing you as required under Section 1(1) of the Act.

Coventry City Council does not own any housing stock as this was transferred to Citizen Housing (formerly Whitefriars) in September 2000 through Large Scale Voluntary Transfer.

This transfer also involved movement of responsibility for management of the housing stock, including repairs and maintenance and the setting and collection of rents along with any right-to-buy activities.

For clarity, the Council relinquished responsibility regarding these matters in their entirety as part of the transfer.

To advise and assist you further, information about Citizen Housing and their services can be found

on the web site at:

<https://www.citizenhousing.org.uk/>

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](mailto: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](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**