



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI789110940**

Thank you for your request for information relating to Private Rented Sector Complaints & Enforcement.

You have requested the following information:

Please provide the information for your local authority area for:

- The last three complete financial years (e.g., 2022/23, 2023/24, 2024/25), and
 - The current financial year to date (YTD), as of the date you process this request.
- If your reporting is by calendar year, or another period, please provide the closest equivalent and specify the period used.**

Information requested

1. Complaints and service demand

a. Total number of complaints / reports received relating to the Private Rented Sector (PRS), by year.

The information you 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>

Data is provided by calendar year (2022, 2023, 2024, 2025).

b. If recorded, a breakdown by main category (e.g., disrepair, damp/mould, harassment/illegal eviction, overcrowding, HMO/licensing, fire safety, other).

See response to Question 1.

Note: damp and mould complaints are counted in with disrepair as not differentiated.

2. Inspections and enforcement activity

a. Number of PRS property inspections undertaken (including HHSRS inspections where applicable), by year.

See response to Question 1.

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

b. Number of Improvement Notices served (Housing Act 2004), by year.

See response to Question 1.

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

c. Number of Prohibition Orders made (Housing Act 2004), by year.

See response to Question 1.

Note: figures include emergency prohibition orders

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

d. Number of Emergency Remedial Action / Emergency Prohibition Orders (if used/recorded), by year.

Note: Emergency remedial action data only (emergency prohibition orders data included under prohibition orders)

See response to Question 1.

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

e. Number of other formal enforcement notices/steps used in PRS regulation (if recorded), by year (please list the type used).

Hazard Awareness Notices:

See response to Question 1 – broken down by calendar year (2022, 2023, 2024, 2025)

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

3. Civil penalties, prosecutions, and outcomes

a. Number of civil penalties issued relating to PRS offences, by year.

See response to Question 1 – broken down by calendar year (2022, 2023, 2024, 2025)

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

b. Total value (£) of civil penalties issued, by year.

See response to Question 1 – broken down by calendar year (2022, 2023, 2024, 2025)

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

c. Total value (£) collected/received, by year.

Other external income:

2022/23 - £472k

2023/24 £575k

2024/25 – £452k

2025/26 £848k

d. Number of prosecution cases initiated relating to PRS offences, by year.

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

Data by calendar year (2022, 2023, 2024, 2025)

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

e. Number of successful prosecutions / convictions (or outcomes), by year.

As above (d) See website individual entries listed.

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

4. Rent Repayment Orders and banning orders (if held by the authority)

a. Number of Rent Repayment Order (RRO) applications supported/initiated by the authority, by year.

As above (d) See website individual entries listed.

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

b. Number of banning order applications made, and number granted, by year (if recorded)

2022/3 1

2023/4 - 0

2024/5 0

2025/6 - 1 (in progress)

5. Licensing (selective and HMO, where applicable)

a. Number of HMO licence applications received, and number of HMO licences issued, by year.

Total additional and Mandatory licence applications received (new and renewals):

2022/3 - 1,831

2023/4 1,436

2024/5 - 808

2025/6 2,017

Total additional & Mandatory full licences issued (new and renewals):

2022/3 - 1,032

2023/4 807

2024/5 - 2,477

2025/6 1,421

b. Number of selective licensing applications received, and number of selective licences issued, by year (if applicable).

Coventry City Council do not run a Selective Licensing scheme

c. Current number of active HMO licences and active selective licences (latest available snapshot).

Mandatory (new and renewals, including expired: 424 (11/05/26)

Additional (new and renewals, including expired: 993 (11/05/26)

d. Average processing time for HMO licences and selective licences (if recorded), by year (or latest available), and/or current backlog (applications awaiting decision).

2022/3 –

Mandatory: 8 days

Additional: 8 days

2023/4 -

Mandatory: 154 days

Additional: 141 days

2024/5 -

Mandatory: 182 days

Additional: 222 days

2025/6 -

Mandatory: 16 days

Additional: 21 days

current backlog (applications awaiting decision)

Nil.

6. Resourcing / capacity

a. Number of full-time equivalent (FTE) staff assigned to PRS enforcement and/or housing standards (including licensing) for each year (or the closest recorded staffing snapshot).

2022/3 - 28

2023/4 34

2024/5 - 33

2025/6 42

b. If recorded, the team budget for PRS enforcement/licensing for each year (or closest available).

2022/3 £1,381k

2023/4 – £1,558k

2024/5 £1,699k

2025/6 – £2,500k

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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