

Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

FREEDOM OF INFORMATION REQUEST 982

I write further to your email dated 09 October 2019.

Your request has been dealt with under the terms of the Freedom of Information Act 2000, explained on our [freedom of information](#) page.

Your request:

Within the area for which your organisation is responsible, please provide:

1. The total number of complaints received by you or your trading standards body about landlords and letting agents in the last 12 months.
2. Of the complaints listed in the above request, the most common topic of complaint.
3. Of the complaints listed in point 1, how many of those led to enforcement action of any kind (for example fines, or prosecutions).
4. Please provide details of each enforcement action listed in your response to point 3.

Our response:

Complying with this request would exceed the cost limit of £450. Where we estimate that complying with a request will cost in excess of £450 or 18 hours of officer time we will refuse this request under section 12 of the FOIA.

In this case, a reduced time frame such as three months would help us to respond to your request.

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's three digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.