



Dear Jon Patience

Freedom of Information Act 2000 - Request for Information

I am writing in respect of your enquiry dated 27 June 2021 for information held by the Council. Your enquiry is being dealt with under the provisions of the Freedom of Information Act 2000.

You requested information relating to:

For each calendar year from 2016, and for 2021 to date:

- 1) The number of complaints relating to conditions of properties in the Private Rented Sector the Council received,
- 2) The number of each of the following notice that were issued by the Council in relation to private rented homes:
 - a) an Improvement Notice,
 - b) an Emergency Remedial Action Notice
 - c) a Prohibition Order
- 3) The number of prosecutions brought by the Council in relation to conditions in private rented properties.
- 4) The number of (a) Notices of Intent and (b) Final Notices for civil penalties issued by the Council relating to housing matters.
- 5) The number of occasions on which the Council has assisted a tenant to obtain a Rent Repayment Order.



The following information is provided in response to your enquiry.

All answers are for financial years rather than calendar years as this is how they are recorded.

- 1) 'Service Requests' are recorded rather than 'complaints'.
 - 2016/17 - 135
 - 2017/18 - 122
 - 2018/19 - 152
 - 2019/20 - 207
 - 2020/21 - 179
 - 1 April 2021 to 1 July 2021 - 38
- 2) The number
 - a. an Improvement Notice
 - 2016/17 - 3
 - 2017/18 - 14
 - 2018/19 - 6
 - 2019/20 - 10
 - 2020/21 - 7
 - 1 April 2021 to 1 July 2021 - 0
 - b. an Emergency Remedial Action Notice
 - 2016/17 - 0
 - 2017/18 - 3
 - 2018/19 - 0
 - 2019/20 - 1
 - 2020/21 - 0
 - 1 April 2021 to 1 July 2021 - 0
 - c. a Prohibition Order (includes Emergency Prohibition Orders)
 - 2016/17 - 1
 - 2017/18 - 3
 - 2018/19 - 1
 - 2019/20 - 5
 - 2020/21 - 0
 - 1 April 2021 to 1 July 2021 - 2
- 3) Nil for all years
- 4) Nil for all years
- 5) Nil for all years



If you are unhappy with the way in which your enquiry has been dealt with, you may ask for an internal review by initiating the Council's Corporate Complaints Procedure, details of which may be obtained by logging onto the Council's website <http://www.dartford.gov.uk> or telephoning or emailing me. Should you remain dissatisfied with the decision on internal review, you may appeal to the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

I would be grateful if you would address any future correspondence you may have in relation to this matter, to me, quoting the reference number FOI 716 HSG. Please familiarise yourself with the informative on re-use of information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Paul Host', enclosed within a thin black rectangular border.

Head of Housing

20/07/2021



INFORMATIVE

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Dartford Borough Council
Civic Centre
Home Gardens
Dartford
Kent DA1 1DR
DX: 142726 DARTFORD 7
Email: foi@dartford.gov.uk

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