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**Ealing Council**

Mark Doyle  
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Your ref:	Our ref:	extension:	Date:
	<b>FOI 17/1618</b>	<b>(020) 8825 8367</b>	<b>29<sup>th</sup> November 2017</b>

Dear M Doyle,

**FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST**

Thank you for your request for information received by the Council on 3<sup>rd</sup> November 2017. It has been assessed and the following information is provided in response:

**The number of trading standards investigations carried out in relation to letting agents and property management companies in the past 5 years. If the number of investigations is less than 15, please extend the period to 10 years.**

Trading Standards have not carried out any investigations into letting agents or property management companies in the last ten years.

In 2017 a project was carried out to investigate if there were breaches in the requirement to display fees, both within the shop and their website.

Advice was given and followed up.

**With the data please expand using the following criteria:**

**What was the exact nature of those investigations and outcome on a case by case basis and who were the alleged offending agents involved in those cases. With this in mind, please clarify the investigations using the following format taking note of the examples.**

**Date: xx/xxxx**

**Company: ABC Agents**

**Offence/s: Breach of section xx of xxxx Act /Reg xxxx**

**Nature of Offence: Misleading action/Omission/Money Laundering/Failure to Register for Redress Scheme**

**Action Taken: Warning Issued/Court Proceedings Taken (Outcome)/ Referred to Police/SFO/CMA/ Or Relevant comment**

**Date: xx/xxxx**

**Company: (Under Investigation)**

**Offence/s: Breach of section xx of xxxx Act /Reg xxxx**

**Nature of Offence: Misleading action/Omission/Money Laundering/Failure to Register for Redress Scheme**

**Action Taken: Under Investigation/Proceeding With Court Case/Referred to Police/SFO/CMA/Or Relevant Comment**

It is understood that disclosure of any company's details is not covered by the DPA and therefore cannot be withheld unless there is a current ongoing investigation against the company. In stating this exception only applies to ongoing investigations and does not preclude the company being named relating to previous investigations. If there is an ongoing investigation, then please indicate the investigation and omit the company's name.

Finally, the release of this information is in the public interest and appreciate your cooperation in this matter.

You are free to use this information for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. Any other type of re-use, for example publishing the information, issuing copies to the public or marketing, will require our permission as copyright holder. If you intend to re-use this information in this manner you must apply to us.

If you are dissatisfied with the handling of your request, please follow the Freedom of Information complaints process: [http://www.ealing.gov.uk/services/council/freedom\\_of\\_information/appeal.html](http://www.ealing.gov.uk/services/council/freedom_of_information/appeal.html)

Your request for an internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will only be considered at our discretion.

Yours sincerely,

Freedom of Information Team