

48044 Private Rental Properties – Complaints

Could you please provide the following information:

The total number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date).

We do not record or categorise complaints from “private renters”.

However, we do have a Private Rented Sector (PRS) enforcement team who deal with a range of complaints relating to landlords, houses of multiple occupation, and the tolerable and repair standards. These complaints will come from a range of sources including tenants in private rented property, but will also include other sources such as neighbours, other family members or partner agencies. We do not categorise or otherwise separate these complaints by source; however, I have provided an overview of the complaints over the years requested in the table below.

Year	PRS Enforcement Complaints
2018/19	1,028
2019/20	573
2020/21	1,176
2021/22	1,063
2022/23	1,313
2023/24	1,550

The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) for each of the following reasons:

- Repairs (e.g. that haven't been actioned, haven't been completed or haven't been completed to a good standard)
- Illegal eviction (or the threat of)
- Harassment
- Dishonest or unfair trading behaviour

As set out above, we do not record or categorise complaints from “private renters”, nor do we record complaints against the specified categories. Therefore, we cannot provide the information requested.

The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) about letting agencies (or the top ten with the most complaints is fine).

Please provide the name of each letting agency, along with the number of complaints.

As above, we cannot identify such complaints as we do not record or categorise complaints from “private renters”.

Letting Agents are required to be part of the Letting Agent Register in Scotland. This is published at:

<https://lettingagentregistration.gov.scot/>

Tenants, Landlords other interested parties who wish to complain about their Letting Agent would be directed to the Scottish Government’s Letting Agent Regulation Team via the following webpage: <https://www.gov.scot/publications/regulation-letting-agents-monitoring-compliance-enforcement-framework-updated-2021/>

The number of complaints you have received from private renters in each of the last six financial years (i.e. 2018/19, 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24 until the most recent available date) that have been resolved:

- By the council
- By the landlord/letting agency
- Referred to an external body (such as Environmental Health)

We do not record or categorise by the factors which contribute to how a complaint may be resolved, therefore we cannot provide this information.