

**390/14**

**REQUEST**

Under the Freedom of Information Act 2000, I would like to request details of the number of complaints relating to breaches of multiple occupancy licences.

More specifically from January 1, 2009 to date, I would like to know:

1. How many complaints the council has received from tenants and landlords about overcrowding in multiple occupancy properties run by letting agencies? Please break down the figures by calendar year.
2. How many investigations has the council carried out in relation to overcrowding in multiple occupancy properties run by letting agencies? Please break down the figures by calendar year.
3. In each case, where the council has investigated overcrowding in the multiple occupancy property, and found a breach of standards, please state the outcome of the investigation, and any subsequent actions taken. In each case, please provide a brief description of the standards breached.
4. In each case where the council took action against a letting agency for overcrowding of a multiple occupancy property, please provide any accompanying documents, including but not restricted to: inspection reports and summaries, related video footage and photographs.

If for any reason in your response you omit the details requested, please justify deletions with specific reference to the clauses of the Freedom of Information Act 2005.

**RESPONSE**

Our response to your FOI request is as follows:

Answer to     Q1: 4  
                  Q2: 0  
                  Q3: N/A  
                  Q4: N/A

All complaints of overcrowded HMO's were found to be false and/or possibly malicious.