I am writing on behalf of David Davies to respond to your information request.

Information about the illegal retention of deposits by letting agents

1.a) Since January 1, 2009: How many complaints has your Trading Standards team received about letting agents illegally retaining deposits or other admin fees? Please break down the figures by calendar year. If this is not possible, please provide the figures by financial year.

1.b) In each case please state what subsequent action was taken.

1.c) For each year please could you state the value of deposits illegally retained, as claimed by the complainant.

2.a) Since January 1, 2009: How many illegally retained deposits held by letting agencies has your Trading Standards team recovered?

2.b) For each year please state the total value of deposits illegally retained, as claimed by the complainant.

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of Complaints</th>
<th>Action taken</th>
<th>Value of deposits (unknown whether actually illegally retained or not)</th>
<th>Deposits refunded</th>
<th>Total value of retained deposits (unknown whether actually illegally retained or not)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/09 - 31/12/09</td>
<td>1</td>
<td>Civil matter, noted for intel</td>
<td>£2,000</td>
<td>Unknown</td>
<td>£2,000</td>
</tr>
<tr>
<td>01/01/10 - 31/12/10</td>
<td>1</td>
<td>Referred to Citizens Advice Consumer Service (CACS)</td>
<td>£42</td>
<td>Unknown</td>
<td>£42</td>
</tr>
<tr>
<td>Date Range</td>
<td>Incident Description</td>
<td>Cost</td>
<td>Opponent</td>
<td>Total</td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>-------</td>
<td>----------</td>
<td>---------</td>
<td></td>
</tr>
<tr>
<td>01/01/11 - 31/12/11</td>
<td>Business to Business civil matter, no further action</td>
<td>£1,000</td>
<td>Unknown</td>
<td>£1,000</td>
<td></td>
</tr>
<tr>
<td>01/01/12 - 31/12/12</td>
<td>Civil matter, noted for intel</td>
<td>£9,000</td>
<td>Unknown</td>
<td>£9,000</td>
<td></td>
</tr>
<tr>
<td>01/01/13 - 31/12/13</td>
<td>No further action as T has refunded deposit/No further action as advised by CACS</td>
<td>£246/Unknown</td>
<td>£246</td>
<td>£246</td>
<td></td>
</tr>
<tr>
<td>01/01/14 - 31/07/14</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>£12,288</td>
<td>£246</td>
<td>£12,288</td>
<td></td>
</tr>
</tbody>
</table>

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm
We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form

FOI66686

1) How would you rate our performance in relation to processing your request:
   Excellent  Good  Fair  Poor

   If you have answered Fair or Poor please suggest how we can improve:
2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

   

4) Prior to submitting your request did you search RBWM's website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   - Information required not found
   - Information found out of date
   - Information not in required format
   - Information insufficient to meet need
   - Other please specify:

   

   If No, why was that?
5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated