FREEDOM OF INFORMATION REQUEST – 679/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request/Response:

Where the term 'faulty' is used, this can also be understood as referring to inadequate or incorrect products or workmanship.

1. Number of complaints made against retailers about faulty or inadequate plumbing fittings and/or installations (e.g. taps, boilers, water pipes, toilets, showers) in 2016 and 2017.

   Answer: In 2016, there were two complaints received by Rutland County Council against either retailers about faulty plumbing fittings and/or installations or against plumbing tradesman about faulty plumbing fittings and/or installations or about plumbing tradesman.
   
   In 2017, there were four complaints received by Rutland County Council against either retailers about faulty plumbing fittings and/or installations or against plumbing tradesman about faulty plumbing fittings and/or installations or about plumbing tradesman.
   
   This data cannot be further broken down.

2. Number of complaints made against plumbing tradesmen about faulty plumbing fittings and/or installations in 2016 and 2017

   Answer: See answer to Question 1

3. Number of complaints made about plumbing tradesmen in 2016 and 2017

   Answer: See answer to Question 1

4. Number of plumbing tradesmen taken to court under consumer protection legislation in 2016 and 2017?

   Answer: There were no plumbing tradesmen taken to court under consumer protection legislation in 2016 and 2017.
5. Number of plumbing tradesmen taken to court under consumer protection legislation about plumbing and/or fittings in 2016 and 2017?

Answer: There were no plumbing tradesmen taken to court under consumer protection legislation about plumbing and/or fittings in 2016 and 2017.

6. Number fines issued to plumbing tradesmen under consumer protection legislation faulty plumbing fittings and/or installations in 2016 and 2017?

Answer: No fines were issued to plumbing tradesmen under consumer protection legislation faulty plumbing fittings and/or installations in 2016 and 2017.

7. Total value of fines issued to plumbing tradesmen under consumer protection legislation for faulty or inadequate plumbing fittings and/or installations in 2016 and 2017?

Answer: No fines were issued to plumbing tradesmen under consumer protection legislation for faulty or inadequate plumbing fittings and/or installations in 2016 and 2017.

8. Number of retailers taken to court under consumer protection legislation for plumbing fittings and/or installations (e.g taps, boilers, water pipes, toilets, showers) in 2016 and 2017?

Answer: No retailers were taken to court under consumer protection legislation for plumbing fittings and/or installations (e.g taps, boilers, water pipes, toilets, showers) in 2016 and 2017.

9. Number fines issued to retailers under consumer protection legislation for faulty plumbing fittings and/or installations in 2016 and 2017?

Answer: No fines were issued to retailers under consumer protection legislation for faulty plumbing fittings and/or installations in 2016 and 2017.

10 Total value of fines issued to retailers under consumer protection legislation faulty plumbing fittings and/or installations in 2016 and 2017?

Answer: No fines were issued to retailers under consumer protection legislation faulty plumbing fittings and/or installations in 2016 and 2017.

If you are dissatisfied with the handling of your request please contact the Data Protection Officer, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council