

Ref: FOI / 5963

17<sup>th</sup> September 2025

## **Freedom of Information Act 2000 Request - Home Maintenance and Improvements**

I refer to your FOI request and respond as follows:

### **Request**

1. I would like to know the number of complaints received by the Local Authority's Trading Standards service relating to Home Maintenance and Improvements; broken down by breach type (Case Codes): 1) Criminal 2) Civil". Received between 19/8/2024 – present.
2. I would also like to know the number of complaints within the same time period received by the Local Authority's Trading Standards service relating to Home Maintenance and Improvements that were classified as "Suspected Scam/rogue trader".
3. Can you also tell me how many Trading Standards officer(s) you have in your authority.
4. I also want to know how many traders within the home maintenance and improvements sector have been subjected to successful prosecution during the time frame above.

### **Response**

Council does not provide a trading standards service.

#### **Derry**

C/o Council Offices  
98 Strand Road  
Derry  
BT48 7NN

#### **Strabane**

C/o Council Offices  
47 Derry Road  
Strabane  
BT82 8DY

+44 (0) 2871 253 253  
info@derrystrabane.com  
[www.derrystrabane.com](http://www.derrystrabane.com)

 Derry City & Strabane District Council  
 @dcsdcouncil

Northern Ireland has the Trading Standards Service, whose role is to promote and maintain fair trading, protect consumers and help reputable businesses to thrive within Northern Ireland. I have provided their contact details below:

176 Newtownbreda Road

Belfast

BT8 6QS

United Kingdom

Phone: [0300 123 6262](tel:03001236262)

Email [tss@economy-ni.gov.uk](mailto:tss@economy-ni.gov.uk)

Website: [Northern Ireland Trading Standards Service\(external link opens in a new window / tab\)](#)

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly our internal review procedure is available by contacting:

John Kelpie

Chief Executive

Derry City and Strabane District Council

98 Strand Road

Derry BT48 7NN

Tel: 028 71253253 or email [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

CHESHIRE SK9 5AF

Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

I would advise however, the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

**Seamus Donaghy**  
**Head of Health and Community Wellbeing**