



Homes &
Communities
Agency

Our Reference:

BY EMAIL ONLY

14 April 2015

Dear

Request for Information

Thank you for your email dated 27 March 2015 requesting information on Practical Completion by Hastoe Housing Association on the Crawley Down housing project. For ease of reference your request is below:

“Please can you advise what was the date that practical completion was achieved and for details of the process involved. You have already provided the contractual definition; please can you advise which organisations were involved in agreeing that practical completion had been achieved in this case.

Please can I also have a copy of the Practical Completion Certificate.”

We can confirm that Hastoe Housing Association claimed Practical Completion on 28 March 2015, and this was processed by the Homes and Communities Agency (HCA) in line with the contract.

Practical Completion is a self-certification process. However, if information is provided which leads the HCA to believe a Registered Provider has claimed a grant when not appropriate, we would identify any concerns and take any appropriate regulatory measures in our role as Social Housing Regulator.

We can confirm that we do not hold a copy of the Practical Completion certificate. You may wish to contact Hastoe Housing Association to request a copy of this. Although they are not bound by the Freedom of Information Act 2000, they may provide it on a voluntary basis. They can be contacted using the following details:

Email: customerservices@hastoe.com

Telephone: 0300 123 2250

Homes and Communities Agency
Fry Building, 2 Marsham Street, London, SW1P 4DF

0300 1234 500
homesandcommunities.co.uk

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

Email: mail@homesandcommunities.co.uk

Mail: Information Access Officer
Homes and Communities Agency
Fry Building
2 Marsham Street
London
SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services
Homes and Communities Agency
Fry Building
2 Marsham Street
London
SW1P 4DF

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Naomi McMaster
Information Access Officer
Homes and Communities Agency