



Homes  
England

Date: 3 September 2021

Our Ref: RFI3580

Tel: 0300 1234 500

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

Making homes happen

██████████  
By Email Only

Information Governance Team  
Homes England  
Windsor House – 6<sup>th</sup> Floor  
50 Victoria Street  
London  
SW1H 0TL

Dear ██████████

**RE: Request for Information – RFI3580**

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

*I believe Homes England owns the land for the Connaught Barracks “Officers View” development that is being built in Dover.*

*Several months ago I registered my interest with Strutt & Parker who are the sales agents for the homes being built. They told me they would call me when the prices were made public. I made a follow up call several weeks ago and was told the same thing.*

*They never called me but the prices were made available on their website today. I called them and they confirmed they had been released only today. I immediately said I was interested in the only 4 bedroom property, but they have told me that this is already sold as it was reserved. How is this possible?*

*Can you please provide me with the protocol or agreement that the developers and agents signed with Homes England for the sale of the properties.*

**Response**

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Development team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

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The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

### **Advice and Assistance**

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that Homes England does not have a protocol in place with regards to sale of properties in relation to Connaught Barracks in Dover. We also do not have any agreement in place with the developer or selling agents. We can further confirm that Homes England does not have a direct relationship with the selling agents and that the sale of the properties is the responsibility of the developer. However, Homes England does have a contractual relationship with the developer to ensure that the properties are completed to a satisfactory standard before they are sold.

We therefore advise that you contact Strutt and Parker directly as they will be in a better position to inform you when other 4-bedroom properties on this development will be released and available for purchase.

### **Right to Appeal**

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

The Information Governance Team  
Homes England – 6<sup>th</sup> Floor  
Windsor House  
50 Victoria Street  
London  
SW1H 0TL

Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>



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Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

**The Information Governance Team**

For Homes England

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