



Homes
England

Date: 25 November 2021

Our Ref: RFI3673

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

By Email Only

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

Dear [REDACTED]

RE: Request for Information – RFI3673

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'm wanting more information on complaints lodged on complaints about building faults in Help to Buy and Shared Ownership homes? I've been told by Homes England press office that you hold data on this.

Here are my questions:

1. How many complaints have you received from homeowners about building faults in Help to Buy homes bought for the following years:
 - 1 January 2018 - 31 December 2018
 - 1 January 2019 - 31 December 2019
 - 1 January 2020 - 31 December 2020
 - 1 January 2021 - 31 September 2021

2. In relation to (1), could you provide a breakdown of what kind of building faults were complained about during the following years (for example, x% due to gaps between door and window frames, etc)
 - 1 January 2018 - 31 December 2018
 - 1 January 2019 - 31 December 2019
 - 1 January 2020 - 31 December 2020
 - 1 January 2021 - 31 September 2021

3. How many complaints have you received from homeowners about building faults in Shared Ownership homes bought for the following years:
 - 1 January 2018 - 31 December 2018
 - 1 January 2019 - 31 December 2019
 - 1 January 2020 - 31 December 2020
 - 1 January 2021 - 31 September 2021

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4. In relation to (3), could you provide a breakdown of what kind of building faults were complained about during the following years (for example, x% due to gaps between door and window frames, etc)

- 1 January 2018 - 31 December 2018
- 1 January 2019 - 31 December 2019
- 1 January 2020 - 31 December 2020
- 1 January 2021 - 31 September 2021

5. How many homeowners have received compensation due to complaints about building faults in their Help to Buy home during the following years?

- 1 January 2018 - 31 December 2018
- 1 January 2019 - 31 December 2019
- 1 January 2020 - 31 December 2020
- 1 January 2021 - 31 September 2021

6. How many homeowners have received compensation due to complaints about building faults in their Shared Ownership home during the following years?

- 1 January 2018 - 31 December 2018
- 1 January 2019 - 31 December 2019
- 1 January 2020 - 31 December 2020
- 1 January 2021 - 31 September 2021

7. What was a) the average compensation value that homeowners received and b) the highest compensation value awarded to homeowners for the following years:

- 1 January 2018 - 31 December 2018
- 1 January 2019 - 31 December 2019
- 1 January 2020 - 31 December 2020
- 1 January 2021 - 31 September 2021

Response

We can confirm that Homes England does not hold the information detailed in your request. This is because there is no business reason for Homes England to do so.

To conclude that the information is not held, we have searched with our Help to Buy 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.

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

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



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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 this information is not reported to Homes England as part of our engagement with Help to Buy Customers. Complaints relating to building faults would be a matter for the developer. Although Homes England does have a relationship with developers this information is not reported to or collected by Homes England. Though not subject to FOIA, you may wish to approach individual developers who may provide you with information on a voluntary basis. Furthermore, you may wish to contact the Housing Ombudsman who may collect information that falls in the scope of your request.

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

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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/>

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