



Homes  
England

Making homes happen

Date: 27 May 2022

Our Ref: RFI3875

Tel: 0300 1234 500

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

By Email Only

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

Dear [REDACTED]

**RE: Request for Information – RFI3875**

Thank you for your recent email, which was processed under the Environmental Information Regulations 2004 (EIR).

You requested the following information:

**Request 1**

*I would like to request data on the total number of applications made to Homes England / Target to redeem Help to Buy Equity Loans (either partially or fully) since August 2021 until May 1st 2022, where the property in question has 'novel issues'. Novel issues' in this case is defined as per Homes England definition and includes any issue which requires a specialist valuation such as Cladding issues or other EWS1 issues as per the below link <https://www.gov.uk/guidance/check-if-your-home-has-cladding-that-may-need-a-specialist-valuation>*

**Request 2**

*I would like to request data on the proportion (and total number) of the applications referenced above in Request 1 which have been approved by Homes England / Target as of May 1st 2022.*

**Request 3**

*I would like to request data on the proportion (and total number) of the applications referenced above in request 1 which have been successfully redeemed (whether in part or in full) as of May 1st 2022.*

**Response**

We can confirm that Homes England does not hold the information requested and therefore the EIR exception Regulation 12(4)(a) applies to your request.

**Regulation 12(4)(a) – Information not Held**

Under regulation 12(4)(a) of the EIR, Homes England may refuse to disclose information if the requested information is not held by that public authority.

Regulation 9(1) provides that an authority must provide advice and assistance to applicants and in accordance with this we can advise that Homes England's systems do not report or collate information on novel issues or cladding.

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This information is not a recorded field in any system used by Homes England or our mortgage administrator (Target). The system only allows for reporting on a concluded transaction and it would not be able to provide data on valuations or redemptions received against any account or whether any account had been identified as having novel issues or cladding.

### **Right to make Representations**

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 a reconsideration of our response (Internal Review). You can make this representation 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  
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Your request for reconsideration must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response (Reg 11(2)). Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for reconsideration 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

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