



Homes
England

Date: 26 June 2023

Our Ref: RFI4355

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

██████████
By Email Only

Information Governance Team
Homes England
Windsor House
6th Floor
42-50 Victoria Street
London
SW1H 0TL
United Kingdom

Dear ██████████

RE: Request for Information – RFI4355

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:

Please see the attached email chain. Unfortunately, the representative replying from the following email address: arbilling@homesengland.gov.uk would not identify themselves to me. In addition, the manner in which I was replied to initially after asking perfectly reasonable questions was rude, abrupt and unnecessary.

- I would like to know who this person was please.*
- I would also like to know what the time frame is to settle an invoice once received.*

For context, you included an email chain with your request in which you had exchanged email correspondence with our arbilling@homesengland.gov.uk team about an invoice we had issued to you.

Response

We can confirm that we do hold the requested information. We will address each question in turn.

I would like to know who this person was please.

We can inform you that we do hold the information that you have requested. However, we rely on Section 40(2) of the FOIA to withhold the information from disclosure.

Section 40 – Personal information

OFFICIAL



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We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

To disclose personal data, such as names, contact details, addresses, email addresses and personal opinions could lead to the identification of third parties and would breach one or more of the data protection principles.

Section 40 is an absolute exemption which means that we do not need to consider the public interest in disclosure. Once it is established that the information is personal data of a third party and release would breach one or more of the data protection principles, then the exemption is engaged.

The full text in the legislation can be found on the following link:

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

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 the team who manage the arbilling@homesengland.gov.uk group mailbox are not required to quote their name, as their responses are issued on behalf of Homes England and not individually.

I would also like to know what the time frame is to settle an invoice once received.

We can confirm that for invoices that we have issued to a third party for payment, the payment terms are immediate payment. This information is included on the invoice we issue.

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.

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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