



Homes England

Date: 12 March 2024

Our Ref: RFI4634

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4634

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:

Number of housing issues that are logged per year by your organization, that require legal services or legal advice.

If available, please break down the number by type of issue:

e.g. for tenants

- **Eviction defence**
- **Disrepair claims**
- **Housing benefit appeals**
- **Unlawful eviction**
- **Discrimination claims**
- **Rental price negotiation**
- **Other (specify if available)**

e.g. for landlords:

- **Possession orders**
- **Rent recovery**
- **Anti-social behavior injunctions or eviction**

6th Floor
Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

0300 1234 500
@HomesEngland
www.gov.uk/homes-england





Homes England

The Housing and Regeneration Agency

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- **Section 21 evictions**
- **Harassment claims**
- **Disrepair defense against claims from tenants**
- **Other (specify if available)**

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 Help to Buy Legal 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>

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 provide legal advice to homeowners or landlords.

Housing issues are relevant to Housing Associations or Local Authorities that are the landlord for social housing properties, for example social rented tenancies and Affordable Rent Tenancies. Homes England does provide grant funding to enable Housing Association to build properties for social rent and affordable rent, but our relationship is solely as a partial funder.

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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

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

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.

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Yours sincerely,

The Information Governance Team
For Homes England

