



Homes England

The Housing and Regeneration Agency

Date: 2 April 2024

Our Ref: RFI4661

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

██████████
By Email Only

Dear ██████████

RE: Request for Information – RFI4661

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 would be obliged if you could forward any published documentation that you have in relation to how your staff conduct themselves in their interaction with customers.

Response

We can confirm that Homes England does hold the information you have requested.

Homes England has a set of behaviours and values that all staff are required to adhere to and demonstrate in their work, this includes interacting with customers. Our values are available on the following link:

<https://www.gov.uk/government/organisations/homes-england/about/recruitment>

Our values are supported by nine behaviours, which outline how staff will demonstrate the values through their work. These behaviours are:

- Communicate with integrity
- Collaborate openly
- Champion success
- Be purposeful
- Lead by example
- Hold to account

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

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





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- Embrace change
- Be curious
- Advocate inclusion

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/>





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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

