



Homes  
England

Date: 9 May 2025

Our Ref: RFI4408

Tel: 0300 1234 500

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

[REDACTED]  
By Email Only

Dear [REDACTED]

**RE: Request for Information – RFI4408**

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA). We would firstly like to apologise for the long delay in providing this response to you. Our handling of your request has fallen outside the time for compliance as set out in the FOIA and below the standards we strive to provide. We also recognise that we have not kept you sufficiently informed as to the progress of your request, we are really sorry about this.

We recognise now that the information you have requested may no longer relevant to you, however we have endeavoured to provide you with a response which follows below.

You requested the following information:

**Please can you provide me with information concerning the maintenance of your corporate estate i.e. operational buildings, land and any other property (e.g. investment) and schools, if they are within your jurisdiction. Not any social housing/dwellings.**

**Q1. What type of maintenance management model does your organisation use? E.g. Managed supply-chain, single hard-fm & soft-fm contractor, internal workforce, principal contractor etc.**

**Q2. Can you provide a list of the approved contractors used?**

**Q3. What are the total values of contracts granted?**

**Q4. When do these contracts expire?**

2<sup>nd</sup> Floor  
The Lumen  
St James Boulevard, Newcastle Helix  
Newcastle upon Tyne, NE4 5BZ

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**Q5. What services are provided in each contract?**

**Q6. What procurement method was used? E.g. Open ITT, Framework if so, which one?**

### **Response**

We can confirm that we do hold some of the requested information. We will address each question in turn, firstly in relation to each element of our corporate estate.

#### **Operational buildings**

**Q1. What type of maintenance management model does your organisation use? E.g. Managed supply-chain, single hard-fm & soft-fm contractor, internal workforce, principal contractor etc.**

We have a Facilities Management Marketplace Contract through the Crown Commercial Services Government buying framework through a principle contractor.

**Q2. Can you provide a list of the approved contractors used?**

Homes England uses one contractor for this Planned Preventative Maintenance (PPM) contract. This is Equans FM Limited.

**Q3. What are the total values of contracts granted?**

The total cost of this contract per annum is £30,614.73.

**Q4. When do these contracts expire?**

This contract expires 31 March 2026.

**Q5. What services are provided in each contract?**

The PPM schedule includes equipment inspections such as elevators, fire panel, intruder alarms, AC, lighting and cooling systems. It also includes the building management system and the testing and servicing of all this equipment at the agreed intervals by Equans trained technicians.





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**Q6. What procurement method was used? E.g. Open ITT, Framework if so, which one?**

The Crown Commercial Services Government buying framework.

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 contract relates to the maintenance of the Homes England office that we own, which is Northstowe House, Rampton Road, Longstanton, Cambridge CB24 3EN. The remaining Homes England offices are Government Hubs and maintenance is the responsibility of the building management.

Further information on this contract can be found on Contracts Finder, using the reference "HCA001-DN535367-58137258". Please find a link to the notice on contracts finder below.

<https://www.contractsfinder.service.gov.uk/notice/138b5fb9-f8dd-420a-a7ad-f10d148098c5?origin=SearchResults&p=1>

Land

Due to the nature of Homes England's management of land, we have provided information relating to two frameworks and a call off for the framework. These are Estate Management Services, Security Services and Rural Management Services respectively.

Any individual contracts within these frameworks can be found on Contracts Finder, which is available here: [Contracts Finder](#).

**Q1. What type of maintenance management model does your organisation use? E.g. Managed supply-chain, single hard-fm & soft-fm contractor, internal workforce, principal contractor etc.**

Managed supply chain.

**Q2. Can you provide a list of the approved contractors used?**





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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 Commercial 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 can confirm that whilst Homes England does use some contractors regularly, we do not hold an approved list of contractors as this would disadvantage new entrants to the market.

### **Q3. What are the total values of contracts granted?**

Estate Management Services – approximately £6.5m annual value.

Rural Management Services - approximately £1.6m annual value.

Security Services - approximately £0.5m annual value.

### **Q4. When do these contracts expire?**

Estate Management Services – at the time of your request, the contract expired on 31 March 2024. The current contract, at the time of response, expires 31 March 2026.

Rural Management Services – at the time of your request, the contract expired on 31 March 2024. The current contract, at the time of response, expired on 30 April 2025.





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Security Services – this contract expired on 17 February 2025. The call offs within this framework are ongoing until a new framework is procured.

#### **Q5. What services are provided in each contract?**

Estate Management Services – Estate Management is the team responsible for managing Homes England's land and property. The scope of professional services provided is lengthy and includes services such as health & safety inspections, water safety, arboriculture inspections. Planned preventative maintenance plans, vacant property management, land and landscape management, site environmental and ecological support.

Rural Management Services – In respect of land and property assets held, to be acquired, or invested in (by way of third parties) by Homes England including but not limited to; residential, commercial and industrial, health, leisure and retail property, agricultural and mixed-use property. Services include Property Advisory Services, Land and Property Agency Services, as well as Estate and Facilities Management Services

Security Services – Prior to marketing and disposal, Homes England holds and manages surplus public land bringing with it duties of care for health and safety, trespass and other liabilities. Homes England addresses these risks by procuring Security Services including but not limited to manned guarding, reception security, mobile patrols, key holding, alarm response, CCTV and event-activated services at a range of sites across England.

#### **Q6. What procurement method was used? E.g. Open ITT, Framework if so, which one?**

Estate Management Services – Open ITT.

Rural Management Services – Call off from an existing framework.

Security Services – Open ITT.

#### **Investment Property and Schools**

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





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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 Homes England does not own assets of this nature.

## **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](mailto:infogov@homesengland.gov.uk)

Information Governance Team  
Homes England  
2<sup>nd</sup> Floor  
The Lumen  
St James Boulevard  
Newcastle upon Tyne  
NE4 5BZ

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.

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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

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