



Date: 12 June 2025

Our Ref: RFI4614

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4614

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 be relevant to you, however we have endeavoured to provide you with a response which follows below.

You requested the following information:

can you please tell me your average response times to phone calls from the general public

For context, your request was made in relation to our Help to Buy customer services contact centre.

Response

We can confirm that we do hold the requested information. Please see the table below. Given the passage of time that has elapsed since your original request, we have also included data for the most recent quarter.

Quarter	Average time to Answer (seconds)
October 2023	749
November 2023	538
December 2023	879
January 2025	1086
February 2025	571
March 2025	674

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

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





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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
The Lumen
2nd Floor
St James Boulevard
Newcastle Helix
Newcastle upon Tyne
NE4 5BZ
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.

Yours sincerely,

The Information Governance Team
For Homes England

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