



Date: 4 July 2025

Our Ref: RFI5262

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[Redacted]
By Email Only

Dear [Redacted]

RE: Request for Information – RFI5262

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:

**How do I complain about the standards of a site next to my home?
Also can I please request an up to date FOI on what has been awarded financially to Gentoo/ Eskdene Rise site Hetton le Hole?**

Response

We can confirm that we do hold the requested information. We will address each of your questions in turn below.

How do I complain about the standards of a site next to my home?

We can confirm that the site is managed by the Gentoo Group housing association and therefore we advise that you follow their formal complaints procedure in the first instance. For ease the link is as follows:

<https://www.gentoo.com/contact-us-and-leave-feedback/complaints-procedure/>

Also can I please request an up to date FOI on what has been awarded financially to Gentoo/ Eskdene Rise site Hetton le Hole?

Please see table below showing updated financial contributions paid by Homes England to Gentoo in relation to the Cragdale Gardens site, Hetton-le-Hole.

	Number of units	Total Grant	Paid to date	Tenure
Eskdene Rise Ph 1	29	£2,349,000	£1,761,750	Rent
Eskdene Rise Ph 1	4	£244,000	£183,000	Rent to Buy
Eskdene Rise Ph 1	5	£305,000	£228,750	Shared Ownership
Eskdene Rise Ph 2	36	£2,916,000	£2,187,000	Rent
Eskdene Rise Ph 2	4	£244,000	£183,000	Rent to Buy
Eskdene Rise Ph 2	8	£488,000	£366,000	Shared Ownership
TOTAL	86	£6,546,000	£4,909,500	





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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

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

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@HomesEngland
www.gov.uk/homes-england

