



Date: 8 July 2025
Our Ref: RFI5267
Tel: 0300 1234 500
Email: infogov@homesengland.gov.uk

By Email Only

Dear [REDACTED]

RE: Request for Information – RFI5267

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:

MFD / Print Hardware

1. Number of Multi-functional devices / photocopiers at Homes England?
2. Name of current supplier?
3. When did the contract start?
4. When does the contract end?
5. Details of any extension options beyond above date?
6. If contract ended, when do you intend to re-tender this arrangement?
7. Route to market used – open tender or framework. If framework, which one?
8. Number of single function printers – in addition to above MFD count?
9. Is there a services agreement that covers above?
10. Do Homes England have a Print Room?
11. If yes, name of supplier / how many devices / when does the contract end?
12. Who at Homes England is responsible for this contract?

Response

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

1. Number of Multi-functional devices / photocopiers at Homes England?

We can confirm there are currently 14 multi-functional devices at Homes England.

2. Name of current supplier?

We can confirm that these devices were supplied by Xerox UK Limited.

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

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





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3. When did the contract start?

We can confirm that the original contract under the current framework started on 1 February 2024.

4. When does the contract end?

We can confirm that the current contracted ended on 31 January 2025

5. Details of any extension options beyond above date?

We can confirm that there are no extension options to the above contract.

6. If contract ended, when do you intend to re-tender this arrangement?

Homes England is currently in the final stages of procurement under Crown Commercial Service (CCS) Government Buying framework. The procurement is in its final stages to commence 1 August 2025 for a 5-year lease ending in August 2030.

7. Route to market used – open tender of framework. If framework, which one?

As mentioned above, we use the CSS Government Buying Framework, and the framework ID is RM6174 – Lot 2.

8. Number of single function printers – in addition to above MFD count?

9. Is there a services agreement that covers above?

10. Do Homes England have a Print Room?

11. If yes, name of supplier / how many devices / when does the contract end?

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 Digital and Facilities teams 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 we do not use desktop printers in our offices, we only use MFD's. We can also confirm that we do not have a print room and therefore there is no supplier or contract.





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12. Who at Homes England is responsible for this contract?

We can advise that there is not a singular member of staff who is responsible for the MFD contracts however it is the responsibility of our Facilities team which can be contacted via the below:

FacilitiesServiceDesk@homesengland.gov.uk

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/>

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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

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