



Date: 8 July 2025

Our Ref: RFI5272

Tel: 0300 1234 500

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

By Email Only

Dear [REDACTED]

### **RE: Request for Information – RFI5272**

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:

#### **Managed Print Service**

- Do you lease/rent or Purchase your MFD's/Photocopiers?
- Who is your current supplier?
- What is the current number of MFD's/Photocopiers within the organisation
- What make/model are the MFDs/Photocopiers
- What is the total mono print volume for the MFD's/Photocopiers
- What is the total colour print volume for the MFD's/Photocopiers
- What is the approximate spend on service over the last 12 months?
- When does the Rental and or service agreement end for the MFDs/photocopiers, and what was the original contract term?
- Do you use a procurement framework? If so which one do you use?
- Do you lease/rent or Purchase your desktop printers?
- Who is the current supplier?
- What is the current number of desktop printers within the organisation?
- What make/model are the desktop printers
- What is the total mono print volume for the desktop printers
- What is the total colour print volume for the desktop printers?
- What is the approximate spend on service over the last 12 months?
- When does the rental and or service agreement end for the desktop printers, and what was the original contract term?
- What is the contact email for the person who deals with the printer and MFD contracts?

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

0300 1234 500  
@HomesEngland  
[www.gov.uk/homes-england](http://www.gov.uk/homes-england)





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### **Response**

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

- **Do you lease/rent or Purchase your MFD's/Photocopiers?**

We can confirm that we lease our Multi-Functional Devices (MFDs).

- **Who is your current supplier?**

We can confirm that we are leasing our MFD's from Xerox UK Limited.

- **What is the current number of MFD's/Photocopiers within the organisation**

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

- **What make/model are the MFDs/Photocopiers**

The MFD's are standardised between Xerox Alta-Link C8230 and C8255 models.

- **What is the total mono print volume for the MFD's/Photocopiers**

The total mono print volume per annum is 221,233 impressions

- **What is the total colour print volume for the MFD's/Photocopiers**

The total print volume per annum is 440,006 colour impressions

- **What is the approximate spend on service over the last 12 months?**

The total spend is £32,399 over the last financial year.

- **When does the Rental and or service agreement end for the MFDs/photocopiers, and what was the original contract term?**

We can confirm that the service agreement ended on 31 January 2025 and the original contract term was 5 years.

- **Do you use a procurement framework? If so which one do you use?**

We can confirm that we use the Crown Commercial Services (CCS) Government Buying framework. The current procurement route for MFDs is through RM6174 – Lot 2.





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- **Do you lease/rent or Purchase your desktop printers?**
- **Who is the current supplier?**
- **What is the current number of desktop printers within the organisation?**
- **What make/model are the desktop printers**
- **What is the total mono print volume for the desktop printers**
- **What is the total colour print volume for the desktop printers?**
- **What is the approximate spend on service over the last 12 months?**
- **When does the rental and or service agreement end for the desktop printers, and what was the original contract term?**

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.

- **What is the contact email for the person who deals with the printer and MFD contracts?**

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

Information Governance Team  
Homes England  
The Lumen

2<sup>nd</sup> Floor  
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St James Boulevard, Newcastle Helix  
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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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