

Freedom of Information request re: Farepak Vouchers

Response to: Pamela Stoneman (request-178441-a565dea7@whatdotheyknow.com)

Contact officer: Allison Allison, Head of Housing Management

Response from Your Homes Newcastle, October 2013

Dear Pamela

Thank you for your request relating to Farepak vouchers.

Below is the response from Your Homes Newcastle (YHN). I hope this explains the relationship that YHN had with Farepak and reassures you that there were no adverse impacts on YHN's customers when Farepak went into administration.

Your Homes Newcastle is an Arms Length Management organisation (ALMO), set up in 2004 to manage council housing on behalf of Newcastle City Council. Your Homes Newcastle currently manages around 29,000 tenanted and 1,500 leasehold homes.

In 2004 YHN began working with B&Q to supply decoration vouchers to YHN customers.

Farepak had a relationship with B&Q for the distribution of pre-paid decoration vouchers (which YHN had paid B&Q for directly). Farepak distributed the vouchers on a weekly basis to each of our Community Housing Offices.

YHN did not have a contract with Farepak and did not ever purchase Farepak vouchers. The relationship was between YHN and B&Q for the supply of vouchers, and was subject to their standard terms and conditions.

When Farepak went into administration in 2006 YHN liaised with B&Q to ensure that any remaining pre-paid vouchers that YHN owned, were released from Farepak and passed to the new distributor.

Payment to Farepak was made in arrears, each month, for the delivery of B&Q vouchers. Therefore YHN did not incur any financial loss when Farepak went into administration.