



# Ministry of Defence

Secretariat  
Defence Infrastructure Organisation  
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[www.gov.uk/DIO](http://www.gov.uk/DIO)

EMAIL ONLY: [REDACTED]

12 December 2016

Ref. FOI2016/10919

Dear [REDACTED]

Thank you for your email of 12 November 2016 requesting the following information:

- “1. I would like a copy of the working for charges for replacement / repairs. This is because the housing officer looked at the door and without looking anything up worked out the cost to replace the door. There is now physical way she could do this of the top of her head.*
- 2. The definition for scales of damage you use in assessing the property. ”*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that information in scope of your request is held.

A copy of the proforma used to identify charges for Private Finance Initiative housing is enclosed at Annex A.

Under Section 21 of the Act (Information reasonably accessible to the applicant by other means) you will find details used to assess properties in the Move Out Standard Tick Sheet Booklet on the CarillionAmey website using the link below:

<http://www.carillionamey.co.uk/service-family-accommodation/information-about-our-services/moving-out.aspx>

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2<sup>nd</sup> Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD

internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

DIO Secretariat



**PRE-MOVE OUT CHECKLIST**

**GENERAL**

HO															
DATE:						TIME:									
ADDRESS:															
POST CODE:															
HOUSE TYPE:			CORE:	X	NON-CORE:		MODERNISATION:	N/A							
FURNISHED:	YES		PARTIAL		FULL		NO								
PET'S:	Y		N		CARPETS CLEAN AND FREE OF INFESTATION					Y		N			
PRE-PAYMENT CLEAN REQUESTED:	Y		N		ALARM CODE IF APPLICABLE:	N/A									
PRE-PAYMENT CLEAN DEEP CLEAN CARPETS REQUESTED:	Y		N												
UTILITY PROVIDER:	GAS/OIL					ELEC:									
CARD METER:	GAS/OIL					YES:		NO:		ELEC:	YES:		NO:		
ENCROACHMENTS:	YES:		NO:												

**CARPET HISTORY**

DATE OF LAST FULL REPLACEMENT:			
ONE OFF REPLACEMENTS:			

**DECORATION HISTORY**

DATE OF LAST FULL REDECORATION:			
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**CURTAIN HISTORY**

DATE OF LAST FULL REPLACEMENT:			
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**IDENTIFIED (CULPABLE) OGD**

ROOM:	DAMAGE:	JUSTIFICATION OR MITIGATION:	INITIALS
			DIO



**ROBERTSON**

CONTINUATION SHEET REQUIRED	YES		NO	
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**MOVE OUT CHECKLIST**

**GARDEN (Condition) GARAGE/OUTBUILDINGS (Clean and Clear)**

AREA:	CONDITION:			DETAILS:	OGD
FRONT:	S		U/S		
BACK:	S		U/S		
SIDE:	S		U/S		
HEDGES:	S		U/S		
GARAGE:	S		U/S		
OUTBUILDINGS:	S		U/S		
MISCELLANEOUS:	S		U/S		

**KEYS DIO (H) HANDOVER TO RFM**

FRONT DOOR:		BACK DOOR:		SIDE DOOR:		GARAGE:	
PORCH:		OUT HOUSE:		VERANDA:		WINDOWS:	
PATIO:		SHED:		METER'S:		B/Rm CABINET	

**Housing Officer**

HO			
DATE:		TIME:	

**RFM Housing Technician**

HO			
DATE:		TIME:	

**TARGET / REVISED RETURN DATES**

**TARGET RETURN DATE**

TARGET RETURN DATE: (21 DAYS FROM RECEIPT OF KEY'S)	
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**REVISED RETURN DATE**

ORIGINAL TARGET DATE:		REVISED TARGET DATE:	
JUSTIFICATION	See attached (Y/N)		
RFM /HT:	Name:	Signature:	Date:
APPROVED: Y/N T.O.:	IF 'N' JUSTIFICATION:		
T.O.:	Name:	Signature	Date

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**MOVE-OUT/ IN STANDARD**

ITEM	STANDARD	COMMENTS
Walls/Ceilings	No stains, marks or excessive picture hooks	
Floor	Clean and free of marks	
Carpets	Vacuumed, Free from stains and infestation	
Windows/Frames	Glass and frame clean inside and out with window open. No mildew.	
Woodwork/Doors/Frames	Clean, no grease marks or dust	
Shelves/Units/Worktops/ Cupboards/Wardrobes	Clean, free of grease and marks	
Switches/sockets/Light Fittings	Clean, no grease marks or dust and with light bulbs fitted	
Sinks & Taps	Clean and free of lime scale	
Bath/Shower/WCs/Basins/ Taps/Shower Curtain/Screen	Clean, free of lime scale and seals intact.	
Tiles & Mirrors	No grease marks. No mildew	
Boiler/Radiator/Pipe work/Thermostats	No grease marks or dust	
Cooker & Filters	Clean and grease free – inside and out	
Garden & Paths	Tidy and safe with grass cut, hedges trimmed & flowerbeds free of weeds	
Garages/Sheds/Stores	Empty with floor swept, safe and secure	
As required by DIO Housing Manual or Occupiers Licence	Carpets cleaned if the occupants has had dogs etc	
Smoke alarms	Present and operational	
CO detectors (where appropriate)	Present and operational	
TV aerial point (Living Room and Bedroom One – if there is no TV aerial point in bedroom One there is no requirement to install one	Present and operational	
Bathroom fittings	Present and operational	
Rotary Drier or clothes line	Present and operational	



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ITEM	STANDARD	COMMENTS
Ironmongery to internal and external doors	Present and operational	
Carpets or hard flooring to all areas	Present and operational	
Suitable locks to external doors, windows and garage etc	Present and operational	
Labelled keys	Present and operational	
Ground floor telephone point and any associated extension sockets	Present and operational	
Instructions for boiler, heating system, cooker etc	Present and operational	
Safety items such as fire guard points, fixtures for stair gates etc.	Present and operational	
Minor Repairs	Minor repairs are carried out prior to move-in (those identified at the move out)	
Decorative Condition	As found, fair wear and tear expected taking into account when the property, or part of the property was last decorated	
Paint	Free of marks, stains, peeling, flaking, ingrained dirt, discolouration or mould growth. The decorative surfaces shall generally be of a uniform appearance with no excessive fading Nor sign of a previous colour showing through.	
Wallpaper	Free of marks, stains, ingrained dirt, rips, mould growth or paper hanging off	
Loft Area	Check for General Cleanliness, Insulation damage	
Gas and Electric Certification Present	Y/N (If no to Gas house cannot be returned)	
House Manual Present	Y/N	

RFM VOID CHECKLIST

ROOM	DEFECT	OBSERVATION - ACTION
Vestibule/ Porch		
Kitchen		
Utility Room		
Lounge		
Dining Room		



RFM VOID CHECKLIST		
ROOM	DEFECT	OBSERVATION - ACTION
Toilet/WC		
H/S/L		
Bedroom 1		
En-Suite		
Bedroom 2		
Bedroom 3		

RFM VOID CHECKLIST

ROOM	DEFECT	OBSERVATION - ACTION
Bedroom 4		
Bathroom		
Internal Re-dec		
Carpets		
Vinyl		
Curtains		

Cupboards/ Loft Hatches etc		
Externals including Driveways, patios, rotary driers, poles, gutters, fencing, sheds, garages, building fabric		
Cleaning		
Miscellaneous		

**Agree Identified Scope of Re-let Works**

RFM/Housing Technician		Housing Officer	
Date		Date	





**ROBERTSON**

**Re-Let Not to Move-In Standard**

**Reasons:**

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RFM OGD PRICES

Floor Coverings	Refer to separate cost sheet	
Re-Dec	£53.84	Per wall, per coat
Cleaning	£18.00 p/h	
Garage Clear Debris	£20.26	SoR 460029
Shed Clear Debris	£29.83	SoR 460028
Garden Clear Debris	£34.66	SoR 460025
Garden Clear Debris (Exceptional)	£105.97	SoR 460026
Replacement Internal Door	£183.63	SoR 330001
Replacement Internal Door (Sapele)	£192.48	SoR 330011
Replacement Back Door (Timber)	£545.26	SoR 321105
Replacement Front Door (Timber)	£662.64	SoR 321107
Replacement Door (UPVC)	£1035.70	SoR 323501
Replacement Garage Door	£630.69	SoR 345401
Replacement Barrel (UPVC)	£40.36	SoR 325109
Replacement Keys	£4.85	SoR 392521
Gain Entry – Door	£49.53	SoR 396001
Garage	£41.63	SoR 396006
Window	£49.51	SoR 396003
Replacement Base Unit Door	£32.57	SoR 373007
Replacement Wall Unit Door	£29.96	SoR 373009
Replacement Cupboard Shelf	£10.88	SoR 373015
Replacement Worktop (Per Lm)	£150.01	SoR 372003
Replacement Single Oven (Gas)	£485.69	Actual
Replacement Single Oven (Elec)	£413.20	Actual
Replacement Grill Pan Handle	£9.76	Actual
Replacement Grill Pan + Handle	£65.03	Actual
Replacement Toilet Seat	£39.98	SoR 630513
Replacement WHB	£250.28	SoR 630703
Replacement Bath	£516.53	SoR 630901
Replacement Plug	£5.92	SoR 630109
Replacement Bathroom Cabinet	£52.21	SoR 696017



**PROPERTY AT RE-LET STANDARDS**

**RFM**

For and On behalf of Robertsons FM I certify that all works are satisfactorily completed and this property is now at Re-let Standard.

Signature:	PRINT NAME:	(RFM)
	DATE:	

**KEYS PRESENT**

FRONT DOOR:		BACK DOOR:		SIDE DOOR:		GARAGE:	
PORCH:		OUT HOUSE:		VERANDA:		WINDOWS:	
PATIO:		SHED:		METER'S:		B/Rm CABINET	

**TECHNICAL OFFICER**

For and On behalf of DIO Ops A, I DISAGREE that this SFA is at Re-Let Standard.  
(See items overleaf)

Signature:	RE-LET INSPECTION DATE:
PRINT NAME: (DIO Ops A)	RECTIFICATION DATE:

**TECHNICAL OFFICER SIGN OFF**

For and On behalf of DIO Ops A, I confirm acceptance of this Re-Let Property

Signature:	RE-LET INSPECTED Y/N – if Y please enter DATE:
PRINT NAME: (DIO Ops A)	AUTHORISED DATE:

**ARBITRATION**

**ARBITRATION-LEVEL 1 2 3 (Circle as appropriate)**

Disagreement UPHeld / REJECTED, if REJECTED the items overleaf are to be rectified by DATE.....

Signature:	PRINT NAME: (DIO Ops A)
Signature:	PRINT NAME: (RFM)

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