



Ministry of Defence

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Ref: FOI 2016/02041

9 March 2016

Dear Sir,

Thank you for your email of 12 February 2016 requesting Combined Accommodation Assessment System (CAAS) details and maintenance information for your Service Family Accommodation (SFA) at [\[redacted\]](#).

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 all information in scope of your request is held and can be found at the annexes to this letter.

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, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail 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>.

DIO Secretariat

Annexes:

- A. Response to Queries.
- B. CAAS banding report.
- C. Efficiency Standard Assessment Procedure (SAP) report.
- D. Location Guide.
- E. Quality Plan extract.

RESPONSE TO QUERIES

1. The full breakdown of the results from the CAAS survey taken for the property I currently live in [this was one that was surveyed]:
 - a. The CAAS banding report for the property can be found at Annex B. The energy efficiency report use as part of the assessment process can be found at Annex C.
2. The full list of what information was required for the survey to be completed - i.e fields to complete/questions asked:
 - a. This information can be found at Annex B.
3. A full breakdown of what is in/out of scope for a bathroom to be considered over or under 30 years old:
 - a. The age of the bathroom is estimated based on the professional experience and opinion of the surveyor. He/she will consider the design and appearance of the bath, sink, WC and fittings to form an opinion.
4. A full breakdown of what constitutes a utility room:
 - a. An area with plumbing and electricity either within or separate to the kitchen, within the curtilage of the building (excluding communal utility area).
5. A breakdown of what constitutes a new roof:
 - a. On the day of completion of the roof it is 'new'; from that point on it is 1 day old, 2 days old etc. The specification for the replacement of a roof covering as a minimum will comprise the felt, battens, tiles, ridge tiles, and any lead work to roof valleys. Depending on age and condition, consideration will be taken to replace fascia, soffits and rainwater goods at the same time.
6. Are patch repairs deemed to prolong the lifecycle of a roof for the survey:
 - a. The surveyor will use professional opinion to assess the expected remaining lifecycle of the roof. Patch repairs will be taken into account but the element of repair may have contrary influence. Repairs/partial replacement of ridge tiles or valet lead work would likely extend the life of a roof, while repairs to the main roof covering may indicate that planned lifecycle replacement of the whole covering should be considered.
7. Are the state of driveways/gardens included:
 - a. Yes, but only in respect of hazards as defined under in the Housing Act 2004, under the Housing Health and Safety Rating System (HHSRS).
8. Details of where the broadband coverage statistics came from and how my house's BT broadband was assessed [it does not match what BT state when I test it]:
 - a. Broadband information was provided by OfCom. OfCom reports on the coverage available from all providers, not just BT.

**ANNEX A TO
FOI2016/02041
DATED 9 MAR 16**

9. Whether exercise/training areas are encompassed when assessing noise scores for a property - how is this assessed:
 - a. Unit staffs were asked to provide details on areas of their estate where noise may be considered a hazard as defined in Joint Service Publication 464 Volume 3. The noise was then assessed to determine the average decibel level in day time (0700 – 2300) and night time (2300 – 0700) over a 220 working day period (effectively a calendar year).
 - b. No noise hazards were identified for the Larkhill estate and therefore noise from training areas has not been considered in your assessment.
10. Confirmation if the survey information also included the level and standard of service provided by CarillionAmey to the property - if not why not:
 - a. The CAAS survey is an assessment of the condition of SFA against the Government's 'Decent Homes' standard, as defined by the Department for Communities and Local Government. It is a generic assessment of a household, and therefore does not consider the service provided by CarillionAmey under the National Housing Prime contract.
11. Confirmation whether safety travelling [by any means] to from local amenities was included in the survey:
 - a. Travel was assessed centrally by the Centre for Housing Policy at the University of York, on behalf of the MOD, using published national statistics. The methodology for the assessment is laid out in the document at Annex D.
12. Details of how banding can be made to a house that has not been surveyed:
 - a. The process for assessing SFA where a survey was not physically carried out can be found at Annex E.