



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
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www.gov.uk/DIO

Ref. FOI2017/01092

17 February 2017

Dear

Thank you for your email of 24 January 2017 requesting the following information:

"How many homes provided by the MoD to military personnel in Hampshire and their families are currently awaiting repair work?"

If this information is available, can it please be broken down into geographic areas of the county (so, for example, the number in Gosport, Portsmouth Aldershot etc)?

Lastly, if available, please could I have a summary of the type of repair work requested?"

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 the information in scope of your request is held.

The information you have requested can be found enclosed at annex A. Please note the information provided in annex A is the number of jobs outstanding, not the number of homes, we do not hold the information in this format.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that under the terms of the CarillionAmey agreement with MOD shown below, CarillionAmey must respond to calls in accordance with the following timescales, also included below is the CarillionAmey performance figures for December 2016:

Category	Target	CA December Performance	Remarks
Emergency	100%	100%	Response within 3 hours. Make safe as soon as reasonably practicable. After situation made safe, the response should then be Critical, Urgent or Routine as appropriate.
Critical	95%	96.36%	Response with 3 hours, and resolved within 12 hours. Outstanding 5% carried out within an additional 24 hours.
Urgent	95%	92.01%	Permanent repair should be carried out with 5 working days. Outstanding 5% carried out within an additional 3 days.
Routine	95%	95.3%	Permanent repair should be carried out within 15

			working days. Outstanding 5% carried out within an additional 7 working days.
Wind & Weatherproof	95%	90%	Rectify within 20 working days. Outstanding 5% carried out within an additional 10 working days.

This means that over 95% of calls in December 2016 were met. The provision of accommodation and associated services to our Armed Forces and their families remains a high priority.

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, 2nd Floor, Zone N, 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>.

Yours sincerely,

DIO Secretariat

	Andover	Bordon	Church Crookham	Connaught	Deepcut	Marchwood	Middle Wallop	North Camp	Odiham	Old Portsmouth	Rowner A	Rowner B	Thorney Island	Winchester	Grand Total
Reactive Maintenance	125	65	115	127	119	109	127	127	143	86	312	112	166	144	1889
Brick Layer	1	1	0	1	1	0	1	1	5	0	3	3	1	0	18
Cleaner	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Chimney Sweep	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2
Decorator	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Electrician	48	18	16	22	28	37	44	30	28	24	90	27	57	41	510
Fire Alarm Engineer	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Grounds	1	1	3	1	1	0	0	0	1	0	1	1	0	0	10
Gas Engineer	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Grounds	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2
Grounds	3	0	3	1	0	0	2	1	1	0	0	4	1	2	18
Grounds	0	0	0	0	0	0	0	1	1	0	0	1	0	0	3
Glazier	0	0	0	0	0	3	0	0	0	1	5	5	7	0	21
Heating Engineer	10	10	33	29	24	12	9	37	26	10	35	12	19	29	295
Joiner	14	13	23	27	24	39	18	25	33	23	75	23	45	27	409
Labourer	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Lift Engineer	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Pest Control	5	1	0	9	3	2	7	0	4	2	4	1	0	2	40
Play Park Inspector	0	0	2	2	0	0	0	0	0	0	0	0	0	0	4
Plumber	29	6	16	19	15	8	24	23	26	26	66	25	16	23	322
Plasterer	2	3	1	2	7	3	1	3	3	2	8	4	5	3	47
Roofer	2	1	5	0	6	1	4	0	1	0	6	2	2	1	31
Street Light Specialist	1	6	3	6	1	0	2	0	0	1	2	0	1	2	25
Specialist	0	2	2	1	0	0	0	0	0	2	0	1	0	3	11
Surveyor	7	2	6	6	5	1	12	4	12	2	6	0	8	9	80
Multi Trade	2	1	1	0	4	2	3	1	2	3	6	2	4	1	32