

(10)

From:
Sent: 22 January 2015 10:31
To:
Subject: FW: 20141112 Grading Challenge at Alte Brennerai 5-O
Follow Up Flag: Follow up
Flag Status: Yellow
Classification: NATO UNCLASSIFIED

M

I re-read the e-mail below and have amended a couple of mistakes. Hopefully this will clear up any confusion. The amendments are in red below.

CC: Logs Sustainability, ...

From:
Sent: Tuesday, January 20, 2015 4:56 PM
Subject: RE: 20141112 Grading Challenge at Alte Brennerai 5-O
Classification: NATO UNCLASSIFIED

Just to clarify your response I have written the events as a timeline to ensure we both agree; I would be grateful if you could confirm I have the correct understanding of your response:

28 May 2014 – Formal Challenge submitted – DIO Ramstien
 28 May 2014 – acknowledgement of challenge by ... – DIO Ramstien
 18 June 2014 – Property visit (Alte Brennerai 5) by ...
 15 July 2014 – Response from ... Stating my property was to remain Grade 1
 15 July 2014 – Conversation (on person) between I ... Se
 would challenge fir ... se stated he would.
 16 July 2014 – Response to DIO from ... disputing the findings
 17 July 2014 – Phone call fr ... stating after discussion with landlord property was now Grade 2.

This timeline does not show any details of the conversations between ... as I was not privy to them. That said, am I to assume from the information below the following:

1. ... were not aware that my property and hence my living room differ from the "as built" plans and hence used the original plans for the grading "in good faith".
2. ... did not convey ... on finding that the rooms differed from the plans) that he would need the as-built plans to make an accurate assessment of grading.
3. ... had "in good faith" used the original design plans to grade the property but did so without conferring with or the knowledge of ... s he had no expectation that the grade would change.
4. ... (whomever received the "as built plans") immediately drew up a new 4 tier grading board excel score sheet reflecting the appropriate changes and passed to me as soon as practicable.
5. I ... immediately after ... was made aware that he had sent the e-mail grading my property as Grade 1, was inform ... hat he should not have sent the e-mail and should inform me as such also.

Grateful for your response.

Rgds

30/01/2015

Sqr | OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein,
|

From: D
S
Tr

Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

I can confirm that I have discussed paragraph 4 of your letter dated 8th December 2014 with [redacted] and [redacted]

They have explained to me that [redacted] sent out an email on the 15th July in which he confirmed that the property was grade 1 for charge [redacted] subsequently sent out an email confirming that the property was grade 2 for charge.

The house that you occupy was graded in June utilising the original design plans for the property (as opposed to as built plans). The house varies from the original design such that the living room is smaller than the original design. I understand that the living room is an unusual shape and therefore more difficult to measure. The difficulty in measuring the room coupled with the change in design during construction caused [redacted] to have concerns when confirming his decision on whether the room should have deficiency points. The size of the living room was critical in making the decision between grade 1 and grade 2.

The email sent out by [redacted] was before [redacted] and [redacted] had obtained the as built drawings. When the as built drawings were obtained from the Landlord it was apparent that the house was grade 2. The email sent out by [redacted] whilst sent out in good faith, should not have been sent out until the as built plans were obtained. John recognises that this was a mistake.

I hope that this gives you sufficient background on this issue. I am largely out of office for the next 2-3 weeks. You are very welcome to visit [redacted] and discuss the issue further and to see the plans.

Thanks

MRICS BSc PGDip | Delivery Manager ESC I
Defence Infrastructure Organisation | E

Tel: 0200 071 1118

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From: D
Sent: 16 January 2015 11:18
To:

Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

I have discussed this case with both [redacted] and [redacted]

[redacted] has provided me with the following timeline of key events;

30/01/2015

28 May 14	First challenge received
18 June 14	Grading Visit to Ramstein
16 July 14	Occupant informed that grading outcome was Grade 2 for charge
end Sept 14	Noise survey results received in SHAPE
14 Oct 14	FOI request relating to previous grading
12 Nov 14	Letter of apology and explanation of grading sent
24 Nov 14	Further letter sent on with fuller explanation of grading and advice to appeal EJSU Estate Advisor if not content with Board results

The DIO did experience a much higher than normal workload over the Summer which I believe is the key reason why the timeline is so long (NATO manning surged from 60% to nearly 90%). I agree that the timeline shows an unacceptable response timeframe and most importantly that you were not properly kept informed of delays / actions being undertaken. [redacted] has offered his sincere apologies for the delays in his letter dated 12th November 2014. I have also offered apologies for the tardiness of the responses of my team. I have spoken about this issue and they have committed to improve on keeping personnel properly informed.

Whilst you are a more isolated case you should note that we have changed our Housing Guides so that in the unfortunate event of a breakdown in communications like this the route to escalate issues is clearer. We have also begun implementing regular DIO presentations at local SNR / EJSU meetings to improve communication with customers.

I have asked [redacted] about any conversations he has had with the SBO regarding your re-grading. He has confirmed to me that he has not had a conversation. He has discussed your re-grading with the NSE during his regular meetings with them. They may have discussed your case with the SBO but we are not clear. In any case you should not feel intimidated, you have a right to challenge the grading board and its results and appeal to the next level up if you believe you have a case. My team are clear on that point.

The grading system is not always easy to apply and is open to different interpretations (some which can only be resolved at a policy level). I understand that you disagree with some of the points with [redacted] letters and you have become frustrated with the responses from the DIO team in part due to the timeframes to respond. In his last letter I asked [redacted] to provide you with the details of EJSU SO2 Estates. I think he is the right person to take forward your challenge; he is the EJSU customer representative on estates issues and will examine the issues again from a fresh perspective. I hope that this will allow the grading process for your SFA to move forward to a solution.

I have not yet looked into point 4 of your letter dated 8th December 2014. I will undertake to gain an explanation from [redacted] on this by the middle of January. I think that this is the best date I can achieve due to Christmas leave.

[redacted] is your day to day point of contact within DIO. I understand that you and [redacted] have exchanged emails and I understand that you have a good working relationship. Please do not hesitate to contact [redacted] on any issues or to contact me on any issues whether they relate to the difficulties experienced with your grading or of another nature.

Please accept my apologies on behalf of DIO for the time it took to deal with your case and the lack of progress reports provided,

Yours sincerely

I Delivery Manager ESC 1

This e-mail and its contents have been certified at the appropriate classification, and cleared for transmission via the Internet, by the originator. The information contained in this e-mail is private and confidential and for the above named recipient(s) only. For persons other than the intended recipient(s), any use, disclosure, copying or distribution of the e-mail or information contained therein is prohibited and may be unlawful without prior approval from the originator. If you have received it in error, please notify the originator by reply e-mail and delete it from your system.

From: DIO SD OS EJSU ESC 1
Sent: 06

Cc: [redacted]
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-0

Thank you for your email and attached letters.

I will of course respond to the FOI once it is sent to me by the DIO FOI team.

30/01/2015

It is apparent from your letter that you are not content with the grading board held by [redacted] Although I don't have a copy [redacted] response to hand I believe that he suggested that you raise an appeal through SO2 J4 Estates of EJSU. The case is quite complex and I would suggest that you submit your grading challenge annotated on the MOD grading form with the justifications against each point. It is apparent that SO2 J4 Estates will need to convene a board to deal with the complaint and I would hope that a face to face meeting as part of this process should help to alleviate issues. On the basis that [redacted] has provided you with a route in which to challenge the grading I will not comment further on your particular points.

I will try to respond to you on the two points included within this email chain by the 15th December 2014.

I am unsure as to whether you are referring to [redacted] in paragraph 2 of your letter. Could you clarify what you mean with the Einstein quote please?

Kind regards

[redacted]
[redacted]
[redacted] Ema

This e-mail and its contents have been certified at the appropriate classification, and cleared for transmission via the Internet, by the originator. The information contained in this e-mail is private and confidential and for the above named recipient(s) only. For persons other than the intended recipient(s), any use, disclosure, copying or distribution of the e-mail or information contained therein is prohibited and may be unlawful without prior approval from the originator. If you have received it in error, please notify the originator by reply e-mail and delete it from your system.

Sent: 08 December 2014 08:29

Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-0

Classification: NATO UNCLASSIFIED

Please see attached response to your e-mail below. FYI the FOI request has been sent to CFO @ DIO MoD.

Rgds

[redacted] OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein, BFPO [redacted]

From: [redacted]
Sent: Monday, December 01, 2014 9:40 AM
To: [redacted]
Subject: [redacted]

I have just received a copy of your written complaint from DIO Housing Complaints team in Wyton. It appears to be incorrectly dated at 14th October 2014 (I think it is meant to be 14th November and have taken as such).

I can confirm that we have sent the response to the FOI back to the UK FOI team to send to you. We have redacted certain sections having taken advice from EJSU. You have received a response to your grading challenge which addresses each point. I have responded to you regarding the dates at which excel spreadsheets were saved.

However there appear to still be two items outstanding;

30/01/2015

1. A review of why the process took so long and
2. Investigation into whether the SBO was involved in the process (and if he was why)

I have therefore taken an action to resolve these two issues. I have given my staff 10 days to provide me with a response to these points and I will then write to you. My target date to write to you is the 15th December 2014.

Yours sincerely

| Delivery Manager ESG |

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From: (2)
Sent: 18 November 2014 10:25

Cc:
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-0

Thank you for this email.

I do not understand why the timings at which documents are saved would indicate that DIO were trying to deliberately tell you the wrong grade. I do not see that there is any action to take as this appears to be an innocent mistake that was corrected a few days later.

I have spoken with [redacted] and he has confirmed that the dates are for September 2014. [redacted] has explained to me that the reason that the dates are wrong is because the dates on the machine were not correctly set before recording was undertaken. This explains why the dates are incorrect. You are welcome to visit [redacted] in his office and see the machinery and software used. Unfortunately, [redacted] did not pick this up in his response to you.

I hope this answers your emails satisfactorily, in particular if you have further issues with point 2 after you have spoken with [redacted] then please ask.

Kind regards

.i

This e-mail and its contents have been certified at the appropriate classification, and cleared for transmission via the Internet, by the originator. The information contained in this e-mail is private and confidential and for the above named recipient(s) only. For persons other than the intended recipient(s), any use, disclosure, copying or distribution of the e-mail or information contained therein is prohibited and may be unlawful without prior approval from the originator. If you have received it in error, please notify the originator by reply e-mail and delete it from your system.

From:
Sent: 14 November 2014 13:46

Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-0

Classification: NATO UNCLASSIFIED

The dates I am referring to are the dates the attached Excel spreadsheets were completed. The date 7/11/2014 refers to the microsoft time code (an in-built mechanism that microsoft uses to track document modification) and is captured in the United States format – hence 7/11/2014 equates to the 11th of July 2014.

The issue is that both Excel spreadsheets were last modified on the same day, but the spreadsheet showing my property as Grade 2 was completed 2 hours before the spreadsheet showing my property as grade 1. If this was the case and there was evidence that the property was grade 2, I should never have received the e-mail, or the first spreadsheet.

30/01/2015

Whilst it may have been an error in which spreadsheet was sent the wording of the e-mail was clear. "Please find attached DM SHAPE Grading response. I am afraid that after due consideration your property has only 4 deficiency points so therefore is Grade 1. Please also find below my response to the matters mentioned in your challenge".

Although it states in the later e-mail that there was an error, this was after a written response and Telephone calls v It is not until 3 days later (and after supposedly speaking with the landlord) that the property was re-assessed as Grade 2 and I was passed the second spreadsheet.

To me this appears as a deliberate attempt to leave me at grade 1. Had I not challenged this I have no doubt I would not have been re-assessed as grade 2 despite the information already being held within DIO (in the second spreadsheet).

In essence the issue I am trying to resolve is did DIO deliberately tell me my property was Grade 1 when they knew it was Grade 2?

Hope this clarifies the issue

| OF3 Logs Sustainment | NATO

From]
Sent: Friday, November 14, 2014 1:19 PM
To: AIRN A; OF3
C
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-0

I am looking into the issue with the noise report and have left a message v o phone me back
 s on leave). I will get an answer on this by early next week.

I have looked at the sent dates on the two emails and it looks like an error could have been made between the two. They are sent 3 days apart, the first email does not include any points for serial 6, 7 and 8 but then the second email does (and the second email apologises that there was an error in the first email). This appears like it is a genuine error. I am not sure if I have fully understood because you refer to dates during last week (November?)

Kind regards

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From
Sent: 14 November 2014 09:41
To
Subject: O

Classification: NATO UNCLASSIFIED

Further to our telecon:

The first point I would like you to look at is the information contained in the noise study included in the attached response.

1. Start time of the survey is stated as 5/09/2014 13:36:22, this is the exact start time of the 2005 survey (cursor A: 39.3@14/09/2005 13:36:22) - This is an incredible coincidence.
2. The sipke (highest recorded sound 74.5db 20th Sept 2014 matches exactly the highest spike in the 2005 report -

30/01/2015

just before Sat 1)

3. The written note states the sample is from 8 Hutschenhausen. If the chart is from 2005, there were no properties in Alte Brennerai in 2005? If the data is from 2014 why does it have exactly the same start time as those stated for 2005.
4. Why does the chart have original dates (in what appears to be the copy and pasted section) and new dates for 2014 underneath.

All these points lead me to believe there is either a massive error in drawing the information together, or this is an attempt to use old data to try to convince me a recent survey has been completed that gives the answer that has used in para v. of his response to me.

Second point. I have attached 2 e-mails from the original chain when dealing with my initial challenge. (please go into document properties to obtain the required details).

E-mail 1 from DIO Ramstein with the attached Excel spreadsheet providing the evidence as to why my property was Grade 1. This document was last modified 7/11/2014 @ 12:27.

The second e-mail, received after I challenged this result explains that following further investigation my property was in fact grade 2 again with an Excel spreadsheet providing the evidence as to why my property was Grade 2. This document was last modified 7/11/2014 @ 10:22: just over 2 hours before the spreadsheet showing I was grade 1. This suggests to me that there was an awareness that my property was grade 2 (or at least had the potential to be grade 2) prior to the e-mail telling me it was grade 1. This is potentially a deliberate attempt to defraud; had I not challenged the decision, I would still be classed a grade 1 today.

There are a number of other points I wish to raise with your response, this I will do in a formal letter. The reason I raise these 2 points separately is that they suggest to me some very bad practices have been undertaken, potentially to persuade me that I was not entitled to any reduction and to close the complaint without the correct scrutiny and accuracy. In essence there could be a fraud issue here?

I would be grateful for your thoughts on these issues in particular and will be in office most of today should you wish to discuss any points. I am also at SHAPE 18-20 Nov so can meet in person during that time.

Rgds

From
Sent: Wednesday, November 12, 2014 11:42 AM
To: AIRN A4 LI
Subject: 20141112 Grading Challenge at Alte Brennerai 5-O

Please find attached the result of your grading challenge.

Regards

| Accommodation Manager DIO SHAPE |

Website: www.mod.uk/dio/

30/01/2015

Sent: 27 January 2015 11:50

To:

Subject: Automatic reply: 20141112 Grading Challenge at Alte Brennerei 5-O

I am currently out of office until 9 Feb 14. For urgent matters please contact either the Sustainment & Reporting Section Head,

Rgds





30/01/2015

DIO SD OS-Eur2 ESG AreaMgr AH

From: DIO
Sent: 29 January 2015 10:24
To: DIO SD OS-Eur2
Cc: DIO
Subject: FW: 20150129-FOI00915, 00916 & 00917
Attachments: 20150122-FOI00915-E.docx; 20150122-FOI00916-E.docx; 20150122-FOI00917-E.docx
1 - p-l sort.

Kind Regards

Dp Hd Europe
DIO Overseas
**Defence
Infrastructure
Organisation**

 **Email:** DIO@MOD.gov.uk |  **Telephone:** |  **Fax:** [01223 343000](tel:01223 343000) |  **Website:** www.mod.gov.uk

Recipients should note that email traffic on MOD systems is subject to monitoring, recording and auditing to secure the effective operation of the system and for other lawful purposes.

From: DIO Sec-Parli (MULTIUSER)
Sent: 29 January 2015 07:52
Subject: 20150129-FOI00915, 00916 & 00917

Can you confirm that you received the below email and are working on a response.

Thanks.

Regards,

| DIO Public Affairs | Defence Infrastructure Organisation

Civilian
Email: DIO@MOD.gov.uk
Website: www.gov.uk/dio/

Please note my role email has recently changed

Please add:

30/01/2015

DIO Sec-Parli (MULTIUSER)

From:

Sent: 23 January 2015 10:35

To:

Subject: 20150123-FOI00915, 00916 & 00917

Please see the attached FOI's which together may be disproportionate cost (currently £600 or 24 hours for one person).

We believe they all fall into your area, could you see how easy / difficult this will be to respond to and let me know approximately the cost involved for each response. It may be that we will need to submit each separately after 60 days of each other.

The deadline for a response will be Wednesday 4 February.

Regards,

| DIO Public Affairs | Defence Infrastructure Organisation

Civ. 0

Email:

Website: www.gov.uk/dio/

Please note my role email has recently changed

Please address all Parli Business to:

30/01/2015



HQ AC Ramstein, A4 Division
Sustainment & Reporting Section (Rep)

20 January 2015

Freedom of Information Request – DIO SHAPE.

Dear Sir/Ma'am,

Under the auspices of the Freedom of Information act 2000, I am requesting any and all Noise Pollution/Noise Surveys/Noise Studies done for the addresses at Alte Brennerai, Hutschenhausen. I would like the information in electronic format where possible, sent to the e-mail address above, however if the information is only available via hard copy then please send to the postal address below.

Sincerely

Address for Correspondence:



HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

20 January 2015

Freedom of Information Request – DIO SHAPE.

Dear Sir/Ma'am,

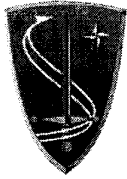
Under the auspices of the Freedom of Information act 2000, I am requesting all the relevant information relating to the 4TG grading assessments of all MoD leased properties at Alte Brennerai, Hutschenhausen, 66882, Germany, from the date of their build completion through to the present day.

This information should include any and all completed 4TG grading reports and completed JSP 464 4TG tables for each property. I would like the information in electronic format where possible, sent to the e-mail address above, however if the information is only available via hard copy then please send to the postal address below.

Sincerely

Address for Correspondence:

N



HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

20 January 2015

Freedom of Information Request – DIO SHAPE.

Dear Sir/Ma'am,

Under the auspices of the Freedom of Information act 2000, I am requesting copies of all e-mails sent between, to and from DIO SHAPE that contain information relating to the challenge of grade to the SFA property I inhabit, (5 Alte Brennerai, Hutschenhausen, 66882) and all e-mails sent between, to and from DIO SHAPE that contain my n

I would like the information in electronic format where possible, sent to the e-mail address above, however if the information is only available via hard copy then please send to the postal address below.

Sincerely

Address for Correspondence:

From:
Sent: 29 January 2015 17:33
To:
Cc: SR
Subject: RE: 20150129-FOI00915, 00916 & 00917
Importance: High
Follow Up Flag: Follow up
Flag Status: Purple

We spoke earlier today on this;

- 1) FOI 4TG Assessments. DIO provided with the current set of four tier grading reports in letter dated 12th November 2014. We are looking to find out if there are any more. We have a concern that this information can be used to work out the rent that people are paying on their houses. When sent out the letter dated 12th November 2014 we had the EJSU Data Protection Officer redact what she thought was unacceptable. Do you want us to do the same or instead send them to you clean for you to redact names and addresses etc.
- 2) FOI Noise Pollution. DIO provided with the information we have on the noise assessments letter dated 12th November 2014. We have invited our office to discuss further. The noise assessments are being redone as the date on the machinery was not correctly calibrated prior to the previous test.
- 3) FOI Emails. I have asked several of my staff in SHAPF to provide any emails they have relating to. I will provide emails, Gc. will provide emails. I believe we are the only staff with any involvement in the grading issue.

We will not be able to realistically meet the timeframes.




Please can you provide any emails to me and I will forward them up to decide what needs to be redacted. Thanks

F
Sent: 29 January 2015 10:24
To:
Cc: DIO
Subject: RE: 20150129-FOI00915, 00916 & 00917

Kind Regards

30/01/2015

Dp Hd Europe
DIO Overseas
**Defence
Infrastructure
Organisation**
Overseas (European Division),

 **Telephone:**  **Fax:** tba
 **Email:** DIO SECS@dio.org.uk
www.moc.gov.uk

 **Fax:** tba
 **Website:**

Recipients should note that email traffic on MOD systems is subject to monitoring, recording and auditing to secure the effective operation of the system and for other lawful purposes.

From: DIO SECS@dio.org.uk
Sent: 23 January 2015 07:52
To: [redacted]
Subject: 20150129-FOI00915, 00916 & 00917

Can you confirm that you received the below email and are working on a response.

Thanks.

Regards,

| DIO Public Affairs | Defence Infrastructure Organisation

Kingston Road | Sutton Coldfield | B75 7RL

Email: le@dio.org.uk
Website: www.gov.uk/dio/

Please note my role email has recently changed

Please address all Parli Business to:

From: [redacted]
Sent: 23 January 2015 10:35
To: [redacted]
Subject: 20150123-FOI00915, 00916 & 00917

Please see the attached FOI's which together may be disproportionate cost (currently £600 or 24 hours for one person).

We believe they all fall into your area, could you see how easy / difficult this will be to respond to and let me know approximately the cost involved for each response. It may be that I will need to submit each separately after 60 days of each other.

30/01/2015

The deadline for a response will be Wednesday 4 February.

Regards,

| DIO Public Affairs| Defence Infrastructure Organisation

Kingston Road | Sutton Coldfield | B75 7RL

Civ: 0

Email: lk

Website: www.gov.uk/dio/

Please note my role email has recently changed

Please address all Parli Business to:

30/01/2015

noise assessments in letter dated 12th November 2014. We have invited Sqn Ldr into our office to discuss further. The noise assessments are being redone as the date on the machinery was not correctly calibrated prior to the previous test.

- 3) FOI Emails. I have asked several of my staff in SHAPF to provide any emails they have relating to Sqn Ldr. I will provide e will provide emails. I believe we are the only staff with any involvement in the grading issue.






We will not be able to realistically meet the timeframes.

Please can you provide any emails to me and I will forward them up to decide what needs to be redacted. Thanks

From: I
Sent: 29 January 2015 10:24
To:
Cc: DIO Sec-Parli (MULTIUSER)
Subject: FW: 20150129-FOI00915, 00916 & 00917

Kind Regards

Defence
Infrastructure
Organisation

 Telephone:  M  Fax: tba
 Email:  Website:
www.defence.gov.au

Recipients should note that email traffic on MOD systems is subject to monitoring, recording and auditing to secure the effective operation of the system and for other lawful purposes.

Fr
Sent: 29 January 2015 07:57
Subject: 20150129-FOI00915, 00916 & 00917

Can you confirm that you received the below email and are working on a response.

Thanks.

30/01/2015

Regards,

| DIO Public Affairs| Defence Infrastructure Organisation

Kingston Road | Sutton Coldfield | B75 7RL

Email: publicaffairs@dio.gov.uk

Website: www.gov.uk/dio/

Please note my role email has recently changed

Please address all Parli Business to:

From

Sent: 23 January 2015 10:35

Subject: 20150123-FOI00915, 00916 & 00917

Plse see the attached FOI's which together may be disproportionate cost (currently £600 or 24 hours for one person).

We believe they all fall into your area, could you see how easy / difficult this will be to respond to and let me know approximately the cost involved for each response. It may be that we will need to submit each separately after 60 days of each other.

The deadline for a response will be Wednesday 4 February.

Regards,

| DIO Public Affairs| Defence Infrastructure Organisation

Kingston Road | Sutton Coldfield | B75 7RL

Er

Website: www.gov.uk/dio/

Please note my role email has recently changed

Please address all Parli Business to:

30/01/2015

Sent: 10 December 2014 14:38

Subject: Re: 20141210-FOI07995_Sqn Ldr : : SHAPE
Dear All

I think I have been copied in by mistake as I don't recall this issue?

Regards

Message sent from a MoD Blackberry device.

From: :
Sent: Wednesday, December 10, 2014 11:03 AM
To: :
Cc: :
Subject: RE: 20141210-FOI07995_Sqn Ldr : : SHAPE

The request for advice relating to an FOI should be directed as follows;

- 1) Please (these are the people in SHAPE who have been involved in the grading challenge) to provide any emails which relate to or 5 Alte Brennerai, Hutchenhausen, 66882?
- 2) Please ask MOD Housing Policy in London and DIO Housing V to provide the information in the 3rd paragraph.

Thanks

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From: :
Sent: 10 December 2014 11:43
To: :
Cc: :
Subject: FW: 20141210-FOI07995_Sqn Ldr : : SHAPE

I would welcome your advice on request in the e-mail below.

Regards,

Defence Infrastructure Organisation

www.mod.uk/dio/

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From: :
Sent: 10 December 2014 10:23
To: :
Cc: :
Subject: 20141210-FOI07995_Sqn Ldr : : SHAPE

Hello

Please see attached another FOI concerning SHAPE.

Please could you advise whether you are able to confirm the number of BFG SFA properties that have a utility room?

This is the only information I now require to enable me to answer this FOI.

Thanks

Kind regards

Kingston Road, Sutton Coldfield, West Midlands, B75 7J

C

Email: purserj278@bt.com

Website: <https://www.gov.uk/government/organisations/defence-infrastructure-organisation>

Please address all Ministerial Business to:

Please note my role email has recently changed

From:
Sent: 30 January 2015 09:12
To:
Subject: Purchase

I am flummoxed as to why I didn't get your call last night I was at my desk until well after 5! Anyway in answer to your query I have asked the only grading carried out on Alte Brenneri since take on

Kind Regards

Accommodation & DAS Manager
Defence Infrastructure Organisation

Website: www.mod.uk/dio/

F.
Sent: 29 January 2015 17:29

Cc: DIO
Subject: RE: 20150123 Spreadsheet population work during next week AHE OS

Dear All

Well done to those that have responded. For the rest the deadline is 9am in the morning.

Kind regards

From: DIC
Sent: 23 January 2015 17:34

Subject: 20150123 Spreadsheet
Importance: High

Dear All

Please find attached the spreadsheet you were all looking forward to receiving.

I am expecting various people to work together to get the data populated.

The instructions for completing your specific tabs are;

- 1) Do not spend any time completing the sections that are greyed out.
- 2) If properties are in yellow please check as we will delete these from the spreadsheet when you provide your return i.e. the result we want is for all properties handed back to be marked in yellow.
- 3) If you have already provided information to CIO relating to grading then please confirm in the spreadsheet that you already has the data. We will put this back together later.
- 4) Please fill in all other gaps in the spreadsheet. If you are unable to enter data then either enter "Not Known" or "Not Needed".

The deadline for the returns to me is Friday 30th at 9am. We will be working on the spreadsheets in the afternoon to pull them back together into one format.

This is a priority tasking and therefore please treat as such

Any questions please ask. Thanks in advance

30/01/2015

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From:

Sent: 20 January 2015 09:18

Subject: Spreadsheet population work during next week

Dear All

It is my intention to send you all a spreadsheet at the end of the week that requires you to spend some time searching for data. It is a top priority and therefore I expect you to put aside a day and get the spreadsheet populated. If any of you have concerns about ability to give up a day for this next week please tell me as I need to know soonest.

This is a priority and therefore please organise yourself to make a day available to collect the data (it is acceptable to avoid calls and emails etc during this day)

Thanks

Tea

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30/01/2015

F

Sent: 30 January 2015 09:12

To:

Subj: [REDACTED]

I am flummoxed as to why I didn't get your call last night I was at my desk until well after 5! Anyway in answer to your query I have asked [REDACTED] and [REDACTED] and the 4TG given to [REDACTED] is the only grading carried out on Alte Brennerei since take on. [REDACTED] can confirm this.

Kind Regards

CIV [REDACTED] Fax: 0049 (0)93 71 4010 12

From: [REDACTED]

Se

To: [REDACTED]

Eur Li

[REDACTED]

Eur LMC

Cc:

Subject: Re: 20150123 Spreadsheet population work during next week AHE OS

Dear All

Well done to those that have responded. For the rest the deadline is 9am in the morning.

Kind regards

From

Sent:

'd

C.

Dear All

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I am expecting various people to work together to get the data populated.

The instructions for completing your specific tabs are;

- 1) Do not spend any time completing the sections that are greyed out.
- 2) If properties are in yellow please check as we will delete these from the spreadsheet when you provide your return i.e. the result we want is for all properties handed back to be marked in yellow.
- 3) If you have already provided information to [REDACTED] relating to grading then please confirm in the spreadsheet that [REDACTED] already has the data. We will put this back together later.
- 4) Please fill in all other gaps in the spreadsheet. If you are unable to enter data then either enter "Not Known" or "Not Needed".

The deadline for the returns to me is Friday 30th at 9am. We will be working on the spreadsheets in the afternoon to pull them back together into one format.

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From: [REDACTED]
Sent: 20 January 2015 09:18
To: Mr [REDACTED]

Dear All

It is my intention to send you all a spreadsheet at the end of the week that requires you to spend some time searching for data. It is a top priority and therefore I expect you to put aside a day and get the spreadsheet populated. If any of you have concerns about ability to give up a day for this next week please tell me as I need to know soonest.

This is a priority and therefore please organise yourself to make a day available to collect the data (it is acceptable to avoid calls and emails etc during this day)

Thanks

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30/01/2015

From: DIO CD 001
Sent: 30 January 2015 12:58
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 20150129-FOI00915, 00916 & 00917

We have checked on point 1 and we believe that we have provided all of the Four Tier Grading Board letter.

We are working on point 3. If I can get the emails together by Monday then we will send them with one of our staff who is working in Sutton on Wednesday.

Thanks

From: [REDACTED]
Sent: 29 January 2015 17:33
T: [REDACTED]
Cc: DIO
(Purser, Jon B2)
Subject: RE: 20150129-FOI00915, 00916 & 00917
Importance: High

We spoke earlier today on this;

- 1) FOI 4TG Assess [REDACTED] with the current set of four tier grading reports in [REDACTED] letter dated 12th November 2014. We are looking to find out if there are any more. We have a concern that this information can be used to work out the rent that people are paying on their houses. When [REDACTED] sent out the letter dated 12th November 2014 we had the EJSU Data Protection Officer redact what she thought was unacceptable. Do you want us to do the same of instead send them to you clean for you to redact names and addresses etc.
- 2) FOI Noise Pollution. DIO provided Sqn Lt [REDACTED] with the information we have on the noise assessments i [REDACTED] letter dated 12th November 2014. We have invited [REDACTED] into our office to discuss further. The noise assessments are being redone as the date on the machinery was not correctly calibrated prior to the previous test.
- 3) FOI Emails. I have asked several of my staff in SHAPE to provide any emails they have relating [REDACTED] I will provide emails, Go [REDACTED] will provide emails. I believe we are the only staff with any involvement in the grading issue.

We will not be able to realistically meet the timeframes:

Please can you provide any emails to me and I will forward them up [REDACTED] to decide what needs to be redacted. Thanks

30/01/2015


From:
Sent: 24
To:
Cc: DIO
Subject: FW: 20150129-FOI00915, 00916 & 00917


Kind Regards

DIO Europe
DIO Overseas
**Defence
Infrastructure
Organisation**

 **Telephone**



 **Fax: tba**

 **Website:**

www.mod.uk/DIO

Recipients should note that email traffic on MOD systems is subject to monitoring, recording and auditing to secure the effective operation of the system and for other lawful purposes.

From:
Sent:
To:
Subject: 20150129-FOI00915, 00916 & 00917

Can you confirm that you received the below email and are working on a response.

Thanks.

Regards,

| DIO Public Affairs | Defence Infrastructure Organisation

Please note my role email has recently changed

Please address all Parli Business to:

30/01/2015

DIO Sec-Parli (MULTIUSER)

From: [REDACTED]
Sent: 23 January 2015 10:35

Subject: 20150123-FOI00915, 00916 & 00917

Please see the attached FOI's which together may be disproportionate cost (currently £600 or 24 hours for one person).

We believe they all fall into your area, could you see how easy / difficult this will be to respond to and let me know approximately the cost involved for each response. It may be that Mr Purchase will need to submit each separately after 60 days of each other.

The deadline for a response will be Wednesday 4 February.

Regards,

Email: _____
Website:

Please note my role email has recently changed

Please address all Parli Business to:

30/01/2015

during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

As you are no doubt aware, UK government guidelines for FOI requests (FOI requests) require that FOI requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

30/01/2015

[

From:

Sent: 10 December 2014 11:24

To:

Attachments: RE: 20141014-Grading Challenge Alte Brennerei 5-U; RE: 20141014-Grading Challenge Alte Brennerei 5-U; RE: 20141014-Grading Challenge Alte Brennerei 5-U; 20141112 - FW: 20141014-Grading Challenge Alte Brennerei 5-O; RE: 20141014-Grading Challenge Alte Brennerei 5-U; FW: 20141014-Grading Challenge Alte Brennerei 5-U; 20141106 Sqn Ldr

All my saved emails on

4/45

Email

Web



Defence Infrastructure Organisation

My 'Out of Office' message stays within the MOD network. If an email reply is overdue, please call me

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30/01/2015

DIO SD OS

From: [REDACTED]
Sent: 12 November 2014 11:41
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U
Attachments:

Please have one of your staff go through all of the relevant files and copy the relevant bits of information. You are not to release them until I have data protection advice.

Thanks

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From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U

Within Dio we have not had this issue provided to us directly as an FOI from within the DIO FOI team.

I have taken some informal data protection advice from EJSU and we don't believe we can release names, ranks or addresses of properties. Therefore we will have to go through all of the information available to us and redact large sections. If you wish to obtain all of this information I will need to take some formal specialist advice. Before I do this please can I ask what the point of the exercise is because it may be that we can offer a solution to the underlying issue?

I am available on the number below if you want to discuss.

Your sincerely

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30/01/2015

Sent: 12 November 2014 10:14

1

C

OS-E

Subject: FW

Classification: NATO UNCLASSIFIED

Sir/Madam,

At the correspondence below, I requested certain information relating to the grading of my FMQ, under the FOI act. Under that act there is a requirement to either provide the requested information within 20 working days, explain if and why there is a delay in providing the information or refuse based on either the sensitivity of the information or cost. In all cases I should at least receive a response detailing what course of action is being taken.

The original request was submitted to DIO (see e-mail below) on 14 Oct 2014; accordingly 20 working days passed at COP yesterday. At this point I have not received either the requested information or an explanation as to what if any information will be provided. Whilst my issue with the poor service I have received to date is subject to a formal complaint and not something I wish you to deal with, I would appreciate your assistance in dealing with the lack of response regarding the FOI request.

Your assistance in this matter is greatly appreciated.

Rgds

From: AIRN A4 LOR Purchase D OF3
Sent: Tuesday, October 14, 2014 9:59 AM
To: 'DIO' <DIO@DIO.GOV.UK>
Cc: 'DIO' <DIO@DIO.GOV.UK>
Sub:

Classification: NATO UNCLASSIFIED

Further to Mr. [redacted] original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (FOI) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an FOI request for any Noise studies undertaken at Alte Brennerai

30/01/2015

From: DIO SD OS-Eur2 ES
Sent: 12 November 2014 11:38
To: CIO-FOI (MULTIUSER)
Cc:

Subject: RE: 20141014-Grading Challenge Alte Brennerrei 5-U

Attachments: /cf

Within Dio we have not had this issue provided to us directly as an FOI from within the DIO FOI team.

I have taken some informal data protection advice from EJSU and we don't believe we can release names, ranks or addresses of properties. Therefore we will have to go through all of the information available to us and redact large sections. If you wish to obtain all of this information I will need to take some formal specialist advice. Before I do this please can I ask what the point of the exercise is because it may be that we can offer a solution to the underlying issue?

I am available on the number below if you want to discuss.

Your sincerely

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From: DIO SD OS-Eur2 ES
Sent: 12 November 2014 10:14
To: CIO-FOI (MULTIUSER)
Cc: DIO SD OS-Eur2 ES
Subject: RE: 20141014-Grading Challenge Alte Brennerrei 5-U

Classification: NATO UNCLASSIFIED

Sir/Madam,

At the correspondence below, I requested certain information relating to the grading of my FMQ, under the FOI act. Under that act there is a requirement to either provide the requested information within 20 working days, explain if and why there is a delay in providing the information or refuse based on either the sensitivity of the information or cost. In all cases I should at least receive a response detailing what course of action is being taken.

The original request was submitted to DIO (see e-mail below) on 14 Oct 2014; accordingly 20 working days passed at COP yesterday. At this point I have not received either the requested information or an explanation as to what if any information will be provided. Whilst my issue with the poor service I have received to date is subject to a formal complaint and not something I wish you to deal with, I would appreciate your assistance in dealing with the lack of response regarding the FOI request.

Your assistance in this matter is greatly appreciated.

30/01/2015

Rgds

| OF3 Logs Sustainment |

Ja ..n

From: AIRN A4 LOR Purchase D OF3
Sent: Tuesday, October 14, 2014 9:59 AM
To
Cc:
Subject: RE: 20141014-Grading Challenge Alte Brennerai 5-U

Classification: NATO UNCLASSIFIED

Further to M original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (Fol) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an Fol request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

As you are no doubt aware, UK government guidelines for FOI requests ([FOI requests](#)) require that Fol requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

30/01/2015

From: [REDACTED]
Sent: 12 November 2014 11:15
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U
Attachm [REDACTED]
 [REDACTED] urchase.

I reviewed this case with [REDACTED] recently. He will send the response to you today. Please accept my apologies on behalf of DIO for the tardiness of our response.

Yours sincerely

[REDACTED] | Mob: 0 [REDACTED] | Email: [REDACTED]

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From: [REDACTED]
Sent: 12 November 2014 10:14
To: [REDACTED]
Cc: D:
 Ops Accn-Housing Complaints (MULTIUSER)
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U

Classification: NATO UNCLASSIFIED

It is now more than 20 working days since I submitted the FOI request below and you have once again failed to provide any response or even confirmation of receipt. I know that you are aware of the e-mail as I was copied in to the correspondence from [REDACTED] stating that he wished to review this case.

As I stated in my original e-mail, I would continue to pursue the appropriate complaints process if this issue was not dealt with satisfactorily. As such I have e-mailed the DIO Chief Information Officer (you are cc'd) to request an explanation as to why you have failed to comply with the FOI request. I am also writing to the DIO Customer Services Team:

Customer Service Team,

In order to progress this complaint to Level 2 in accordance with the complaints procedure detailed at the link below; Once again I will provide a copy of this correspondence.

30/01/2015

As there is little more I can do at this stage to illicit a response from you, I will await a response from both the CST at Wyton and the FOI CIO and progress from there.

Rgds

From: AIRN A4 LOR Purchase D OF3
Sent: Tuesday, October 14, 2014 9:59 AM
T
C
Subject: RE: 20141014-Grading Challenge Alte Brennerai 5-U

Classification: NATO UNCLASSIFIED

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Coupled with this complaint I am also submitting a Freedom of information (FOI) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an FOI request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

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Rgds

30/01/2015

From:
Sent: 12 November 2014 10:48
To:
Cc:
Subject: 20141112 - FW: 20141014-Grading Challenge Alte Brennerei 5-O
Attachments: 20141112-DIO Level 2 complaint-U.docx

The tone of this e-mail is borderline adversarial, how do you wish to proceed?

Regards

MSc IEng MIET | SIM (ESG) |
Defence Infrastructure Organisation |

4745
 Email
 Website: www.mod.uk/dio/



Defence Infrastructure Organisation

My 'Out of Office' message stays within the MOD network. If an email reply is overdue, please call me

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From:
Sent: 12 Novemb.
To:

Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U

Classification: NATO UNCLASSIFIED

It is now more than 20 working days since I submitted the FOI request below and you have once again failed to provide any response or even confirmation of receipt. I know that you are aware of the e-mail as I was copied in to the correspondence from [redacted] stating that he wished to review this case.

As I stated in my original e-mail, I would continue to pursue the appropriate complaints process if this issue was not dealt with satisfactorily. As such I have e-mailed the DIO Chief Information Officer (you are cc'd) to request an explanation as to why you have failed to comply with the FOI request. I am also writing to the DIO Customer Services Team:

30/01/2015

In order to progress this complaint to Level 2 in accordance with the complaints procedure detailed at the link below; Once again I will provide a copy of this correspondence.

As there is little more I can do at this stage to illicit a response from you, I will await a response from both the CST at Wyton and the FOI CIO and progress from there.

Rgds

From: AIRN A4 LOR Purchase D OF3
Sent: Tuesday, October 14, 2014 9:59 AM
To:
Cc:
Subject: RE: 20141014-Grading Challenge Alte Brennerai 5-U

Classification: NATO UNCLASSIFIED

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As you are no doubt aware, UK government guidelines for FoI requests ([FoI requests](#)) require that FoI requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

30/01/2015

It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

30/01/2015



HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

14 October 2014

STAGE 2 COMPLAINTS – 5 ALTE BRENNERAI, HUTSCHENHAUSEN, GERMANY

Dear Sir/Madam,

Following my initial complaint form submission (14/10/14) see attached, I have yet to receive a response and have subsequently had a FOI ignored (no response within the required 20 working days).

I have addressed the failure to respond to the FOI request to the FOI CIO using the contact details provided in the DIO website, but am still awaiting a response from both the complaints department and DIO SHAPE.

I do not need to re-iterate the complaint as the info is attached along with the key e-mail correspondence between myself and DIO SHAPE, I just need to highlight that it is a further 4 weeks since my last correspondence to both the complaints department and DIO SHAPE and other than being copied into an internal e-mail I have still had no response at all from DIO. Accordingly I am progressing this complaint to Level 2 as per your complaints procedure.

Grateful for a response

Address for Correspondence: