



# Ministry of Defence

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Ref. FOI 2016/07460

17 August 2016

Dear

Thank you for your email of 25 July 2016 requesting the following information:

*"I would like to put in a freedom of information request reference the following:*

- 1. What is the time scale between march out of the property and the end decision of the investigation as I think over six months is frankly disgusting.*
- 2. Which company replaced the garage door – I am requesting the companies name and contact details and also **ALL copies of paperwork relating to the replacement of the door.** And evidence that it was put beyond use as I am quite sure the "private company" will have just knocked the small dents out and used it again due to the fact the door was completely serviceable barring small cosmetic damage."*

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

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that some information in scope of your request is held and can be found below and at the annex of this letter. Please be advised that some of the information within the annex has been redacted as it falls within the scope of the absolute exemptions provided for at Section 40 of the Act (Personal Data).

- **Timeline between march out and dispute resolution:**

A new system for managing and processing charges was introduced in early 2016 along with associated disputes. Prior to this there was no official system or timeline that had to be adhered to and therefore customers occasionally experienced unacceptable delays whilst waiting for a resolution. Since the introduction of the new system the Defence Infrastructure Organisation now has 10 working days to acknowledge, investigate and resolve disputes; however, resolutions are often heavily reliant on information being received from external stakeholders and therefore the current timeframe isn't always met.

- **Details of the company that replaced the garage door on [redacted] and supporting documentation:**

The company appointed by Flaship Housing to replace the garage door on [redacted] was [redacted] who can be contacted on [redacted]. We hold no record of where the garage door was disposed. The supporting documentation can be found at an annex of this letter.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your Freedom of Information request, then you should contact DIO Secretariat 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

Annex:

A. Occupant Generated Damage Summary Report which shows charges for replacement of garage roller door (redacted).

# Occupant Generated Damage Summary Report

Date of Report  
Information to (date of Performance Period Report)

15.01.16
15.01.16

OGD Report Reference	Site	Unit Reference	Date of OGD	Details of OGD	Apply Deduction 1 = Yes	OGD	
						Total	After Deduction
		Rampling	10				
2.1				Replace garage roller door.		£501.70	£501.70

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