



Defence
Infrastructure
Organisation

Customer Fact Sheet 1 -The Four-Tier Grading System

Q. Who sets accommodation charges for SFA and how are they assessed?

A. Defence Infrastructure Organisation (DIO) does not set or receive the income from charges for Service Family Accommodation (SFA), which are deducted from pay. The charges are recommended by the Armed Forces Pay Review Body (AFPRB) and are based on the grade of the property as determined by a Board of Officers at Unit or Brigade level. These boards assess standards and reset charges, where appropriate, against MOD criteria called the 4 Tier Grading Regulations (4TG).

Q. What is the Four Tier Grading System?

A. 4TG is the system by which Service Accommodation is graded to inform the setting of charges. 4TG provides a mechanism for assessing the standard by the award of points against specific criteria. 4TG has been drafted by the three Services and is sponsored by MOD Directorate of Personnel Services (Army). It provides a consistent means of levelling charges for the differing standards of SFA. It is underpinned by Accommodation Scales contained in Joint Services Publication (JSP) 315.

Q. What do the different grades mean?

A. SFA is graded from 1 to 4, with Grade 1 being the highest level. Criteria measured, amongst other things, including property size, number of fixtures and fittings (such as electrical sockets) and other facilities. Environment and location can also affect grading. For example, a property meeting the scale and in perfect condition may not be Grade 1 if it is a considerable distance from shops, banks or a public bus route.

Q. How do I know what grade my accommodation is?

A. You are informed of the current grade of your SFA when you are allocated a property. You can ask for a copy of the grading assessment and the findings of the Board of Officers.

Q. What can I do if I disagree with the grading after I have moved in?

A. You have a right to challenge the grading up to 3 months from the date of your occupation. If you wish to challenge the grading of your SFA you should do so in writing and address it to the Board of Officers. The board will then examine the challenge within 1 month.

Q. If I experience loss of a facility in my SFA, such as a boiler breakdown, can I get a downgrade?

A. If you experience a reduction in one or more major amenity (i.e. heating, cooking etc) or adverse environmental factors such as noise from a work site, which lasts for more than 7 days, Commands/ Divisions/ Districts may authorise a temporary downgrade. Your written request for a downgrade can be staffed through your Area Office/Customer Care Centre,

IMPORTANT NOTE

DIO does not hold the budget for accommodation charges. We do not set or collect charges for SFA. Charges are deducted from your salary by your employing Service and paid into their budget. The Armed Forces Pay Review Body sets charges. The grading of accommodation is set by the findings of a Board of Officers on behalf of Commands/Divisions/Districts. Any challenge, re-grade or temporary downgrade has to be staffed through the chain of command. DIO can only action any changes to grading when authorisation from the Budget Holder has been given.