

(11)

**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: [Gordon.Sim@mod.uk](mailto:Gordon.Sim@mod.uk)

Website: [www.mod.uk/dio/](http://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

**WARNING – CONFIDENTIALITY NOTICE**

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:** 12 November 2014 10:14  
**To:** DIO SD 005  
**Subject:** RE: 20141014-Grading Challenge Alte Brennerei 5-U

Ops Accn-Housing Complaints (MULTIUSER)

**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:** [REDACTED]  
**Sent:** Tuesday, October 14 2014 9:59 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** F... 2014 FOI+Grading Challenge Alte Brennerai 5-U

**Classification: NATO UNCLASSIFIED**

Further 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 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.

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

it

30/01/2015

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**From:**

**Sent:** 12 November 2014 10:14

**To:** DIO CIO

**Cc:**

**Subject:** RE: 20141014-Grading Challenge Alte Brenneri 5-U

**Attachments:** 20141112-DIO Level 2 complaint-U.docx

**WARNING:** An attachment to this email may contain a potentially harmful file. If this email is unsolicited **DO NOT** open the attachment and advise your local help desk immediately. If you requested the attachment ensure that a virus scan is carried out before the file is opened.

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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

30/01/2015

**From:** AIRN A4 I  
**Sent:** Tuesday, October 14, 2014 9:59 AM  
**To:** [redacted]  
**Cc:** 'D'  
**Subject:** RE: 20141014-Grading Challenge Alte Brennerai 5-U

**Classification: NATO UNCLASSIFIED**

Further to my 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.

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Rgds

S

30/01/2015



Sqn Ldr [redacted] (GBR)

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:*

---

**From:**  
**Sent:** 12 November 2014 10:14  
**To:** CIO-FOI (MULTIUSER)  
**Cc:**

**Subject:** FW: 20141014-Grading Challenge Alte Brennerei 5-U

**Attachments:** 20141014-Foi request-U.docx

**WARNING:** An attachment to this email may contain a potentially harmful file. If this email is unsolicited **DO NOT** open the attachment and advise your local help desk immediately. If you requested the attachment ensure that a virus scan is carried out before the file is opened.

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**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

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**From:** AIRN A4 L 0F3  
**Sent:** Tuesday, October 14, 2014 9:59 AM

**Subject:**

**Classification: NATO UNCLASSIFIED**

30/01/2015

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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 & 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.

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Rgds





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 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:*

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**From:** .  
**Sent:** 12 November 2014 10:14  
**To:**  
**Cc:**

**Subject:** FW: 20141014-Grading Challenge Alte Brennerei 5-U

**Attachments:** 20141014-Fol request-U.docx

**WARNING:** An attachment to this email may contain a potentially harmful file. If this email is unsolicited **DO NOT** open the attachment and advise your local help desk immediately. If you requested the attachment ensure that a virus scan is carried out before the file is opened.

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Your assistance in this matter is greatly appreciated.

Rgds

| Civ: |

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**From:**  
**Sent:** Tuesday, October 14, 2014 9:59 AM  
**To:**  
**Cc:**  
**Subject:** RE: 20141014-Grading Challenge Alte Brennerei 5-U

**Classification: NATO UNCLASSIFIED**

30/01/2015

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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.

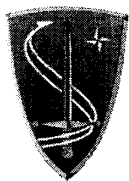
As you are no doubt aware, UK government guidelines for FOI requests ([FOI requests](#)) require that FOI requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

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Rgds

Ramstein, BFPC

30/01/2015



Sqn Ldr L. J. J. (GBR)

HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

14 October 2014

**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. This information should also include any challenges to the grading of those properties and the responses provided. 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.

Further to the above, I also request any and all Noise Pollution/Noise Surveys/Noise Studies done for the addresses at Hutschenhausen & any conducted in Ramstein city for the same period as the above request. Again 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:*

Sqn Ldr L. J. J.

---

**From:**  
**Sent:** 06 November 2014 16:54  
**To:**  
**Cc:**  
**Subject:** 20141106 Sqn Ldr :O  
**Attachments:** 20140618 Grading Challenge at Alte Brennerei 5-O.doc; 20140618 Grading at Alte Brennerei 5-O.doc; Ramstein Noise Survey.pdf; BOO 2011 Alte Brennerei.pdf

Documents for Sqn Ldr with my covering letter for comment.

Regards

**| Accommodation Manager DIO SHAPE |**  
**| Defence Infrastructure Organisation |**

**Civ:** | **Mil** | **Mob:** | **Fax**  
**4745**  
**Role email.**  
**Website:** [www.dio.gov.uk/dio/](http://www.dio.gov.uk/dio/)

30/01/2015



# Defence Infrastructure Organisation

SSO/4244

## Defence Infrastructure Organisation

B

Telephone :

Facsimile :

E-mail:

See Distribution

18 June 2014

### Reference:

- A. JSP 315 - Service Accommodation Code.
- B. JSP 464 - Tri-Service Accommodation Regulations (TSARs) Part 4, Annex A

1. The Board of Officers (BOO) met at the following property:

**Alte Brennerei, 5, HUTSCHENHAUSEN**

2. The survey was carried by a team consisting of the following personnel:

- DIO SHAPE Accommodation Manager
- DIO RAMSTEIN Accommodation Manager
- NSE RAMSTEIN

3. The result of the survey carried out at Alte Brennerei, 5, HUTSCHENHAUSEN is as follows:

- a. **Type IV.** The total number of points awarded to this Type IV SFA is as follows:

(1) **Ser 3 Space to Accommodate Scaled Furniture.** The overall floor area of this Type IV SFA is 119.85m<sup>2</sup> which is within the tolerance value for a Type IV SFA therefore not attracting deficiency points for Reduced Floor Area. However the Sitting Room/Dining Room floor area is applicable at this serial, therefore 3 deficiency points are awarded.

(2) **Ser 6 Scale of Fixtures and Fittings.** The points awarded under table 1 Ref B is 2½, rounded up to 3 as the property is deficient in a number of electrical sockets throughout for which the maximum of 2 deficiency points are awarded and the front door does not have a sliding bolt or spy-hole each attracting ¼ deficiency point.

(3) **Ser 10 Loft Insulation.** There was no opportunity to check the state and thickness of the loft insulation, therefore 1 deficiency point was awarded.

(4) **Ser 15 Reasonable Access to Essential Amenities.** There is a lack of reasonable access to a Family Doctor and Family Dentist each attracting 1 deficiency point. Therefore 2 deficiency points are awarded at this serial.

(5) **Positive Points.** The property benefits from a utility room attracting 2 positive points, therefore a total of 2 positive points are awarded.

4. Based on the findings and points allocated, the recommended grade for this SFA type is:

**a. Type IV      Grade 2      7 Deficiency Points**

5. Summary and Data Sheets for this SFA are enclosed with this letter.

...ger  
...

**Distribution:**

All Members  
House File  
Housing Assistant  
DIO Finance Section.



# Defence Infrastructure Organisation

SSO/4244

## Defence Infrastructure Organisation

Telephone :

Facsimile :

E-mail:

See Distribution

30 January 2015

### Reference:

- A. JSP 315 - Service Accommodation Code.
- B. JSP 464 - Tri-Service Accommodation Regulations (TSARs) Part 4.

Dear Sqn L

### Grading Challenge at Alte Brennerei, 5, HUTSCHENHAUSEN

In response to your challenge to the findings of the Board of Officers, the points as listed below are those that you have raised:

- i. Scale of fixtures and fittings – The BOO awarded the maximum deficiency points (2) for lack of electrical sockets and a further ½ for the front door deficiencies. This is then rounded up to 3 points.
- ii. Bathroom Lack of Lockable Medicine Cabinet. The SFA has a lockable medicine cabinet in the Utility Room, therefore the requirement is met.
- iii. Airing Cupboard, the lack of an airing cupboard has not been awarded deficiency points (see vii below).
- iv. Lack of Window locks. As with many properties in Europe the provision of shutters are considered to be an added security measure therefore the lack of window locks are not awarded any deficiency points.
- v. Noise Nuisance. The result of the recent Noise Survey is included. The average noise level in your area was recorded at 30dB(A) Leq. The result of the noise survey indicates that your SFA is not significantly affected by noise in silent hours therefore no deficiency points are awarded.
- vi. Positive Points. Two positive points are awarded for the Utility Room. The removal of positive points for a Utility Room will only be approved when over 50% of the MOD wide estate is provided with that room.



- vii. The overall floor area of your SFA was measured at the grading survey using a laser measurement device. The floor area of your SFA meets the Type IV scale however one room in your SFA was undersize and therefore this merited the award of 3 deficiency points. If the two points for lack of an Airing Cupboard were awarded then it would not be possible to award the 3 points at this serial in accordance with JSP 464 Pt 4 Annex A to Chap 1, Table 1. Both serials cannot be applied simultaneously.

Therefore the results of the Board of Officers resulted in your SFA being awarded a grade for charge at:

Type IV          Grade 2          7 Deficiency Points.

3

Distribution:

All Members  
House File  
Housing Assistant  
DIO Finance Section.

Start Time: 5/09/2014 13:36:22

Sampling Rate: 60

Data No: 28988

\* Avg: 30.0

Maximum: 74.5 @ Saturday 20<sup>th</sup> Sep 01:32:22

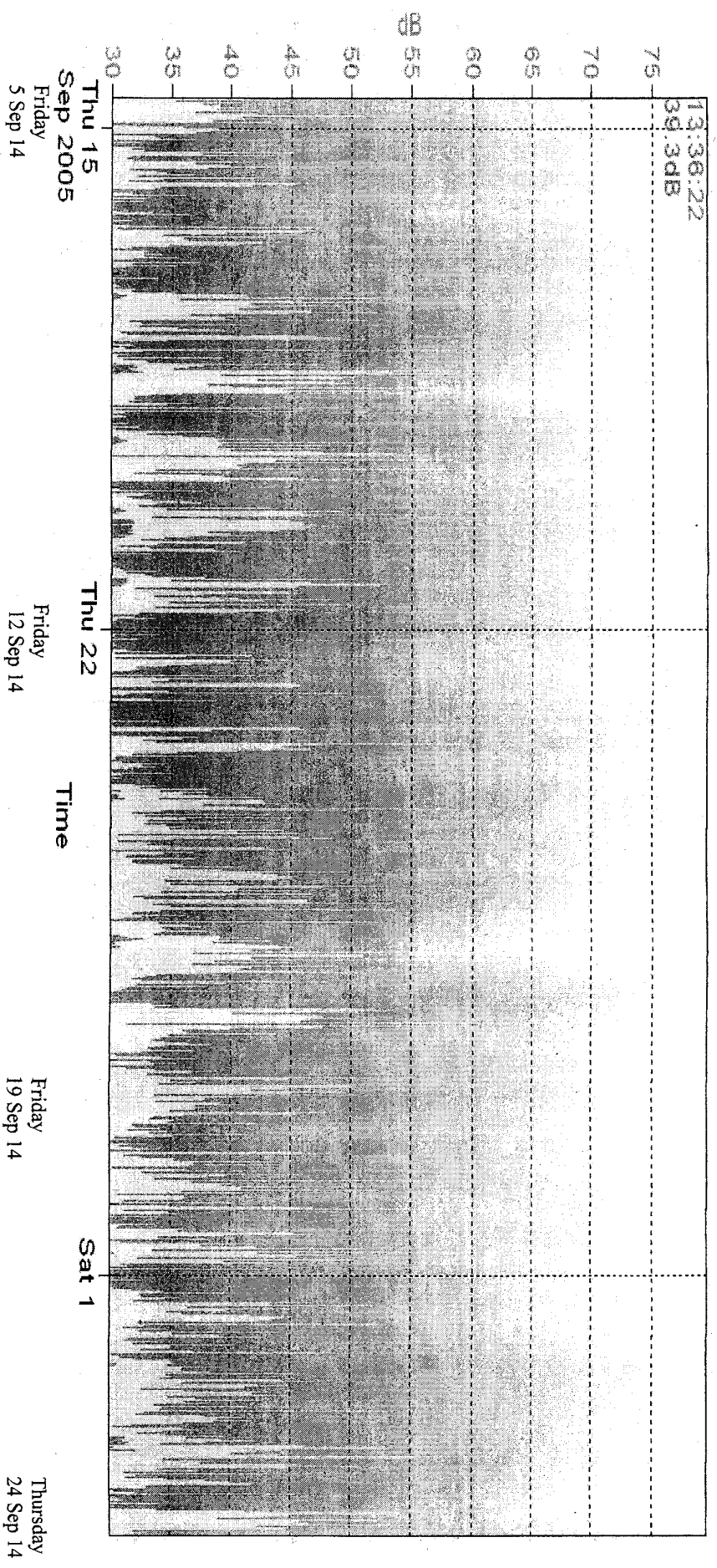
Minimum: 26.7 @ Saturday 13<sup>th</sup> Sep 01:12:22

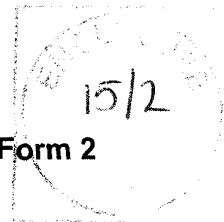
Cursor A: 39.3 @ 14/09/2005 13:36:22

Cursor B: 39.3 @ 14/09/2005 13:36:22

Avg. Between A and B: 30.0

SOUND CHECK.





# ROYAL AIR FORCE

## PROCEEDINGS OF BOARD OF OFFICERS

Proceedings of Board of Officers  
convened at United Kingdom Joint Support Unit Ramstein  
on 14 January 2011

by order of F [redacted] RAF  
Commanding Officer, United Kingdom Joint Support Unit Ramstein  
for the purpose of determining the deficiency points to be awarded to  
Alte Brennerei 1 and 3, 66882 Hütschenhausen  
and making a recommendation as to the grading of the properties  
for accommodation charge purposes.

### PRESIDENT

Joint Head IPT Estates  
United Kingdom Joint Support Unit Ramstein

### MEMBERS

Joint Head IPT Estates  
Ramstein Office

Personnel (Support)  
United Kingdom Joint Support Unit Ramstein

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

## TO BE USED FOR FINDINGS ONLY

### ACCOMMODATION

1. The Board finds Alte Brennerei 4 & 6, 66882 Hütschenhausen to be two Type IV, Grade 1 Individual Hirings. The properties, in the form of large well-appointed new-built detached houses, are situated amongst a number of British, German and American occupied properties in a relatively large German town.

### DEFICIENCY POINTS

2. The Board awards points in accordance with JSP 464 (Part 4), Chapter 1, Annex B, Tables 1 to 4 as detailed below:

a. Table 1, Serial 6 – 3 points. The Board finds the following fixtures and fittings to be deficient under Table 4:

Serial 1 – Deficiency of electrical sockets in kitchen, living/dining room, utility room, bedroom 1 and bedroom 2.	2 points
--	----------

Serial 3 – No heated linen/airing cupboard.	1 point
---	---------

b. Table 1, Serial 15 – 3 Points. The Board finds that the hirings are more than 1½ miles from the following essential amenities and public transport does not enable reasonable access to these facilities.

Post Office (BFPO)	1 point
Doctor (for the family)	1 point
Dentist (for the family)	1 point

3. The Board awards the following positive points as detailed below:

Table 2, Serial P3 – 2 Positive Points.

Utility Room (Ground Floor)	2 Positive Points
-----------------------------	-------------------

4. The Board finds that the following points should be awarded:

Table 1, Serial 6 - 3 deficiency points  
Table 1, Serial 15 - 3 deficiency points  
Table 2, Serial P3 – 2 positive points

**TOTAL 4 Deficiency points**

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

## RECOMMENDATIONS

The Board recommends that the properties be allocated Grade 1 for accommodation charge purposes.

Joint Head IPT Ramstein  
President

Estate Surveyor  
Joint Head IPT Ramstein  
Member

Sgt  
Member

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

## REMARKS BY UNIT COMMANDER

I fully support the findings of the Board that the hirings should be designated Grade 1 for accommodation charge purposes.

United Kingdom Joint Support Unit Ramstein    Signature\_\_\_\_  
January 2011

Flight Lieutenant  
Commanding Officer

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## REMARKS BY SO2 J4 ESTATES

Date:

.....

(MSF)C2  
SO2 J4

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

**UNITED KINGDOM JOINT SUPPORT UNIT, RAMSTEIN**

**TABLE 5 – GRADING POINTS SUMMARY SHEET FOR SFA**

**LOCATION(S): ALTE BRENNEREI 1 & 3, 66882 HÜTSCHENHAUSEN**

**TOTAL POINTS SCORE: 4 GRADE AWARDED: 1 EFFECTIVE DATE: 14 JANUARY 2011**

	amenities	Table 1.			
16	Environment	Adverse environmental factors – see Guide at Annex C		Max 5	
Sub Total		<b>Total deficiency points</b>			<b>6</b>
Ser Table 2	Factor	Positive Points	Applicable	Points Allowed	Points Awarded
(a)	(b)	(c)	(d)	(e)	(f)
P1	En-suite facilities	En-suite facilities to the master bedroom are provided		2 positive	
P2	Additional WC	WC additional to scale		1 positive	
P3	Utility Room	Utility Room is provided	X	2 positive	2
		<b>Total positive points</b>			<b>2</b>
<b>Total</b>		<b>Deficiency Points MINUS Positive Points</b>			<b>4</b>

**Note:** Enter 'X' in column (d) against serials where deficiency or positive points are to be awarded. Enter total deficiency points (less any positive points awarded) in column (f).

**UNITED KINGDOM JOINT SUPPORT UNIT, RAMSTEIN**

**TABLE 5 – GRADING POINTS SUMMARY SHEET FOR SFA**

**LOCATION(S): ALTE BRENNEREI 1 & 3, 66882 HÜTSCHENHAUSEN**

**TOTAL POINTS SCORE: 4 GRADE AWARDED: 1 EFFECTIVE DATE: 14 JANUARY 2011**

Serial Table 1	Factor	Deficiency	Appli - cable	Points Allowed	Points Awarde d
(a)	(b)	(c)	(d)	(e)	(f)
1a	Reduced Floor Area	Applicable where floor area (sqm) is: 10% and 24.9% below scale, or, 25% or more below scale Does not apply if serial 2 or 3 applied		5, or, 10	
2	Rooms below scale	Applicable for non provision of a study in Type III OFQ and cloakroom (WC and basin) in all SFA. Does not apply if serial 1 or 3 applied.		2 per room	
3	Space to accommodate scaled furniture	Applicable where rooms are not large enough to accommodate scaled furniture. Does not apply if serial 1 or 2 applied.		Max 9	
4	Access to main bathroom or only WC	Applicable where access to a main bathroom or only toilet is via a bedroom or other dwelling room (less en suites)		5	
5	Lifts	Applicable where no lifts provided in multi-storey building. Floors: Ground, 1 and 2, Nil points; Floor 3, 3 points; Floor 4, 4 points; Floor 5 & above 5 points.		Max 5	
6	Scaling of fixtures and fittings	Applicable where fixtures and fittings are below scale. Max 5 points	X	Max 5 points for Serials 6, 7 and 8 combined	3
7	Condition of exterior structure	Applicable where the condition of the exterior structure of the SFA is below standard. Max 3 points			
8	Condition of interior decoration, carpets, fixtures and fittings	Applicable where the condition of decoration (2 points), carpets, fixtures and fittings (2 points) within the SFA is below standard. Max 4 points			
9	Damp/ Condensation	Applicable where damp is experienced in a living or occupied bedroom as a result of inadequate damp proof coursing or when condensation results from poor standard of ventilation.		Max 5	
10	Loft Insulation	Where the SFA has less than 150mm of loft insulation or equivalent.		1	
11	Double Glazing	Where double/secondary glazing is not provided.		Max 5	
12	Heating System	Heating system fails to achieve temperatures laid down in Table 1 when operated normally. Does not apply if Ser 14 applied.		Max 5	
13	Utility usage above the normal assumed consumption	Gas/Electricity usage exceeds the Normal Assumed Consumption (NAC) rate for the type of SFA BUT does not score if already scored in Serial 12, or if financial assistance given by the Fuel Subsidy Scheme		5	
14	Air conditioning (tropical areas only)	Where air conditioning consistently fails to cool or reduce humidity to prescribed levels. Does not apply if Sers 12 and 13 applied		5	
15	Reasonable access to essential	If the SFA is 1.5 miles or more from essential amenities and Service or public transport does not enable reasonable access. See definition at	X	Max 5	3



Customer Complaints

(F)

**From:** [redacted]  
**Sent:** 14 November 2014 13:46  
**To:** [redacted]  
**Subject:** RE: 20141112 Grading Challenge at Alte Brennerei 5-O  
**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 11<sup>th</sup> 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. Whilst it may have been an error in which spreadsheet was sent the wording of the e-mail was clear. "Please find attach ADM 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 to John and Telephone calls with [redacted]. 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

[redacted] | OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein, 55561  
 [redacted]@arn.nato.int

**F** [redacted]  
**Sent:** Friday, November 14, 2014 1:19 PM  
**To:** AIRN A4 [redacted] OF3  
**Cc:** [redacted]  
**Subject:** RE: 20141112 Grading Challenge at Alte Brennerei 5-O

I am looking into the issue with the noise report and have left a message with [redacted] to phone me back [redacted] (is 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

14/11/2014

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

Delivery Manager ESG |  
**Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26**  
 Em

Fr  
**Sent:** 14 November 2014 09:41  
**To:** DI  
**Subject:** FW: 20141112 Grading Challenge at Alte Brennerai 5-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 (curser A: 39.3@14/09/2005 13:36:22) - This is an incredible coincidence.
2. The sipke (highest recorded sound 74.5db 20<sup>th</sup> Sept 2014 matches exactly the highest spike in the 2005 report – 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 John Stewart 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.

14/11/2014

**UNITED KINGDOM JOINT SUPPORT UNIT, RAMSTEIN**

**TABLE 5 – GRADING POINTS SUMMARY SHEET FOR SFA**

**LOCATION(S): ALTE BRENNEREI 1 & 3, 66882 HÜRSCHENHAUSEN**

**TOTAL POINTS SCORE: 4 GRADE AWARDED: 1 EFFECTIVE DATE: 14 JANUARY 2011**

Serial Table 1	Factor	Deficiency	Appli - cable	Points Allowed	Points Awarde d
(a)	(b)	(c)	(d)	(e)	(f)
1a	Reduced Floor Area	Applicable where floor area (sqm) is: 10% and 24.9% below scale, or, 25% or more below scale Does not apply if serial 2 or 3 applied		5, or, 10	
2	Rooms below scale	Applicable for non provision of a study in Type III OFQ and cloakroom (WC and basin) in all SFA. Does not apply if serial 1 or 3 applied.		2 per room	
3	Space to accommodate scaled furniture	Applicable where rooms are not large enough to accommodate scaled furniture. Does not apply if serial 1 or 2 applied.		Max 9	
4	Access to main bathroom or only WC	Applicable where access to a main bathroom or only toilet is via a bedroom or other dwelling room (less en suites)		5	
5	Lifts	Applicable where no lifts provided in multi-storey building. Floors: Ground, 1 and 2, Nil points; Floor 3, 3 points; Floor 4, 4 points; Floor 5 & above 5 points.		Max 5	
6	Scaling of fixtures and fittings	Applicable where fixtures and fittings are below scale. Max 5 points	X	Max 5 points for Serials 6, 7 and 8 combined	3
7	Condition of exterior structure	Applicable where the condition of the exterior structure of the SFA is below standard. Max 3 points			
8	Condition of interior decoration, carpets, fixtures and fittings	Applicable where the condition of decoration (2 points), carpets, fixtures and fittings (2 points) within the SFA is below standard. Max 4 points			
9	Damp/ Condensation	Applicable where damp is experienced in a living or occupied bedroom as a result of inadequate damp proof coursing or when condensation results from poor standard of ventilation.		Max 5	
10	Loft Insulation	Where the SFA has less than 150mm of loft insulation or equivalent.		1	
11	Double Glazing	Where double/secondary glazing is not provided.		Max 5	
12	Heating System	Heating system fails to achieve temperatures laid down in Table 1 when operated normally. Does not apply if Ser 14 applied.		Max 5	
13	Utility usage above the normal assumed consumption	Gas/Electricity usage exceeds the Normal Assumed Consumption (NAC) rate for the type of SFA BUT does not score if already scored in Serial 12, or if financial assistance given by the Fuel Subsidy Scheme		5	
14	Air conditioning (tropical areas only)	Where air conditioning consistently fails to cool or reduce humidity to prescribed levels. Does not apply if Sers 12 and 13 applied		5	
15	Reasonable access to essential	If the SFA is 1.5 miles or more from essential amenities and Service or public transport does not enable reasonable access. See definition at	X	Max 5	3

**UNITED KINGDOM JOINT SUPPORT UNIT, RAMSTEIN**

**TABLE 5 – GRADING POINTS SUMMARY SHEET FOR SFA**

**LOCATION(S): ALTE BRENNEREI 1 & 3, 66882 HÜTSCHENHAUSEN**

**TOTAL POINTS SCORE: 4 GRADE AWARDED: 1 EFFECTIVE DATE: 14 JANUARY 2011**

	amenities	Table 1.			
16	Environment	Adverse environmental factors – see Guide at Annex C		Max 5	
Sub Total		<b>Total deficiency points</b>			<b>6</b>
Ser Table 2	Factor	Positive Points	Applicable	Points Allowed	Points Awarded
(a)	(b)	(c)	(d)	(e)	(f)
P1	En-suite facilities	En-suite facilities to the master bedroom are provided		2 positive	
P2	Additional WC	WC additional to scale		1 positive	
P3	Utility Room	Utility Room is provided	X	2 positive	2
		<b>Total positive points</b>			<b>2</b>
<b>Total</b>		<b>Deficiency Points MINUS Positive Points</b>			<b>4</b>

**Note:** Enter 'X' in column (d) against serials where deficiency or positive points are to be awarded. Enter total deficiency points (less any positive points awarded) in column (f).

## RECOMMENDATIONS

The Board recommends that the properties be allocated Grade 1 for accommodation charge purposes.

(MSF)D  
Joint Head IPT Ramstein  
President

Estate Surveyor  
Joint Head IPT Ramstein  
Member

Sgt  
Member

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

## REMARKS BY UNIT COMMANDER

I fully support the findings of the Board that the hirings should be designated Grade 1 for accommodation charge purposes.

United Kingdom Joint Support Unit Ramstein    Signature  
January 2011

Flight Lieutenant  
Commanding Officer

---

## REMARKS BY SO2 J4 ESTATES

Date:

.....

(MSF)C2  
SO2 J4

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

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# ROYAL AIR FORCE

## PROCEEDINGS OF BOARD OF OFFICERS

Proceedings of Board of Officers  
convened at United Kingdom Joint Support Unit Ramstein  
on 14 January 2011

by c (Hons) RAF  
Commanding Officer United Kingdom Joint Support Unit Ramstein  
for the purpose of determining the deficiency points to be awarded to  
Alte Brennerei 1 and 3, 66882 Hütschenhausen  
and making a recommendation as to the grading of the properties  
for accommodation charge purposes.

### PRESIDENT

(Hons) PGCE MCMI  
D(MSF)  
Joint Head IPT Estates  
United Kingdom Joint Support Unit Ramstein

### MEMBERS

Ramstein Office

United Kingdom Joint Support Unit Ramstein

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

## TO BE USED FOR FINDINGS ONLY

### ACCOMMODATION

1. The Board finds Alte Brennerei 4 & 6, 66882 Hütschenhausen to be two Type IV, Grade 1 Individual Hirings. The properties, in the form of large well-appointed new-built detached houses, are situated amongst a number of British, German and American occupied properties in a relatively large German town.

### DEFICIENCY POINTS

2. The Board awards points in accordance with JSP 464 (Part 4), Chapter 1, Annex B, Tables 1 to 4 as detailed below:

a. Table 1, Serial 6 – 3 points. The Board finds the following fixtures and fittings to be deficient under Table 4:

Serial 1 – Deficiency of electrical sockets in kitchen, living/dining room, utility room, bedroom 1 and bedroom 2.	2 points
--	----------

Serial 3 – No heated linen/airing cupboard.	1 point
---	---------

b. Table 1, Serial 15 – 3 Points. The Board finds that the hirings are more than 1½ miles from the following essential amenities and public transport does not enable reasonable access to these facilities.

Post Office (BFPO)	1 point
Doctor (for the family)	1 point
Dentist (for the family)	1 point

3. The Board awards the following positive points as detailed below:

Table 2, Serial P3 – 2 Positive Points.

Utility Room (Ground Floor)	2 Positive Points
-----------------------------	-------------------

4. The Board finds that the following points should be awarded:

Table 1, Serial 6 - 3 deficiency points  
Table 1, Serial 15 - 3 deficiency points  
Table 2, Serial P3 – 2 positive points

### TOTAL 4 Deficiency points

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY



Start Time: 5/09/2014 13:36:22  
Sampling Rate: 60  
Data No: 28988

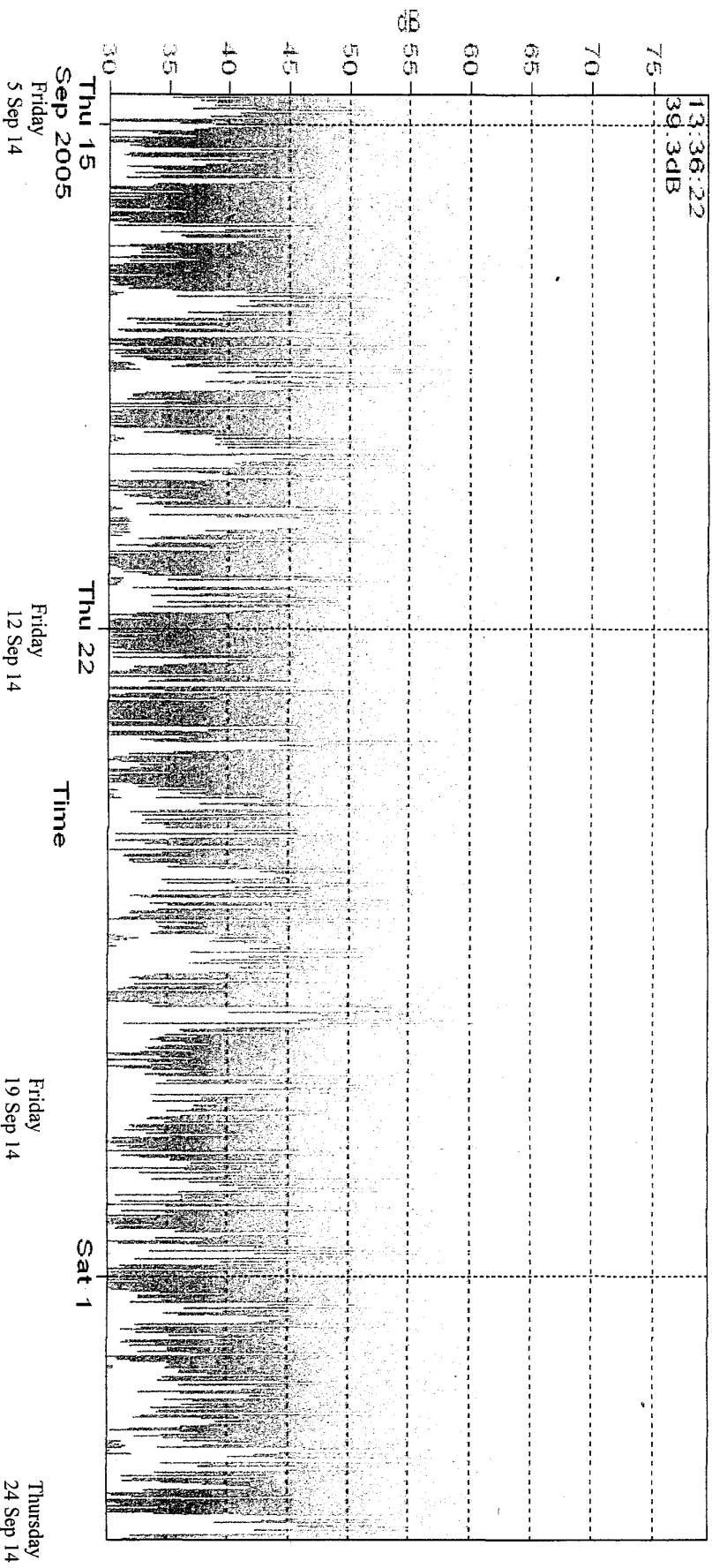
\*Avg: 30.0

Maximum: 74.5 @ Saturday 20<sup>th</sup> Sep 01:32:22  
Minimum: 26.7 @ Saturday 13<sup>th</sup> Sep 01:12:22  
Cursor A: 39.3 @ 14/09/2005 13:36:22  
Cursor B: 39.3 @ 14/09/2005 13:36:22

Avg. Between A and B: 30.0

ALTE BRENNEREI & HUTSCHENHAUSEN

SOUND CHECK.



4. Based on the findings and points allocated, the recommended grade for this SFA type is:

a. **Type IV                      Grade 2                      7 Deficiency Points**

5. Summary and Data Sheets for this SFA are enclosed with this letter.

Distribution:

All Members  
House File  
Housing Assistant  
DIO Finance Section.



# Defence Infrastructure Organisation

SSO/4244

## Defence Infrastructure Organisation

DIO B306

SHAPE

BFPO 26

Telephone :

Facsimile :

E-mail:

See Distribution

18 June 2014

### Reference:

- A. JSP 315 - Service Accommodation Code.
- B. JSP 464 - Tri-Service Accommodation Regulations (TSARs) Part 4, Annex A

1. The Board of Officers (BOO) met at the following property:

**Alte Brennerei, 5, HUTSCHENHAUSEN**

2. The survey was carried by a team consisting of the following personnel:

- DIO SHAPE Accommodation Manager
- DIO RAMSTEIN Accommodation Manager
- NSE RAMSTEIN

3. The result of the survey carried out at Alte Brennerei,5, HUTSCHENHAUSEN is as follows:

- a. **Type IV.** The total number of points awarded to this Type IV SFA is as follows:

(1) **Ser 3 Space to Accommodate Scaled Furniture.** The overall floor area of this Type IV SFA is 119.85m<sup>2</sup> which is within the tolerance value for a Type IV SFA therefore not attracting deficiency points for Reduced Floor Area. However the Sitting Room/Dining Room floor area is applicable at this serial, therefore 3 deficiency points are awarded.

(2) **Ser 6 Scale of Fixtures and Fittings.** The points awarded under table 1 Ref B is 2½, rounded up to 3 as the property is deficient in a number of electrical sockets throughout for which the maximum of 2 deficiency points are awarded and the front door does not have a sliding bolt or spy-hole each attracting ¼ deficiency point.

(3) **Ser 10 Loft Insulation.** There was no opportunity to check the state and thickness of the loft insulation, therefore 1 deficiency point was awarded.

(4) **Ser 15 Reasonable Access to Essential Amenities.** There is a lack of reasonable access to a Family Doctor and Family Dentist each attracting 1 deficiency point. Therefore 2 deficiency points are awarded at this serial.

(5) **Positive Points.** The property benefits from a utility room attracting 2 positive points, therefore a total of 2 positive points are awarded.

- vii. The overall floor area of your SFA was measured at the grading survey using a laser measurement device. The floor area of your SFA meets the Type IV scale however one room in your SFA was undersize and therefore this merited the award of 3 deficiency points. If the two points for lack of an Airing Cupboard were awarded then it would not be possible to award the 3 points at this serial in accordance with JSP 464 Pt 4 Annex A to Chap 1, Table 1. Both serials cannot be applied simultaneously.

Therefore the results of the Board of Officers resulted in your SFA being awarded a grade for charge at:

Type IV          Grade 2          7 Deficiency Points.

DIO Accommodation Manager

Distribution:

Enclosing ..... 11

11



**Defence  
Infrastructure  
Organisation**

SSO/4244

**Defence Infrastructure Organisation**

DIO B306

SHAPE

BFPO 26

Telephone :

Facsimile :

E-mail:

Alte Brennerei, 5  
HUTSCHENHAUSEN

12 November  
2014

**Grading Challenge at Alte Brennerei, 5, HUTSCHENHAUSEN**

Please find attached the complete response to your grading challenge including the noise survey report and the previous grading board findings for other properties in Alte Brennerei.

I sincerely apologise for the length of time that it has taken to assemble this information.

Any change to the grading will be backdated to the date of your original challenge.

DIO Accommodation Manager  
Housing Office  
SHAPE  
BFPO 26



# Defence Infrastructure Organisation

SSO/4244

## Defence Infrastructure Organisation

DIO B306

SHAPE

BFPO 26

Telephone :

Facsimile :

E-mail:

See Distribution

7 November 2014

### Reference:

- A. JSP 315 - Service Accommodation Code.
- B. JSP 464 - Tri-Service Accommodation Regulations (TSARs) Part 4.

Dear Sqn Ldr Purchase,

### Grading Challenge at Alte Brennerei, 5, HUTSCHENHAUSEN

In response to your challenge to the findings of the Board of Officers, the points as listed below are those that you have raised:

- i. Scale of fixtures and fittings – The BOO awarded the maximum deficiency points (2) for lack of electrical sockets and a further ½ for the front door deficiencies. This is then rounded up to 3 points.
- ii. Bathroom Lack of Lockable Medicine Cabinet. The SFA has a lockable medicine cabinet in the Utility Room, therefore the requirement is met.
- iii. Airing Cupboard, the lack of an airing cupboard has not been awarded deficiency points (see vii below).
- iv. Lack of Window locks. As with many properties in Europe the provision of shutters are considered to be an added security measure therefore the lack of window locks are not awarded any deficiency points.
- v. Noise Nuisance. The result of the recent Noise Survey is included. The average noise level in your area was recorded at 30dB(A) Leq. The result of the noise survey indicates that your SFA is not significantly affected by noise in silent hours therefore no deficiency points are awarded.
- vi. Positive Points. Two positive points are awarded for the Utility Room. The removal of positive points for a Utility Room will only be approved when over 50% of the MOD wide estate is provided with that room.

**4 TIER GRADING FOR ACCOMMODATION CHARGES  
DEFICIENCY POINTS SUMMARY SHEET FOR SFA**

LOCATION(S): ALTE BRENNEREI, 5, HUTSCHENHAUSEN

TYPE: IV

SURVEY DATE:

18-Jun-14

TOTAL POINTS SCORE: 7

GRADE AWARDED:

2

Ser Table 1 (a)	Factor (b)	Deficiency (c)	Applies (d)	Points Allowed (e)	Points Awarded (f)
1	Reduced Floor Area	Applicable where floor area (sqm) is: between 10% and 24.9% below scale, or, 25% or more below scale. <i>Does not apply if Serial 2 or 3 applied</i>		5 or 10	
2	Rooms below scale	Applicable for non provision of a study in Type III OFQ and cloakroom (WC and basin) in all SFA. <i>Does not apply in Serial 1 and 3 applied</i>		2 per room	
3	Space to accommodate scaled furniture	Applicable where rooms are not enough to accommodate scaled furniture. <i>Does not apply if Serial 1 or 2 applied</i>	X	Max 9	3
4	Access to main bathroom or only WC	Applicable where access to a main bathroom or only toilet is via a bedroom or other dwelling room <i>Less en suites</i>		5	
5	Lifts	Applicable where no lifts provided in multi-storey building. Floors: Ground, 1 and 2, Nil points; Floor 3, 3 points; Floor 4, 4 points; Floor 5 & above 5 points.		Max 5	
6	Scaling of fixtures and fittings	Applicable where fixtures and fittings are below scale. Max 5 points	X	Max 5 points or Sers 6, 7 and 8 combined	3
7	Condition of exterior structure	Applicable where the condition of the exterior structure of the SFA is below standard. Max 3 points			
8	Condition of interior decoration, carpets, fixtures and fittings	Applicable where the condition of decoration (2 points), carpets, fixtures and fittings (2 points) within the SFA is below standard. Max 4 points			
9	Damp/ Condensation	Applicable where damp is experienced in a living or occupied bedroom as a result of inadequate damp proof coursing or when condensation results from poor standard of ventilation		Max 5	
10	Loft insulation	Where the SFA has less than 150mm of loft insulation or equivalent	X	1	1
11	Double Glazing	Where double/secondary glazing is not provided		Max 5	
12	Heating system	Heating system fails to achieve temperatures laid down in Table 1 when operated normally. <i>Does not apply if Ser 14 applied.</i>		Max 5	
13	Utility usage above the normal assumed consumption	Gas/electricity usage exceeds the Normal Assumed Consumption (NAC) rate for the type of SFA. <i>BUT does not score if already scored in Ser 12, or if financial assistance given by the Fuel Subsidy Scheme</i>		5	
14	Air conditioning (Tropical areas only)	Where air conditioning consistently fails to cool or reduce humidity to prescribed levels. <i>Does not apply is Sers 12 and 13 applied.</i>		5	
15	Reasonable access to essential amenities	SFA is 1.5 miles or more from essential amenities and Service or public transport does not enable reasonable access. <i>See definition at Table 1</i>	X	Max 5	2
16	Environment	Adverse environment factors <i>See Guide at Annex C</i>		Max 5	

		Total deficiency points			9
Ser Table 2 (a)	Factor (b)	Positive Points (c)	Applies (d)	Points Allowed (e)	Points Awarded (f)
P1	En-suite Facilities	En-suite Facilities to the master bedroom are		2 positive	
P2	Additional WC	WC additional to scale		1 positive	
P3	Utility Room	Utility room is provided	X	2 positive	2
Sub Total		Total positive points			2
Total		Deficiency points MINUS Positive points			7

#### SERVICEMEN'S FAMILIES' QUARTERS

Type	Person	Bedrooms		Net Space	Storage Space	Total Space
		Double	Single			
IV	6	2	2			124.5 <sup>(1)</sup>

Accommodation	Area (sq. m)		Remarks
	Scaled	Existing <sup>(2)</sup>	
Porch or lobby	To design		
Hall and pram space	NS	7.29	
Coat cupboard	GS	1.10	
Lavatory, WC and WHB	NS	1.40	Downstairs
Sitting room with adj. dining room	33.50	21.04	
Sitting room			
Dining room			
Kitchen	11.50	12.23	
Utility	5.00	7.15	
Landing	NS	4.20	
Bedroom 1	15.50	19.70	
Ensuite	3.75		
Bedroom 2	14.50	15.56	
Bedroom 3	8.50	14.17	
Bedroom 4	7.50	12.50	
WC	NS		
Bathroom	NS	11.78	
Linen/airing cupboard	N/A	4.07	
Total	124.5	119.85	3.7

#### Storage

In or adjacent to kitchen (m <sup>3</sup> )			
Lockable with external access			
<b>Garage</b>			
Clear internal dims 5.3m x 3m			

#### Garden

#### NOTES:

1. Scaling from JSP 464
2. Floor area including Storage



**From:** DIO SD OS-Eur2a  
**Sent:** 18 July 2014 12:15  
**To:**  
**Subject:** 20140718-Grading  
**Attachments:** Alte Brennerei 5.xls  
Sqn Ldr

This is the document you should have received. I will now pass this matter up my chain of command and yours with my findings you should receive notification of this being passed in due course.

**Kind Regards**

**Accommodation & DAS Manager**

Defence Infrastructure Organisation  
Building 539 | Ramstein Air Base | BFPO 109

Civ. Serv. No.

Email: [diomail@mod.uk](mailto:diomail@mod.uk)

Website: [www.mod.uk/dio/](http://www.mod.uk/dio/)

14/11/2014

**4 TIER GRADING FOR ACCOMMODATION CHARGES  
DEFICIENCY POINTS SUMMARY SHEET FOR SFA**

LOCATION(S): ALTE BRENNEREI, 5, HUTSCHENHAUSEN

TYPE: IV

SURVEY DATE:

18-Jun-14

TOTAL POINTS SCORE: 4

GRADE AWARDED:

1

Ser Table 1 (a)	Factor (b)	Deficiency (c)	Applies (d)	Points Allowed (e)	Points Awarded (f)
1	Reduced Floor Area	Applicable where floor area (sqm) is: between 10% and 24.9% below scale, or, 25% or more below scale. <i>Does not apply if Serial 2 or 3 applied</i>		5 or 10	
2	Rooms below scale	Applicable for non provision of a study in Type III OFQ and cloakroom (WC and basin) in all SFA. <i>Does not apply in Serial 1 and 3 applied</i>		2 per room	
3	Space to accommodate scaled furniture	Applicable where rooms are not enough to accommodate scaled furniture. <i>Does not apply if Serial 1 or 2 applied</i>	X	Max 9	3
4	Access to main bathroom or only WC	Applicable where access to a main bathroom or only toilet is via a bedroom or other dwelling room <i>Less en suites</i>		5	
5	Lifts	Applicable where no lifts provided in multi-storey building. Floors: Ground, 1 and 2, Nil points; Floor 3, 3 points; Floor 4, 4 points; Floor 5 & above 5 points.		Max 5	
6	Scaling of fixtures and fittings	Applicable where fixtures and fittings are below scale. Max 5 points		Max 5 points or Sers 6, 7 and 8 combined	0
7	Condition of exterior structure	Applicable where the condition of the exterior structure of the SFA is below standard. Max 3 points			
8	Condition of interior decoration, carpets, fixtures and fittings	Applicable where the condition of decoration (2 points), carpets, fixtures and fittings (2 points) within the SFA is below standard. Max 4 points			
9	Damp/ Condensation	Applicable where damp is experienced in a living or occupied bedroom as a result of inadequate damp proof coursing or when condensation results from poor standard of ventilation		Max 5	
10	Loft insulation	Where the SFA has less than 150mm of loft insulation or equivalent	X	1	1
11	Double Glazing	Where double/secondary glazing is not provided		Max 5	
12	Heating system	Heating system fails to achieve temperatures laid down in Table 1 when operated normally. <i>Does not apply if Ser 14 applied.</i>		Max 5	
13	Utility usage above the normal assumed consumption	Gas/electricity usage exceeds the Normal Assumed Consumption (NAC) rate for the type of SFA. <i>BUT does not score if already scored in Ser 12, or if financial assistance given by the Fuel Subsidy Scheme</i>		5	
14	Air conditioning (Tropical areas only)	Where air conditioning consistently fails to cool or reduce humidity to prescribed levels. <i>Does not apply is Sers 12 and 13 applied.</i>		5	
15	Reasonable access to essential amenities	SFA is 1.5 miles or more from essential amenities and Service or public transport does not enable reasonable access. <i>See definition at Table 1</i>	X	Max 5	2
16	Environment	Adverse environment factors <i>See Guide at Annex C</i>		Max 5	

		Total deficiency points			6
Ser Table 2 (a)	Factor (b)	Positive Points (c)	Applies (d)	Points Allowed (e)	Points Awarded (f)
P1	En-suite Facilities	En-suite Facilities to the master bedroom are		2 positive	
P2	Additional WC	WC additional to scale		1 positive	
P3	Utility Room	Utility room is provided	X	2 positive	2
Sub Total		Total positive points			2
Total		Deficiency points MINUS Positive points			4

#### SERVICEMEN'S FAMILIES' QUARTERS

Type	Person	Bedrooms		Net Space	Storage Space	Total Space
		Double	Single			
IV	6	2	2			124.5 <sup>(1)</sup>

Accommodation	Area (sq. m)		Remarks
	Scaled	Existing <sup>(2)</sup>	
Porch or lobby	To design		
Hall and pram space	NS	7.29	
Coat cupboard	GS	1.10	
Lavatory, WC and WHB	NS	1.40	Downstairs
Sitting room with adj. dining room	38.03	21.04	
Sitting room			
Dining room			
Kitchen	11.50	12.23	
Utility	5.00	7.15	
Landing	NS	4.20	
Bedroom 1	15.50	19.70	
Ensuite	3.75		
Bedroom 2	14.50	15.56	
Bedroom 3	8.50	14.17	
Bedroom 4	7.50	12.50	
WC	NS		
Bathroom	NS	11.78	
Linen/airing cupboard	N/A	4.07	
Total		129.5	119.85
			7.5

#### Storage

In or adjacent to kitchen (m <sup>3</sup> )			
Lockable with external access			
<b>Garage</b>			
Clear internal dims 5.3m x 3m			

#### Garden

#### NOTES:

1. Scaling from JSP 464
2. Floor area including Storage

**From:**  
**Sent:** 15 July 2014 14:16  
**To:**  
**Subject:** 20140711-Grading Challenge Alte Brennerei 5-U  
**Attachments:** Alte Brennerei 5 Grading Challenge.xls

Please find attached: ADM 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

- The floor space for your Dining room/living room is from the official architects drawings 38m2
- The security lock for the ground floor bedroom is suitable for occupation of a child as it is on the ground floor
- The Bedroom is not carpeted granted but should you wish a carpet to be installed DIO can arrange that for you this has no official bearing on any grading challenge.
- Each property is assessed on the grading standard not on other properties of the same grading.
- The privacy fencing is for UK only and we have dispensation that the properties in Germany do not have 1.8m enclosing as German building standards would not allow the fencing at the time of the build in Alte Brennerei.

I am happy to discuss the matter further and I would also like to point out that after 6 months of occupation you can put in for a transfer at your own expense should you wish.

**Kind Regards**

**Accommodation & DAS Manager**  
Defence Infrastructure Organisation  
Building 539 | Ramstein Air Base | REPO 109

Website: [www.mod.uk/dio/](http://www.mod.uk/dio/)

14/11/2014

Complaints  
(C)

**From:**  
**Sent:** 14 November 2014 09:41  
**To:**  
**Subject:** FW: 20141112 Grading Challenge at Alte Brennerai 5-O  
**Attachr**

**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 (curser A: 39.3@14/09/2005 13:36:22) - This is an incredible coincidence.
2. The sipke (highest recorded sound 74.5db 20<sup>th</sup> Sept 2014 matches exactly the highest spike in the 2005 report – 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 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

14/11/2014

OF3 Logs Sustainability

**From:** [REDACTED]  
**Sent:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** 20141112 Grading Challenge at Alte Brenneri 5-O

Please find attached the result of your grading challenge.

Regards

( [REDACTED] | **Accommodation Manager DIO SHAPE |**  
**| Defence Infrastructure Organisation |**  
**SHAPE | BFPO 26 |**  
**Ci**  
**Role e:**  
**Website:** [www.mod.uk/dio/](http://www.mod.uk/dio/)

14/11/2014

**UNITED KINGDOM JOINT SUPPORT UNIT, RAMSTEIN**

**TABLE 5 – GRADING POINTS SUMMARY SHEET FOR SFA**

**LOCATION(S): ALTE BRENNEREI 1 & 3, 66882 HÜTSCHENHAUSEN**

**TOTAL POINTS SCORE: 4 GRADE AWARDED: 1 EFFECTIVE DATE: 14 JANUARY 2011**

Serial Table 1	Factor	Deficiency	Appli - cable	Points Allowed	Points Awarde d
(a)	(b)	(c)	(d)	(e)	(f)
1a	Reduced Floor Area	Applicable where floor area (sqm) is: 10% and 24.9% below scale, or, 25% or more below scale Does not apply if serial 2 or 3 applied		5, or, 10	
2	Rooms below scale	Applicable for non provision of a study in Type III OFQ and cloakroom (WC and basin) in all SFA. Does not apply if serial 1 or 3 applied.		2 per room	
3	Space to accommodate scaled furniture	Applicable where rooms are not large enough to accommodate scaled furniture. Does not apply if serial 1 or 2 applied.		Max 9	
4	Access to main bathroom or only WC	Applicable where access to a main bathroom or only toilet is via a bedroom or other dwelling room (less en suites)		5	
5	Lifts	Applicable where no lifts provided in multi-storey building. Floors: Ground, 1 and 2, Nil points; Floor 3, 3 points; Floor 4, 4 points; Floor 5 & above 5 points.		Max 5	
6	Scaling of fixtures and fittings	Applicable where fixtures and fittings are below scale. Max 5 points	X	Max 5 points for Serials 6, 7 and 8 combined	3
7	Condition of exterior structure	Applicable where the condition of the exterior structure of the SFA is below standard. Max 3 points			
8	Condition of interior decoration, carpets, fixtures and fittings	Applicable where the condition of decoration (2 points), carpets, fixtures and fittings (2 points) within the SFA is below standard. Max 4 points			
9	Damp/ Condensation	Applicable where damp is experienced in a living or occupied bedroom as a result of inadequate damp proof coursing or when condensation results from poor standard of ventilation.		Max 5	
10	Loft Insulation	Where the SFA has less than 150mm of loft insulation or equivalent.		1	
11	Double Glazing	Where double/secondary glazing is not provided.		Max 5	
12	Heating System	Heating system fails to achieve temperatures laid down in Table 1 when operated normally. Does not apply if Ser 14 applied.		Max 5	
13	Utility usage above the normal assumed consumption	Gas/Electricity usage exceeds the Normal Assumed Consumption (NAC) rate for the type of SFA BUT does not score if already scored in Serial 12, or if financial assistance given by the Fuel Subsidy Scheme		5	
14	Air conditioning (tropical areas only)	Where air conditioning consistently fails to cool or reduce humidity to prescribed levels. Does not apply if Sers 12 and 13 applied		5	
15	Reasonable access to essential	If the SFA is 1.5 miles or more from essential amenities and Service or public transport does not enable reasonable access. See definition at	X	Max 5	3

**UNITED KINGDOM JOINT SUPPORT UNIT, RAMSTEIN**

**TABLE 5 – GRADING POINTS SUMMARY SHEET FOR SFA**

**LOCATION(S): ALTE BRENNEREI 1 & 3, 66882 HÜTSCHENHAUSEN**

**TOTAL POINTS SCORE: 4 GRADE AWARDED: 1 EFFECTIVE DATE: 14 JANUARY 2011**

	amenities	Table 1.			
16	Environment	Adverse environmental factors – see Guide at Annex C		Max 5	
Sub Total		<b>Total deficiency points</b>			<b>6</b>
Ser Table 2	Factor	Positive Points	Applicable	Points Allowed	Points Awarded
(a)	(b)	(c)	(d)	(e)	(f)
P1	En-suite facilities	En-suite facilities to the master bedroom are provided		2 positive	
P2	Additional WC	WC additional to scale		1 positive	
P3	Utility Room	Utility Room is provided	X	2 positive	2
		<b>Total positive points</b>			<b>2</b>
<b>Total</b>		<b>Deficiency Points MINUS Positive Points</b>			<b>4</b>

**Note:** Enter 'X' in column (d) against serials where deficiency or positive points are to be awarded. Enter total deficiency points (less any positive points awarded) in column (f).



## RECOMMENDATIONS

The Board recommends that the properties be allocated Grade 1 for accommodation charge purposes.

(MSF)D  
Joint Head IPT Ramstein  
President

Estate Surveyor  
Joint Head IPT Ramstein  
Member

Sgt  
Member

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

## REMARKS BY UNIT COMMANDER

I fully support the findings of the Board that the hirings should be designated Grade 1 for accommodation charge purposes.

United Kingdom Joint Support Unit Ramstein    Signature \_\_\_\_\_  
January 2011

Commanding Officer

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## REMARKS BY SO2 J4 ESTATES

Date: .....

(MSF)C2  
SO2 J4

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

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# ROYAL AIR FORCE

## PROCEEDINGS OF BOARD OF OFFICERS

Proceedings of Board of Officers  
convened at United Kingdom Joint Support Unit Ramstein  
on 14 January 2011

Commanding Officer United Kingdom Joint Support Unit Ramstein  
for the purpose of determining the deficiency points to be awarded to  
Alte Brennerei 1 and 3, 66882 Hütschenhausen  
and making a recommendation as to the grading of the properties  
for accommodation charge purposes.

### PRESIDENT

Joint Head IPT Estates  
United Kingdom Joint Support Unit Ramstein

### MEMBERS

Joint Head IPT Estates  
Ramstein Office

Personnel (Support)  
United Kingdom Joint Support Unit Ramstein

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

## TO BE USED FOR FINDINGS ONLY

### ACCOMMODATION

1. The Board finds Alte Brennerei 4 & 6, 66882 Hütschenhausen to be two Type IV, Grade 1 Individual Hirings. The properties, in the form of large well-appointed new-built detached houses, are situated amongst a number of British, German and American occupied properties in a relatively large German town.

### DEFICIENCY POINTS

2. The Board awards points in accordance with JSP 464 (Part 4), Chapter 1, Annex B, Tables 1 to 4 as detailed below:

a. Table 1, Serial 6 – 3 points. The Board finds the following fixtures and fittings to be deficient under Table 4:

Serial 1 – Deficiency of electrical sockets in kitchen, living/dining room, utility room, bedroom 1 and bedroom 2.	2 points
--	----------

Serial 3 – No heated linen/airing cupboard.	1 point
---	---------

b. Table 1, Serial 15 – 3 Points. The Board finds that the hirings are more than 1½ miles from the following essential amenities and public transport does not enable reasonable access to these facilities.

Post Office (BFPO)	1 point
Doctor (for the family)	1 point
Dentist (for the family)	1 point

3. The Board awards the following positive points as detailed below:

Table 2, Serial P3 – 2 Positive Points.

Utility Room (Ground Floor)	2 Positive Points
-----------------------------	-------------------

4. The Board finds that the following points should be awarded:

Table 1, Serial 6 - 3 deficiency points  
Table 1, Serial 15 - 3 deficiency points  
Table 2, Serial P3 – 2 positive points

### TOTAL 4 Deficiency points

THESE PROCEEDINGS ARE TO BE PASSED THROUGH EACH STAGE WITHOUT DELAY

Start Time:5/09/2014 13:36:22

Sampling Rate:60

DataNo:28988

\*Avg:30.0

Maximum:74.5@Saturday 20<sup>th</sup> Sep 01:32:22

Minimum:26.7@ Saturday 13<sup>th</sup> Sep 01:12:22

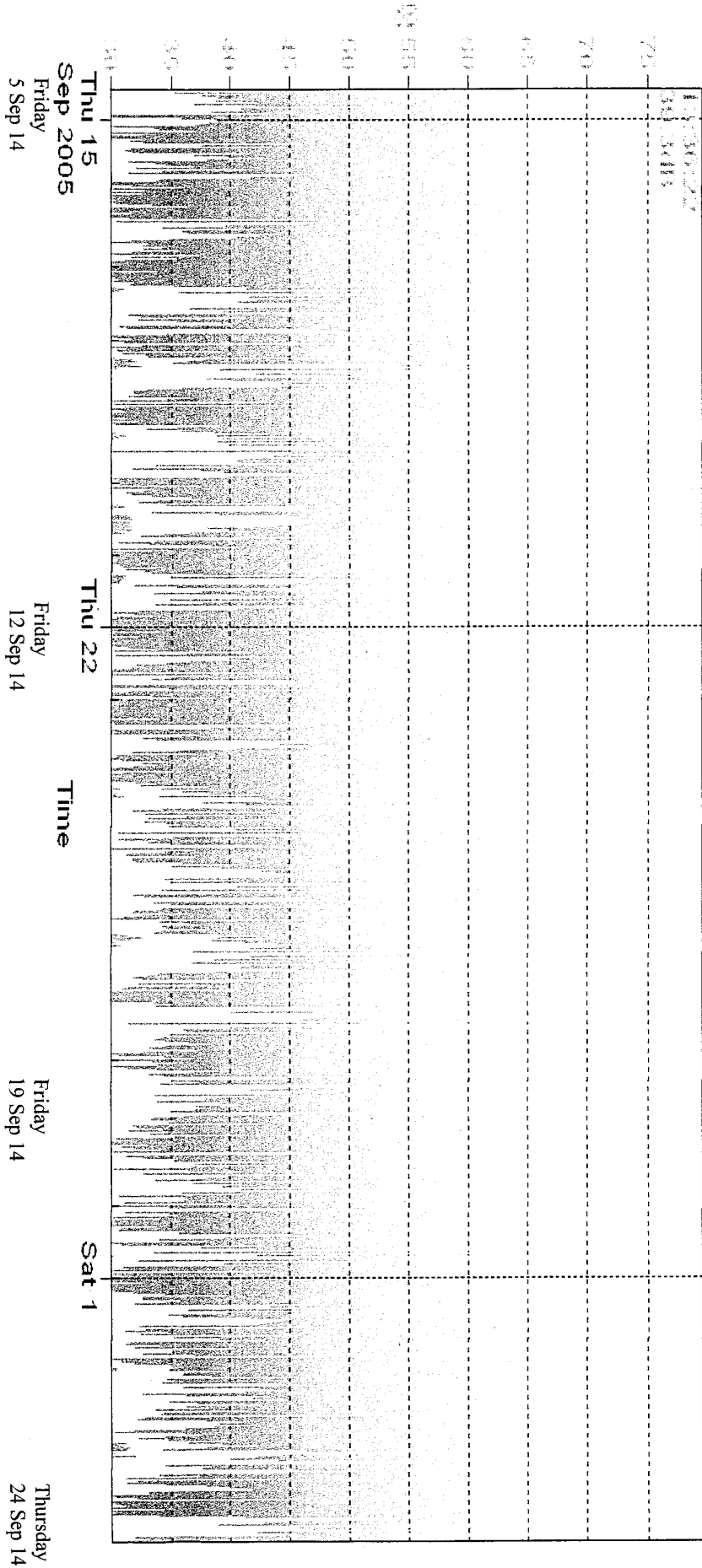
Cursor A:39.3@14/09/2005 13:36:22

Cursor B:39.3@14/09/2005 13:36:22

Avg. Between A and B:30.0

ALTE BRENNEREI & HUTSCHENHAUSEN

SOUND CHECK.





# Defence Infrastructure Organisation

## Defence Infrastructure Organisation

DIO B306

SHAPE

BFPO 26

SSO/4244

Telephone : 01908 500003

Facsimile : 01908 500004

E-mail: [dioc@defence.gov.uk](mailto:dioc@defence.gov.uk)

See Distribution

18 June 2014

### Reference:

- A. JSP 315 - Service Accommodation Code.
- B. JSP 464 - Tri-Service Accommodation Regulations (TSARs) Part 4, Annex A

1. The Board of Officers (BOO) met at the following property:

**Alte Brennerei, 5, HUTSCHENHAUSEN**

2. The survey was carried by a team consisting of the following personnel:

- DIO SHAPE Accommodation Manager
- DIO RAMSTEIN Accommodation Manager
- NSE RAMSTEIN

3. The result of the survey carried out at Alte Brennerei,5, HUTSCHENHAUSEN is as follows:

- a. **Type IV.** The total number of points awarded to this Type IV SFA is as follows:

(1) **Ser 3 Space to Accommodate Scaled Furniture.** The overall floor area of this Type IV SFA is 119.85m<sup>2</sup> which is within the tolerance value for a Type IV SFA therefore not attracting deficiency points for Reduced Floor Area. However the Sitting Room/Dining Room floor area is applicable at this serial, therefore 3 deficiency points are awarded.

(2) **Ser 6 Scale of Fixtures and Fittings.** The points awarded under table 1 Ref B is 2½, rounded up to 3 as the property is deficient in a number of electrical sockets throughout for which the maximum of 2 deficiency points are awarded and the front door does not have a sliding bolt or spy-hole each attracting ¼ deficiency point.

(3) **Ser 10 Loft Insulation.** There was no opportunity to check the state and thickness of the loft insulation, therefore 1 deficiency point was awarded.

(4) **Ser 15 Reasonable Access to Essential Amenities.** There is a lack of reasonable access to a Family Doctor and Family Dentist each attracting 1 deficiency point. Therefore 2 deficiency points are awarded at this serial.

(5) **Positive Points.** The property benefits from a utility room attracting 2 positive points, therefore a total of 2 positive points are awarded.

4. Based on the findings and points allocated, the recommended grade for this SFA type is:

**a. Type IV      Grade 2      7 Deficiency Points**

5. Summary and Data Sheets for this SFA are enclosed with this letter.

DIO Accommodation Manager  
Housing Office  
SHAPE  
BFPO 26

Distribution:

All Members  
House File  
Housing Assistant  
DIO Finance Section.



# Defence Infrastructure Organisation

SSO/4244

## Defence Infrastructure Organisation

DIO B306

SHAPE

BFPO 26

Telephone : 00 44 115 90 10 10

Facsimile : 44 115 90 10 11

E-mail: [dioc@mod.uk](mailto:dioc@mod.uk)

See Distribution

7 November 2014

### Reference:

- A. JSP 315 - Service Accommodation Code.
- B. JSP 464 - Tri-Service Accommodation Regulations (TSARs) Part 4.

Dear Sir

### Grading Challenge at Alte Brenneri, 5, HUTSCHENHAUSEN

In response to your challenge to the findings of the Board of Officers, the points as listed below are those that you have raised:

- i. Scale of fixtures and fittings – The BOO awarded the maximum deficiency points (2) for lack of electrical sockets and a further ½ for the front door deficiencies. This is then rounded up to 3 points.
- ii. Bathroom Lack of Lockable Medicine Cabinet. The SFA has a lockable medicine cabinet in the Utility Room, therefore the requirement is met.
- iii. Airing Cupboard, the lack of an airing cupboard has not been awarded deficiency points (see vii below).
- iv. Lack of Window locks. As with many properties in Europe the provision of shutters are considered to be an added security measure therefore the lack of window locks are not awarded any deficiency points.
- v. Noise Nuisance. The result of the recent Noise Survey is included. The average noise level in your area was recorded at 30dB(A) Leq. The result of the noise survey indicates that your SFA is not significantly affected by noise in silent hours therefore no deficiency points are awarded.
- vi. Positive Points. Two positive points are awarded for the Utility Room. The removal of positive points for a Utility Room will only be approved when over 50% of the MOD wide estate is provided with that room.



- vii. The overall floor area of your SFA was measured at the grading survey using a laser measurement device. The floor area of your SFA meets the Type IV scale however one room in your SFA was undersize and therefore this merited the award of 3 deficiency points. If the two points for lack of an Airing Cupboard were awarded then it would not be possible to award the 3 points at this serial in accordance with JSP 464 Pt 4 Annex A to Chap 1, Table 1. Both serials cannot be applied simultaneously.

Therefore the results of the Board of Officers resulted in your SFA being awarded a grade for charge at:

Type IV                  Grade 2                  7 Deficiency Points.

Distribution:

All Members  
House File  
Housing Assistant  
DIO Finance Section.