
From:
Sent: 08 December 2014 08:29
To:
Cc:
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O
Attachments: 20141208-Response to DIO Letter dated 24 nov 14.docx; 20141208-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.

Classification: NATO UNCLASSIFIED

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

Rgds

| OF3 Logs Sustainm

From: DIO MoD
Sent: Monday, December 01, 2014 9:40 AM
T:
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

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

MRICS RSC PGDin | Delivery Manager ESG |

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From: D
Sent: 18 November 2014 10:25
To:
Cc: I
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

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

Jon [redacted] | Delivery Manager ESG |
 Science Infrastructure Organisation | B306 | SHAPF | Belgium | BFPO26
 [redacted] | Email: [redacted]

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From: [redacted] | Email: [redacted]

30/01/2015

Sent: 14 November 2014 12:46
To: DIO
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 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. Whilst it may have been an error in which spreadsheet was sent the wording of the e-mail was clear. "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".

Although it states in the later e-mail that there was an error, this was after a written response to and Telephone calls with John Roberts. 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

| OHS

Fr
Sent: Friday, November 14, 2014 1:19 PM
To: ADPM A. OFR
Cc:
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 to phone me back (^ ^ 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 first email). This appears like it is a genuine error. I am not sure if I have fully understood

30/01/2015

because you refer to dates during last week (November?)

Kind regards

| Delivery Manager ESG |

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From: [REDACTED]
Sent: 17 November 2014 09:41
To: DIO
Subject: FW: 20141112 Grading Challenge at Alte Brennerrei 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 20th 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 Brennerrei 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 was 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.

30/01/2015

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 LOR OF3

Subject: 20141112 Grading Challenge at Alte Brenneri 5-O

Please find attached the result of your grading challenge.

Regards

—
| Accommodation Manager DIO SHAPE |
| Defence Infrastructure Organisation |
SHAPE | BFPO 26 |

4745

Role email: _____

Website: www.mod.uk/dio/

30/01/2015



Sqn Ldt (GBR)
HQ AC Ramstein, A4 Division
Sustainment & Reporting Section (Reports)
Ext 2464
8 Dec 14

REF: DIO e-mail regarding challenge to the Grading of SFA – 5 Alte Brennerai, Hutschenhausen dated 01 December 2014.

1. The following is in response to your e-mail dated 01 December 14 in which you address the points I raised in my formal complaint letter to DIO Wyton. I must first start by making something very clear, whilst I have ceased my correspondence with N* regarding my challenge, I in no way consider the matter concluded; neither in terms of my challenge or formal complaint.

2. The reason I have stopped addressing the matter with N* is that it appears no matter how many times I raise an issue and regardless of the information I provide to validate my points, I continue to receive the same response. As Albert Einstein states "Insanity is doing the same thing over and over again and expecting different results". To that end I am taking a different approach in order that I have the potential to gain a different result. Perhaps with an external view from DIO Wyton through the formal complaints process or a review from an external organization by way of arbitration will ensure that my points, both in terms of the challenge and the process/conduct of DIO SHAPE are at least considered and reviewed dispassionately.

3. Once again, in order to assist you I have listed below my concerns/challenges to the response you have provided and the justifications you have given. Where possible I have provided evidence or appropriate references that can be checked in order to amplify the justification. All points below are taken from the responses provided by N* in his letter dated 24 Nov 14 and the e-mail correspondence from the start of this challenge. The previous points I raised in my initial challenges and my response letter dated 12 Nov 14 should also be reviewed as I will not be re-stating that information in this letter in order to maintain as much brevity as possible.

- a. **Deficiency Points for Airing Cupboard** – You have stated that deficiency points for the airing cupboard cannot be applied at the same time as there is a cap of 3 deficiency points for this serial within JSP 464 part 4 annex A to chapter 1 part 1.

You are trying to tie these points to serials 1, 2 & 3 which deal with (1) reduced floor area (2) rooms below scale and (3) space to accommodate scaled furniture etc. He states in his letter dated 24 Nov 14 that "we agree there isn't an airing cupboard". Therefore the room does not have reduced floor area as it does not exist. Likewise rooms below scale cannot be applied as this relates only to cloakrooms and studies. Finally Serial 3 cannot apply as a room that does not exist cannot be too small to accommodate scaled furniture.

It is however, possible to apply Serial 6 which deals with the scaling of fixtures and fittings and have a maximum cap of 5 points. Annex A table 4, details what is covered under these serials and the issue of the airing cupboard is at Ser 3 within this table. Accordingly there is no reason why the stated deficiency points cannot be applied. Furthermore, in the Grading board of Alte Brennerai 4 & 6 and 1 & 3 both provided as part of my FOI request and conducted in Jan 2011, each property was awarded the deficiency points for the airing cupboard under serial 6, the point I have argued for Alte Brennerai 5, all along.

b. **Deficiency points Relating to Internal Security.** – You have stated that no deficiency points can be awarded for a lack of security locks on the downstairs windows and patio doors in my property as there are shutters that are considered an added security measure. You state "we consider security shutters a greater deterrent to burglars than key turn security". I agree, however, as I have stated numerous times the shutters on my property are not security shutters they are sun blind shutters or "sonnenschutz". Security shutters tend to be lockable or at least cannot be moved manually which I have proved can be done with my sun blinds, they also tend to be of a significantly stronger material than PVC. Finally, as stated in previous correspondence, many other properties on this estate have the locks fitted and, since raising this point, DIO have fitted a lock to my property, suggesting they agree.

c. **Positive Points Relating to Utility Room** – You state that positive points must be awarded for the property as it has a utility room and the removal of the positive points will only be awarded when over 50% of the MOD wide estate has that room. You also clarified in your letter dated 24 Nov that the above applies to "the entire MOD estate".

To that end I have today submitted an FOI request through the DIO CIO requesting a percentage breakdown of how many properties have a utility room, both in the UK and BFG. This should hopefully clarify my standing against this point.

Aside from this however, JSP 315, part 5 (scales for type 4 quarters) states that I am scaled for a utility room, of at least 5.0m. Given that I would be entitled to 2 deficiency points if a utility room were not provided it would make no sense to then award 2 positive points where the scale has been met. To that end there should be no positive points awarded as a utility room is part of the scaling for this type of property.

c. **Noise Survey.** – You have stated that the results of a recent noise survey, included in your response, show that the average noise level in my area was 30dB (A) Leq, and as such does not represent a noise nuisance.

I have a number of issues with this topic in its entirety.

i. You explained that the confusion regarding the noise survey provided in response dated 12 Nov 14, showing info dated 2005, was due to the “technician” being unable to change the dates on the equipment/software. This suggests firstly that the equipment has not been calibrated since 2005 and thus the readings should be questioned. It also raises the point about how competent the “technician” was with regard to setting the equipment correctly and analyzing the subsequent data.

ii. The average reading of 30 Leq on the chart provided is based on an average between 2 dates/times that are identical. Even if I accept the “technician” was unable to change the dates, they should at least be separated (albeit by dates in Sep 2005). Furthermore cursor **a** reads 39.3 @ 13:36:22 on 14/09/2005 and cursor **b** 39.3 @ 13:36:22 on 14/09/2005 as they are both the same DTG the average must be 39.3. I do not understand from where the reading of 30 Leq has been derived.

iii. The noise survey has no details of (correct) start time or finish time, equipment used, location, duration, or calibration. It also fails to show the survey in detail, one cannot separate day from night nor identify times of max/min noise. In essence it lacks the type of detail that enables someone to interpret the data and that should accompany this type of survey.

iv. When looking at the chart it does not show readings below 30 Leq. That said it is clear to see that the majority of the reading are above the 30Leq line, again this calls into question the validity of an average reading of 30 Leq.

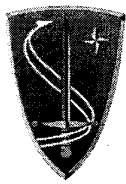
v. The noise study talks about average noise and draws its conclusion from that average. This is in fact irrelevant. If the average is 30dB, yet every night at 2100 I am disturbed by aircraft landing on runway 08/26 creating a peak noise of 75dB, this to me would indicate the noise nuisance.

vi. Finally, when I initially enquired about a challenge I was re-assured, many times that a noise survey had been completed. I was told that survey was available to read and would be passed to me. When, however, I was provided with a response containing a noise survey, I find it shows a hurriedly completed survey, in Hutschenhausen in Sep 14. Whilst it is good that it was done, I have still to see a copy of the survey that was referred to so many times during my

initial correspondence. A survey that would also allow me to compare and contrast the amount/quality of information provided in the latest study.

4. The above points all address the overall issue of the grade of my property, however, as you point out in your e-mail dated 01 December, my complaint to DIO Wyton also covers the issue of the timeliness of the response to my challenge and the involvement of the SBO, both issues I know you are currently still investigating. Contrary to your statement in this e-mail however, the issue of the dates on the initial grading excel spreadsheets, is not one that I feel has been given an appropriate response. You refer to this particular issue as "an innocent mistake rectified a few days later". I ask the following:
 - a. Why, if the grade 2 had been awarded, did the e-mail 15 July state " I am afraid that after due consideration your property has only 4 deficiency points so therefore is Grade 1" and then included a number of points that relate to the grounds for that grading. To me that was a detailed, considered response. Having completed a spreadsheet that concluded the property was grade 2, I find it difficult to believe that whilst writing this detailed response that fact was overlooked – not least as it was the entire basis for the challenge.
 - b. Why, when I challenged this point verbally on the 16th was I not immediately told there was a mistake and that the wrong information had been provided. Even if there had been an initial mistake, challenging that response would have surely triggered the memory of the fact that the property was in fact grade 2.
 - c. Why was I told on the 17th that the grade had been changed after discussions with my landlord. A point I mentioned in my e-mail response on the 18th and a point that was not challenged by DIO, although other points within that e-mail were. The only explanation I should have been given was that there was a huge mistake; this however, was not the case.
 - d. Why, after receiving a challenge that, even from the outset, appeared to be controversial; and subsequently spending the staff hours to inspect and review the property and the JSPs was the response that the grade remained the same. I cannot imagine that once DIO discovered the property was in fact grade 2 there was not at least an element of discussion on (a) why the grade was wrong, (b) the fact there would have to be a backdated refund, (c) the fact the grading would have to apply to the other identical property in " " and (d) the fact that there were still a number of unaddressed issues within the initial challenge. Despite all of those implications, the response not only included a statement stating the property was grade 1 but also a series of detailed bullets explaining why.

5. In conclusion, I certainly do not consider the matter resolved, nor do I consider that my concerns have been appropriately addressed. Accordingly, and as requested in my letter dated 12 Nov 14, I would again request the details of the process for arbitration or external review in order that this issue may be addressed by a neutral party. Along with the FOI request mentioned above, I have also submitted an FOI request for a copy of all e-mail correspondence within DIO that relates to either myself or the SFA property 5 Alte Brennerai, Hutschenhausen. Perhaps seeing complete e-mail chains would enable me to have greater confidence in the responses provided. Whilst I look forward to both your response and the FOI responses, I still intend to seek external review.



HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

8 December 2014

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 na

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 that DIO provide (if the information is available to them) details of the number of SFA in the "entire MOD estate" that have a utility room. I would like this figure as a percentage of the "entire MOD estate" and broken down into both UK and BFG properties. 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:

From:
Sent: 09 December 2014 07:00
To:
Cc: DIO SD OS-Eur2 ES
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O
Attachments:

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.

It is apparent from your letter that you are not content with the grading board held by . Although I don't have a copy of 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 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 in paragraph 2 of your letter. Could you clarify what you mean with the Einstein quote please?

Kind regards

Defence Infrastructure Orga | Delivery Manager ESG |
 | Moh | Email:

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From:
Sent: 08 December 2014 08:29
To:
Cc:
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

Classification: NATO UNCLASSIFIED

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

CFO
 @ DIO MoD.

Rgds

30/01/2015

From: [REDACTED]
Sent: Monday, December 01, 2014 9:40 AM
To: DIC
Subject: RE: 20141112 Grading Challenge at Alte Brennerrei 5-O

Dea

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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;

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

[REDACTED] | Delivery Manager ESG |
Defence Infrastructure Organisation

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30/01/2015

Sent: 18 November 2014 10:25

CC: [REDACTED]

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

Thank you for this email.

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I have spoken with [REDACTED] and he has confirmed that the dates are for September 2014. [REDACTED] as 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

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

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From: [REDACTED]

Sent: 14 November 2014 13:46

To: [REDACTED]

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

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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

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

From: DIO SD OS-Eur2 ESG
Sent: Friday, November 14, 2014 1:19 PM
To: AIRN A [redacted] OF3
Cc: DIO SD OS-Eur2 ESG An [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] (on leave). I will get an answer on this by early next week.

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Kind regards

[redacted]
 [redacted]
 [redacted]

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From: [redacted]
Sent: 14 November 2014 09:41
To: [redacted]
Subject: FW: 20141112 Grading Challenge at Alte Brennerei 5-O

Classification: NATO UNCLASSIFIED

30/01/2015

From: DIO SD OS-Eur2a1 FM (
Sent: Wednesday, November 12, 2014 11:42 AM
To: AIRN A- OF3
Subject: 20141112 Grading Challenge at Alte Brenneri 5-O

Dear €

Please find attached the result of your grading challenge.

Regards

| Accommodation Manager DIO SHAPE |
| Defence Infrastructure Organisation |
SHAPE | BFPO 261

Role email _____
Website: www.mod.uk/dio/

30/01/2015

Further to our telecon:

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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 [redacted] was 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 [redacted] 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: 09 December 2014 12:44
To:
Subject: RE: 20141112 Grading Challenge at Alte Brenneri 5-O
Classification: NATO UNCLASSIFIED

Please could you provide a civilian (non DII) e-mail address for MOD J4 Estates so that I may contact them as directed.

rgds

S | OF3 Logistics Sustainment | NATO ACO CC, Rm D429, Ramstein, BFP

From: DIO SD OS-Eur2
Sent: Tuesday, December 09, 2014 7:00 AM
To: AIRN A4 | OF3
Cc: AIRN A6
Subject: RE: 20141112 Grading Challenge at Alte Brenneri 5-O

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.

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

| Delivery Manager ESG |
Defence Infrastructure Organisation

30/01/2015

T. | Mod. | Email.

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From: D.
Sent: 08 December 2014 08:29
To: C.

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

Classification: NATO UNCLASSIFIED

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

CFO
 @ DIO MoD.

Rgds

Sqn Ldr | OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein, BFPO 109 |

From: D.
Sent: Monday, December 01 2014 09:40 AM
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

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

MRICS BSc PGDip | Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26
Email: [redacted]

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From: DIO SD OS-Eur2 ESG Area
Sent: 18 November 2014 10:25
To:
Cc: DI
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

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

MRICS BSc PGDip | Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26
Email: [redacted]

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F [redacted]

30/01/2015

Sent: 14 November 2014 13:46

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 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. Whilst it may have been an error in which spreadsheet was sent the wording of the e-mail was clear. "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".

Although it states in the later e-mail that there was an error, this was after a written response to and Telephone calls w. 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

From: DIO
Sent: Friday, November 14, 2014 1:19 PM
To: AIRN

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 to phone me back ; 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

30/01/2015

because you refer to dates during last week (November?)

Kind regards

Jon Purser MRICS BSc PGDip | Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26
 | Moh.

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From
Sent: 14 Novem
To
Subject: FW: 20141112 Grading Challenge at Alte Brenneri 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 20th 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 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.

30/01/2015

There are a number of other points I wish to raise with you in 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

S | OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein, BFPO 109 Mil: 9205
606 258 1423 |

From: [REDACTED]
Sent: Wednesday, November 12, 2014 11:42 A.
To: ATDAL 11112
Subject: 20141112 Grading Challenge at Alte Brennerrei 5-0

Dear [REDACTED]

Please find attached the result of your grading challenge.

Regards

[REDACTED] | Accommodation Manager DIO SHAPE |
| Defence Infrastructure Organisation |
SHAPE | BFPO 26 |
Civ: 00
4745
Role em:
Website: www.mod.uk/dio/

30/01/2015

From: DIO Ops Int-Eur LM
Sent: 10 December 2014 11:43
To:
Cc:
Subject: FW: 20141210-FOI07995_Sqn Ldt _SHAPE
Attachments: 20141208-Fol request-U.docx

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

Regards,

state Surveyor
Defence Infrastructure Organisation

ik

www.mod.uk/dio/

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From:
Sent: 10 December 2014 10:23

He

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

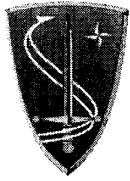
Kind regards

| Defence Infrastructure Organisation |
Kingston Road| Sutton Coldfield| West Midlands| B75 7RL

Email:
Website: <https://www.gov.uk/government/organisations/defence-infrastructure-organisation>
Please address all Ministerial Business to:

Please note my role email has recently changed

30/01/2015



HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

8 December 2014

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

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 that DIO provide (if the information is available to them) details of the number of SFA in the "entire MOD estate" that have a utility room. I would like this figure as a percentage of the "entire MOD estate" and broken down into both UK and BFG properties. 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:

From: DIO SD OS-Eur2 ESG Ar
Sent: 10 December 2014 12:03
To:
Cc:
Subject: RE: 20141210-FOI07995_Sqn Ldr. SHAPE
Attachments

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 Sqn Ldr or 5 Alte Brennerai Hutchenhausen, 66882?
- 2) Please ask MOD Housing Policy in London (start and DIO Housing Wg to provide the information in the 3rd paragraph.

Thanks

Delivery Manager ESG

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From:
Sent:
To:
Cc:
Subject: FW: 20141210-FOI07995_Sqn Ldr D SHAPE

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

Regards,

Estate Surveyor
 Defence Infrastructure Organisation

www.mod.uk/dio/

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From:
Sent:
To:
Cc:

30/01/2015

Subject: 20141210-FOI07995_Sqn Ldr

SHAPE

Hel

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

| Defence Infrastructure Organisation |
Kinoston Road| Sutton Coldfield| West Midlands| B75 7RL

Em

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

Please address all Ministerial Business to:

Please note my role email has recently changed

30/01/2015

From:)
Sent: 10 December 2014 12:05
To:
Cc:
Subject: RE: 20141210-FOI07995_Sqn Ldr SHAPE
Attachment:

Please see below.

From: I
Sent: 10 December 2014 12:03
To:
Cc:
Subject: RE: 20141210-FOI07995_Sqn Ldr SHAPE

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

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

Thanks

| Delivery Manager ESG |
Defence Infrastructure Organisation | R306 | SHAPE | Belgium | BFPO26
T.

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

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

Regards,

30/01/2015

C

Defence Infrastructure Organisation

Ministerial Business to: <https://www.gov.uk/government/organisations/defence-infrastructure-organisation>

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

www.mod.uk/dio/

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From:

Sent: 10 December 2014 10:23

To:

Cc: L

Subject: 20141210-FOI07995_Sqn Lo _SHAPE

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

Defence Infrastructure Organisation |

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

Please address all Ministerial Business to:

Please note my role email has recently changed

30/01/2015

From:
Sent: 10 December 2014 12:09
To:
Cc:
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O
Attachments vcf

Please can you contact We have completed a grading board on his property. He wishes to challenge the grading board and therefore I have provided you as the contact point.

Thanks

| Delivery Manager ESG |
Defence Infrastructure Organisation | R306 | SHAPE | Belgium | BFPO26

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30/01/2015

From: DIO Sec-Parli (MULTIUSER)

Sent: 10 December 2014 13:11

To:

Cc:

Subject: RE: 20141210-FOI07995_Sqn Ldr _SHAPE

I only need confirmation of the number of BFG SFA properties that have a utility room please – if this info is held.

The emails request we will not be answering under FOI as this request is a Data Protection Act (1998) request.

Thanks

Regards

| Defence Infrastructure Organisation |
Kingston Road| Sutton Coldfield| West Midlands| B75 7RL

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: 10 December 2014 11:05

To:

Cc:

Subject: RE: 20141210-FOI07995_Sqn Ld _SHAPE

Please see below.

Sent: 10 December 2014 12:03

Subject: RE: 20141210-FOI07995_Sqn Ldr _SHAPE

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

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

Thanks

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From: DIO Ops Inter-Ldr [mailto:...]
Sent: ...
To: ...
Subject: FW: 20141210-FOI07995_Sqn Ldr SHAPE

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

Regards,

Defence Infrastructure Organisation

1/1

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From: DIO Sec-Parli (MULTIUSER)
To: ...
Subject: 20141210-FOI07995_Sqn Ldr SHAPE

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

...

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

Please address all Ministerial Business to:

Please note my role email has recently changed

30/01/2015

From: DIO SD OS-Eur2a2 FM
Sent: 11 December 2014 09:12

To: ; DIO SD OS-Eur2a1 f
Mr)

Subject: 20141209-Grading Challenge

Email received this morning after I sent an email apologising if a very early correspondence in this case may have come across as threatening to t I am available all morning till 1100hrs for a conference call to discuss.

Kind Regards

Accommodation & DAS Manager
Defence Infrastructure Organisation
I

Website: www.mod.uk/dio/

F
Sent: 11 December 2014 08:51

To: DIO SD OS-Eur2a2 FM
Subject: RE: 20141209-Grading Challenge

Classification: NATO UNCLASSIFIED

Thank you.

I think it is fair to say that this particular challenge/issue has progressed far beyond what I expected when I started out and as a consequence far more people have become involved than anticipated. After the multiple correspondence I have sent on this issue to DIO personnel/organisations I am very aware that language and the way things are interpreted can be very much a matter of perception and am acutely aware that some of my correspondence may have appeared to have had an inappropriate tone too, and certainly if that was the case, it was not my intent and I too apologise.

The issue as a whole is now being progressed through, and hopefully will be concluded in the near future, and a line can be drawn under this.

Rgds

Sent: Tuesday, December 09, 2014 12:18 PM
To: AIRN A4 OF3
Subject: 20141209-Grading Challenge

I have just had 5 minutes with the [redacted] and I feel the need to apologise if you feel that in an earlier email I was threatening you by telling you that I would be involving your line management should the challenge to your grading go any further. This was not the case I only meant to make you aware that should the complaint go any further your line management would become aware. I am very disappointed in myself because I can see how the email may have come across that I was making threats. I hope you can accept my apology on this occasion.

Kind Regards

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

1 1/13/14

30/01/2015

From: EJSU-J4-Est-SO2
Sent: 11 December 2014 09:34
To: [REDACTED]
Cc: DIO SO OS EJSU SO2

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

I understand from the e-mail below that you wish to appeal against the 4 Tier Grading Board conducted on your property by DIO recently. In an effort to address your appeal, could you please be so kind as to detail where you feel the Board erred. In other words, what deficiency and/or positive points you feel should be awarded and why. HQ EJSU will consider your appeal and report back to you as soon as possible; you should note that it may be necessary to conduct an independent 4 Tier Grading Board. You will be aware that the 4 Tier Grading Board is required to allocate positive and deficiency points in accordance with JSP 464, Part 4, (Tri Service Accommodation Regulations (TSARS)).

Regards,

BFPO 26 | SO2 J4 Estates | European Joint Support Unit, SHAPE,
 DII/F: | Personal: g | Group Mail"

From: [REDACTED]
Sent: 10 December 2014 11:00

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

Please can you contact [REDACTED] We have completed a grading board on his property. He wishes to challenge the grading board and therefore I have provided you as the contact point.

Thanks

| Delivery Manager ESG |
 Defence Infrastructure Organisation | R306 | SHAPE | Belgium | BFPO26

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30/01/2015

DIC

From: DIO SD OS-El
Sent: 12 December 2014 13:52
To:
Cc:
Subject: FW: 20141210-FOI
Importance: High
Attachments: 20141209-FOI07795_E.docx

and I will try to collate an answer for the BFG estate, we will aim to get a reply to you before Christmas leave but may need to go into the new year in order to be able to provide a full answer.

I presume you have already contacted SHAPE to provide the information in the first part of the FOI request.

Regards

DIO Area Manager, Ger

1

Sent: 12 December 2014 11:03

To:

Subject:

From:

We have received the attached FOI request.

Please could you let me know whether we are able to answer the question about the number of BFG SFA properties that have a utility room?

(I have an information not held answer for the UK).

Many thanks

| Defence Infrastructure Organisation |
Kingston Road | Sutton Coldfield | West Midlands | B75 7RL

Email:

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: DI
Sent: 10 December 2014 17:08
To: DIO Sec-Parli (M...)
Cc: DIO OGC LMS

The question in the email relates to the entire MOD estate. Within SHAPE we don't deal with BFG (we do deal with NATO and AT units in Germany though). BFG is covered by

Thanks

Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26

30/01/2015

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: 10 December 2014 13:11

C:

Subject: RE: 20141210-FOI07995_Sqn Lc SHAPE

I only need confirmation of the number of BFG SFA properties that have a utility room please – if this info is held.

The emails request we will not be answering under FOI as this request is a Data Protection Act (1998) request.

Thanks

Regards

Defence Infrastructure Organisation |
Kinaston Road | Sutton Coldfield | West Midlands | B75 7RI

EM

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

Please address all Ministerial Business to:

Please note my role email has recently changed

Fr

Sent: 10 December 2014 11:05

Melanie C2

Cc: DIO ODC

Subject: RE: 20141210-FOI07995_Sqn L SHAPE

Please see below.

From: DIO ODC

Sent: 10 December 2014 12:03

To

Cc: DIO

Subject: RE: 20141210-FOI07995_Sqn Lc SHAPE

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

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

Thanks

EM

30/01/2015

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From: [REDACTED]
Sent: 10 December 2014 11:43
To: [REDACTED]
Cc: [REDACTED]

;))

SHAPE

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

Regards,

state Surveyor
 Defence Infrastructure Organisation

www.mod.uk/dio/

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From: [REDACTED]
Sent: 10 December 2014 10:23
To: [REDACTED]
Cc: [REDACTED]

20141210-FOI0/995_Sqn Ldr [REDACTED] SHAPE

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

Defence Infrastructure Organisation |
 Kingston Road | Sutton Coldfield | West Midlands | B75 7RL
 Ci
 Email: ci@dio.mod.uk
 Website: <https://www.gov.uk/government/organisations/defence-infrastructure-organisation>
 Please address all Ministerial Business to:

Please note my role email has recently changed

30/01/2015



HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

8 December 2014

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 name.

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 that DIO provide (if the information is available to them) details of the number of SFA in the "entire MOD estate" that have a utility room. I would like this figure as a percentage of the "entire MOD estate" and broken down into both UK and BFG properties. 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:

A4 Division