



23 August 2016

Ref. FOI2016/07363

Dear

Thank you for your email of 23 July 2016 requesting the following information:

"I would like to ask for information about the Carillionamey 'walk away' cleaning scheme for vacating service families accommodation.

- How many occupants have used the SFA Walk Away scheme since 2014.
- Planned cleaning which has been paid for by previous occupants under the Walk Away scheme, how many SFA properties were unable to be cleaned prior to new occupancy since 2014. (Due to waivers or other circumstances)
- What are the number and total amount of refunds made since 2014, for the Walk Away scheme when planned cleaning of a property was unable to take place. (Due to waivers or other circumstances)"

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

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that some information, in scope of your request is held. [NOTE:- For NCND wording see separate template]

**How many occupants have used the SFA Walk Away scheme since 2014.**

Since the introduction of the Walk Away Scheme on 1 November 2014, it has been used by 6,230 service personnel up to 31 March 2016.

**Planned cleaning which has been paid for by previous occupants under the Walk Away scheme, how many SFA properties were unable to be cleaned prior to new occupancy since 2014. (Due to waivers or other circumstances)**

No SFA properties were unable to be cleaned prior to new occupancy. It is the responsibility of CarillionAmey to prepare Service Family Accommodation to the agreed Move-In standard for the next occupant.

**What are the number and total amount of refunds made since 2014, for the Walk Away scheme when planned cleaning of a property was unable to take place. (Due to waivers or other circumstances)**

Since the start of the Walk Away Scheme there have been 121 instances of refunds being given for a total of £22,093.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 2<sup>nd</sup> Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

DIO Secretariat