



Defence Estates Ops Housing
Rm S203
Bldg 351
RAF Brampton
Camps
PE28 2EA

MINISTRY OF DEFENCE
RAF Brampton

Record of Meeting

MOD Housing Customer Forum

7 May 2010

St Georges Court, London

Present:

Air Cdre Elaine West (MEW)

Representing

DE
DE
DE
DE
DE
MHS
AFF
AFF
RAFFF
NFF
HIVE UK

Representing

RN Housing Col.
Army CEStO
Army CEStO
RAF Housing Col.
Army Housing Col.
RAF CEStO
RN CEStO
CTLB CEStO
DE&S CEStO
PJHQ CEStO
DCDS(Pers)

Item 1 – Welcome and Introductions

1.1 MEW welcomed all to the meeting.

Item 2 – Housing Issues

DCDS (Pers& Trg)

2.1 briefed the meeting on the PAC Report. MEW added that a very honest approach had been taken and that a consistent message will be fed into briefings. It should also be noted that the PAC Report is a public report and will be widely available.

2.2 moved on to brief the AFHOS Pilot Scheme. Since Jan 2010, there has been:

- 720 Applicants

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ATTACHMENT

- 323 were eligible (RN 120, Army 145, RAF 58) (141 families, 182 singles/couples) (77 Officers, 246 Other Ranks)
- 119 called forward for independent financial assessment
- 12 searching for properties
- 31 have found properties
- 1 completed (April)
- due to complete (May)

agreed to investigate the possibility of articles for FF journals.

- 2.3 informed the Forum of the imminent policy changes to TSARs, which will be communicated officially in due course.
- 2.4 discussed the Grading Review and explained that the sample was taking longer than originally expected. Thus, the process is being streamlined for use in the interim. MEW confirmed that scheme is pressing ahead as it needs testing to enable the Department to learn from it.

TLB

RAF

- 2.5 The RAF stated that communication between TLB/DE/MHS needed to improve. MEW asked that all CEStOs distribute the Commanders Brief throughout their respective TLB.

Army

- 2.6 The Army asked when the Housing Improvement Programme would be available. MEW confirmed that it would not be distributed until this year's funding provision had been confirmed.
- 2.7 The Army raised concern that Housing Officers are not available for attendance at Board of Officers. MEW stated that due to resourcing constraints DE staff were having to prioritise work and in the case of Housing Officers Move In/Out tasks had to take priority. The Army asked what they could do to assist with this pressure point, MEW agreed to discuss outside of the meeting.

MEW

Navy

- 2.8 The Navy informed the meeting that Warrant Officer patches have been implemented and they envisaged that this would create active Chain of Command engagement with Housing.
- 2.9 The Navy raised concern regarding the Plymouth HIC resourcing. agreed to forward any recruitment advertisements to CEStOs and FFs.
- 2.10 The Navy confirmed that they were ready and willing to support DE in addressing their Cuckoo situation.
- 2.11 The Navy acknowledged the improved corporate communications that had been made by DE.

PJHQ

- 2.12 PJHQ briefed on the size and condition of their estate, in particular 6873 of SFA are at S3/S4fC. Therefore, the focus of their work is on ensuring all properties are safe.



CTLB

2.13 CTLB CEStO stated their appreciation for the work carried out by DE at Birmingham and Credenhill.

DE&S

2.14 DE&S CEStO confirmed that a paper had been produced concerning the amount and cost of SSSA around Abbey Wood which has been sent to

Families Federations (FFs)

RAF

2.15 informed the meeting that the RAFFF evidence gathering information is available on their webpage.

2.16 asked for an update regarding Tenant Liability Insurance. confirmed she was progressing and that an update would be provided at the next JCB.

2.17 raised the issue of energy schemes. informed the meeting that all new homes meet the EcoHomes4 standard and the loft insulation programme had in excess of 8,000 improvements to date. confirmed that his team continues to work with stakeholders to identify all opportunities and will keep all interested parties informed of progress.

Army

2.18 asked if the INW controls were still in place from the previous FY. MEW confirmed that whilst these additional controls were not in place, prudence is still expected. confirmed that there had been instances where Housing Officers would not go out to look at a potential INW as there was "no point" - agreed to provide with a list of those Housing Officers.

2.19 There was some discussion regarding the level of HIC customer service being received by occupants. and agreed to provide this information to , and where policy gaps appeared to inform

2.20 confirmed that the AFF Conference would take place on 29 Sep 10.

Navy

2.21 confirmed that the resourcing issue in the Plymouth HIC is resulting in increased calls to the NFF.

2.22 acknowledged the good work being completed at Fareham and asked who was carrying out engagement with the local schools. The RAF and Army confirmed that they were building relationships with Local Authorities. agreed to investigate what steps the Navy were taking.

2.23 raised the issue of extended families' SNA expectations. confirmed that this issue is being fed in to the Wider Families Study as part of the SDSR work.

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2.24 MEW informed the meeting that Summer Churn was her priority and confirmed that new staffs are being recruited to cover the period. MEW confirmed that Move-in statistics are steadily improving and that being aided through SFA being prepared early in high demand areas.



- 2.25 I agreed to include CEstOs and Housing Colonels in the distribution of the Stakeholder e-mail.
- 2.25 MEW brought the meeting to a close thanking everybody for their attendance and contributions.



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