



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
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www.gov.uk/DIO

Ref. FOI 2016/04877

31 May 2016

Dear

Thank you for your email of 3 May 2016 requesting the following information:

"I would like to make a Freedom of Information request regarding the service delivery of Carillion Amey as part of Defence Infrastructure Organisation's delivery of Service Families Accommodation (SFA). Having spoken to the Complaints Team at Carillion Amey (0800 707 6000 Opt 5), I have been advised that I have to submit an application through your department to obtain the information I wish to see.

The specifics of the request are as follows:

Job description: Garage wall bowing.

Carillion Amey Job No: . and any subsequent job numbers issued for works following the initial survey.

Carillion Amey Stage 1 Complaint Reference No:

Reported 21 Dec 15.

Address:

Requester's information:

Requester's address:

Phone:

Email:

Information requested: A complete record of all telephone calls (transcript is not required at this time), emails, visits, aborted visits, planned and unplanned visits, including dates and times relating to the request submitted on 21 Dec 15, reporting the bowing to the garage wall.

Format: Electronic format (by email) unless written records exist, in which case, photocopies will suffice.

If you require further information, please contact me on my mobile number or civilian email address."

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 all the information in scope of your request is held.

The information you have requested can be found attached at annex, but some of the information falls entirely within the scope of the absolute exemptions provided for at sections 40 (Personal Data) of the FOIA and has been redacted.

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

Yours sincerely,

DIO Secretariat

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, 2nd Floor, Zone N, MOD Main Building, Whitehall, SW1A 2HB (e-mail 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>.



Freedom of Information (Response)

INTRODUCTION

CarillionAmey were requested on 06 May 2016 by DIO to provide the following information in relation to job number 4675-2008 and any subsequent orders thereafter:

UPRN 2215976:

- A complete record of all telephone calls (transcript is not required at this time), emails, visits, aborted visits, planned and unplanned visits, including dates and times relating to the request submitted on 21 Dec 15, reporting the bowing to the garage wall.

INVESTIGATION DATA

1. On the 21/12/2015 @ 14:08:19, the occupant of the above SFA contacted the CA Helpdesk to request a Survey for "Survey: Tech officer survey needed to check a garage wall it looks like it bowing outwards garage wall bowing".
2. On the 06th Jan 16, the Help Desk (HD) chased up the AO (Accommodation Officer) as the occupant had contacted the HD requesting when the survey would be carried out
 - a. From: \Sent: 06 January 2016 09:00To: ,Subject:Importance: HighHi,Received call form customer chasing survey order 4675-2008 for garage wall is moving and customer states is very bad and needs to be surveyed soon, I have tried to call local C/A but phone issues no reply, can someone call customer From:
3. An appointment was made for our AO to attend the SFA on 21 Jan 2016 on a PM appointment.
 - a. A text message was sent from CA advising the occupant of the appointment date and time
4. The appointment was attended and an RFQ (Request for Quotation) was submitted to take down and make good the parapet wall.
5. On the 27th Jan @ 12:52, the occupant contacted the HD () to chase up when further works would be raised.
6. On the 27th Jan @ 12:55, contacted the AO and was advised:
 - a. Spoken to : who advise that he is chasing job for quote as big job. Needs scaffolding quotes etc. will get back to occ within the week with update.
7. On the 12th Feb @ 09:12, (HD) contacted the AO via email:
 - a. 4675 2008Hi: can you update me on this job please 4695 2008Thanks



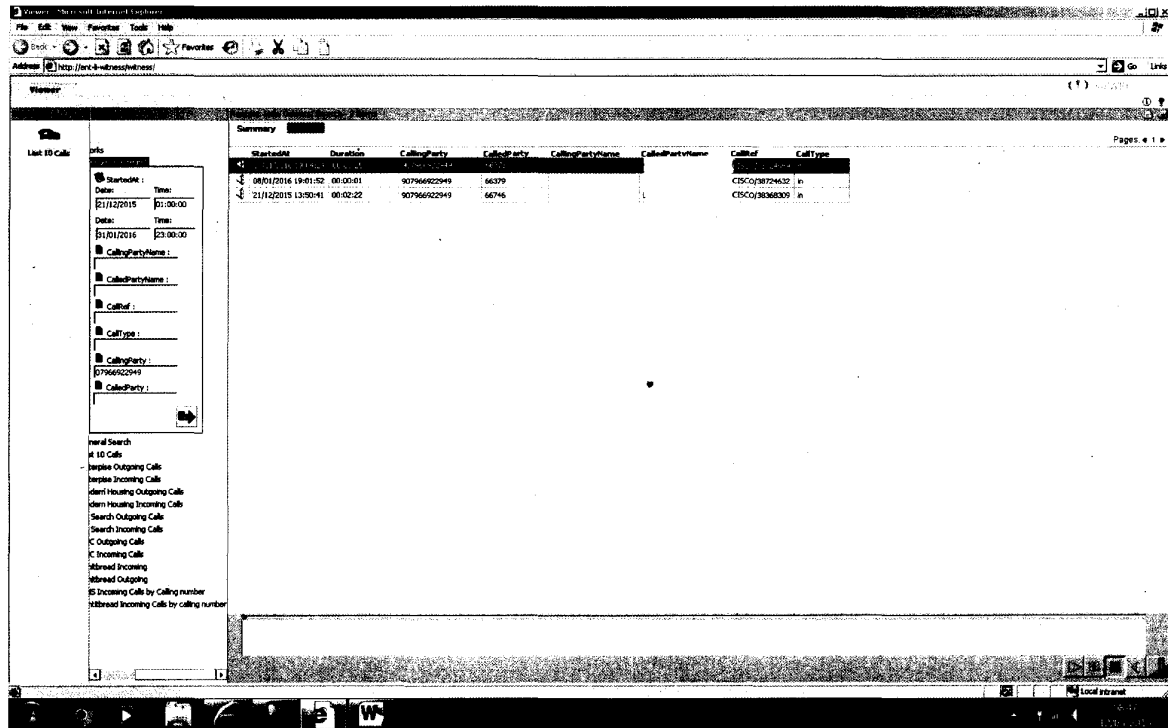
Freedom of Information (Response)

8. On the 24th Feb @ 17:56, [redacted] emailed the AO and SAO ([redacted])
 - a. *Email sent to [redacted] and [redacted] - Could you please advise whether there is any update on the below works.*
[redacted] has called chasing an update on these works.
9. On the 8th Apr @ 15:32, the local Administrator raised the Follow On works on a Routine Order
 - a. *6046-2026 "Follow on from survey 4675-2008: Demolish parapet garage wall and make safe brickwork"*
10. On the 18th Apr @ 14:57, the supply chain descheduled the appointment that had been arranged for the 20th April.
11. On the 19th Apr @ 07:29, the occupant contacted the HD
 - a. *Occupant has called up to find out about the works. emailed over to [redacted]*
12. On the 19th Apr @ 08:28, our supply chain [redacted] advised the HD [redacted]
 - a. *Cancelled as per [redacted] as this requires 2x Ops for 4 hours and we have an Op off ill till further notice, HD called yesterday and I did advise them of this as the Occ was chasing but they did not inform the Occ at the time.*
13. On the 19th Apr @ 19:32, the occupant contacted the HD, the HD agent contacted the supply chain [redacted]
 - a. *called to chase up to check would be attended tomorrow advised will not be as one op off*
14. On the 20th Apr @ 12:26, the supply chain made a new appointment for 29th Apr – PM
 - a. *There is no evidence on our IT system to state that an appointment letter was sent and no communication to advise if the occupant was informed.*
15. On the 29th Apr @ 14:03, the operative attended [redacted] and recorded the visit as "Refused Access"
 - a. *occupant was called twice on no on door refused access by wife as she works nights and does not want to be disturbed and says she has no appointment no card given as did not want to disturb again*
16. On the 01st May @ 17:03, the occupant contacted the HD [redacted] and requested a contact number
 - a. *Occupant called asking for phone details.*
 - b. *It is not clear what details he was requesting.*
17. On the 18th May @ 08:07, the occupant contacted the HD and raised a new order 4782-2031
 - a. *Survey: Tech officer survey needed please assess and raise follow on works*
 - *Drain collapse to rear of property*
 - *Hot Water*
 - *Loft Insulation Top Up*
 - *External Wall Insulation/Cavity Wall Insulation clarification*
 - *Garage wall (being dealt with)*



Attachments

Call Log



StartedAt	Duration	CallingParty	CalledParty	CallingPartyName	CalledPartyName	CallRef	CallType
08/01/2016 19:01:52	00:00:01	907966022949	66379			CSCQ98729432	In
21/11/2015 13:50:41	00:02:22	907966022949	66746			CSCQ98362039	In