



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
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www.gov.uk/DIO

20 January 2016

Ref. FOI 2016/00053

Dear :

Thank you for your email of 04 January 2016 requesting the following information:

"I have an ongoing dispute with regard the state of my MQ and have made several attempts over the past two months to get the full maintenance history and copies of mould and damp surveys from August 2012 till today.

My address is

I had a survey carried out on the 3rd December which had my claim for damages rejected as the cause of 3.5 years of constant mould growth were due to 'how we live' a term brandished about for years even though he did not visit any of the affected areas and was in the house less than five minutes. I then had a full mould and damp survey carried out on 11th December and have been awaiting these results as they should add further to the investigation. I will add that there were mould signs on move in to the house (I have photos) so am also keen to have the last few years prior to my move in for additional scrutiny to ascertain how long this house has had the problems we have had to endure.

Complaints wise, I tried to escalate to a level two, unbeknown to me they had closed down my complaint without my say as they said that the complaint was attached to a claim which was refused this consequently closed the complaint. The problem remains, refuse a complaint fine, but why shut a complaint about the original problem?"

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 of the information in scope of your request is held. The information you have requested can be found enclosed at Annex A.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note the complaint referred to above has been resolved since the time of writing.

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, 1st Floor, 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>.

Yours sincerely,

DIO Secretariat