



**Defence
Infrastructure
Organisation**

SSO/4244

Defence Infrastructure Organisation

DIO B306

SHAPE

BFPO 26

Telephone : +

Facsimile :

E-mail:

Alte Brennerei, 5
HUTSCHENHAUSEN

12 November
2014

Grading Challenge at Alte Brennerei, 5, HUTSCHENHAUSEN

Please find attached the complete response to your grading challenge including the noise survey report and the previous grading board findings for other properties in Alte Brennerei.

I sincerely apologise for the length of time that it has taken to assemble this information.

Any change to the grading will be backdated to the date of your original challenge.

DIO Accommodation Manager
Housing Office
SHAPE
BFPO 26

From: CIO-FOI (MULTIUSER)
Sent: 17 November 2014 17:07
To: [REDACTED]
Cc: DIO Sec-Parli (MULTIUSER)
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O
Attachments: 20141116-Response to DIO Letter SSO4244 dated 12 nov 14.docx; 20141014-Fol request-U.docx

De: [REDACTED]

Having been copied in on this email I performed a search on the Freedom of Information toolkit (eCase) and I cannot see that the case has been logged. Was the letter to [REDACTED] on 12th November in response to his request of 14th October? I'd be grateful if you could send me a copy of this letter. This request will need to be logged on eCase as having been received on the date you initially received and read his request. It's possible that his follow up letter could be regarded as a request for Internal Review which would be dealt with here in ISS.

Many thanks,

[REDACTED]
[REDACTED]
(@)Ro [REDACTED] | (@)Pers

eCase2 is being updated on 29 Oct 2014, click here for more information: [eCase2 Updates](#)

From: [REDACTED]
Sent: 17 November 2014 07:03
To: [REDACTED]
Cc: DIO Ops Accn-Housing Complaints (MULTIUSER); [REDACTED]
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O

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

Further to your letter dated 12 Nov. PSA.

Rgds

20/11/2014

San Ldr / | OF3 Logs Sustainment

From: DIO CD 005
Sent: Wednesday, November 12, 2014 11:42 AM
To: AIRN A4 LOR OF3
Subject: 20141112 Grading Challenge at Alte Brennerei 5-O

Please find attached the result of your grading challenge.

Regards

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

4745
Role en
Website

20/11/2014

From: [redacted]
Sent: 17 November 2014 15:25
To:
Cc:
Subject: RE: 20141117-Outstanding FOI Request
Importance: High

Thank you. For future reference, all Freedom of Information requests need to be passed to, and answered by, the DIO Secretariat team – our email is

Defence Infrastructure Organisation |

Email

From: [redacted]
Sent: 17 November 2014 14:17
Subject: RE: 20141117-Outstanding FOI Request

Attached email is our response

Regards

| Defence Infrastructure Organisation |

Role [redacted]
Website: www.mod.uk/dio/

From: [redacted]
Sent: 17 November 2014 15:14
To: [redacted] r)
Cc: DIO
Subject: 20141117-Outstanding FOI Request
Importance: High

I have received a complaint from a Sqn Ldr [redacted] in Hutschenhausen, Germany concerning a Freedom of Information Request about Grading Boards and noise surveys affecting his SFA. He asked the question of you on 14 October, and has not received a reply. I can find no record of this. Can you please advise whether you received his request and what you have done with it?

Defence Infrastructure Organisation

20/11/2014

Customer complains (4)

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

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

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

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Fr
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 [redacted] ADM SHAPE Grading response. I am afraid that after due consideration your property has only 4 deficiency points so therefore is

18/11/2014

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 and Telephone calls with [redacted] 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: [redacted]
Sent: Friday, November 14, 2014 1:19 PM
To: [redacted]
Cc: [redacted]
Subject: RE: 20141112 Grading Challenge at Alte Brennerrei 5-O

I am looking into the issue with the noise report and have left a message with [redacted] to phone me back (he 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 because you refer to dates during last week (November?)

Kind regards

[redacted] 6

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F
Sent: 14 November 2014 09:41
Subject: fw: 20141112 Grading Challenge at Alte Brennerrei 5-O

Classification: NATO UNCLASSIFIED

18/11/2014

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 [redacted] 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.

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: [REDACTED]
Sent: Wednesday, November 12, 2014 11:42 AM
To: [REDACTED]
Subject: 20141112 Grading Challenge at Alte Brennerei 5-0

Dear

Please find attached the result of your grading challenge.

Regards

[REDACTED] Manager, [REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]
Civil [REDACTED]
Role email [REDACTED]
Website: www.mod.uk/dio/

18/11/2014

IO SD OS-Eur2a FM (C) 2014

From: DIO SD OS-Eur2a FM (C) 2014

Sent: 18 December 2014 09:36

To: DIO SD OS-Eur2a FM (C) 2014

Cc: DIO SD OS-Eur2a FM (C) 2014

Subject: 20141218 - RE: 201412172-FOI 07795_Sqn Ldr - OS

have spoken this morning and explained the arrangement that we [DIO SHAPE] have in place for BoOs.

The deadline that I have agreed with her is 06 Jan.

The information that will satisfy the FOI requests is whether a BoO was convened, when and by whom – please lead in collating this information for

Thank you.

MSc IEng MIET | SIM (ESG) |

Defence Infrastructure Organisation |

Building 306| SHAPE | BFPO26

Email: sgreen@dio.gov.uk

Website: www.mod.uk/dio/



My 'Out of Office' message stays within the MOD network. If an email reply is overdue, please call me

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From: DIO SD OS-Eur2a FM (C) 2014

Sent: 18 December 2014 08:16

To: DIO SD OS-Eur2a FM (C) 2014

(Chairman of the Joint Committee for the Review of the Defence Infrastructure Organisation)

Cc: DIO SD OS-Eur2a FM (C) 2014

Subject: 20141218 - RE: 201412172-FOI 07795_Sqn Ldr - OS

All,

I think you may already have sight of this?

Please see below for your attention.

Regards

FICM CIHM

Defence Infrastructure Organisation

Website: www.mod.uk/dio/

02/02/2015

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From:
Sent: 17 December 2014 16:11
To: C



Subject:


Can you point Mel in the right direction re BoO Ramstein please?

I believe that software exists to do the searching required so hopefully no further action for us.

Kind Regards

Dp Hd Europe
DIO Overseas
**Defence
Infrastructure
Organisation**

 **Tele:**  **Fax:** tba

 **Website:** www.mod.uk/DIO

Recipients should note that email traffic on MOD systems is subject to monitoring, recording and auditing to secure the effective operation of the system and for other lawful purposes.

From:)
Sent: 17 December 2014 14:58
To:
Cc: DI
Subject: RE: 20141212-FOI 07795_Sqn Ld

Your first point of contact on this one should be , copied.

Deputy Head Strategic Support
SD Overseas

**Defence
Infrastructure**

02/02/2015

reorganisation

Subject: 20141212-FOI 07795_Sqn Ldr

OD telephone: Tele: Fax:
ob
mail
Website: www.mod.uk/DIO

From: DIO Sec-Parli (MULTIUSER)
Sent: 12 December 2014 15:34
To:
Subject: FW: 20141212-FOI 07795_Sqn Ldr

Please see the attached FOI request.

In the first part of his request appears to be referring to the Board of Officers. Please could you tell me who deals with the boards for Hamstein?

Thanks

_____, DIO Sec-Parli3|
| Defence Infrastructure Organisation |

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

02/02/2015

From: [redacted]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: Response by return please. Thanks

From our conversation the text makes sense.

Kind Regards

Accommodation & DAS Manager
Defence Infrastructure Organisation

Civ [redacted]
Email [redacted]
Website: www.mod.uk/dio/

From: DIO SD OS L012 2001 [redacted]
Sent: 06 January 2015 14:44
To: [redacted]
Cc: [redacted]
Subject: Response by return please. Thanks

Following your emails and our individual discussions I have tried to make some sense of what went on during the 3rd week in July. I have therefore drafted this text which I would be grateful if you could confirm that I have understood the situation correctly.

I can confirm that I have discussed paragraph 4 of your letter dated 8th December 2014 w

They have explained to me th [redacted] sent out an email on the 15th July in which he confirmed that the property was grade 1 for charge [redacted] subsequently sent out an email confirming that the property was grade 2 for charge.

The house that you occupy was graded in June utilising the original design plans for the property (as opposed to as built plans). The house varies such that the living room is smaller than the original design. I understand that the living room is an unusual shape and therefore more difficult to measure. The difficulty in measuring the room coupled with the change in design during construction caused [redacted] to have concerns when confirming his decision on whether the room should have deficiency points. The size of the living room was critical in making the decision between grade 1 and grade 2.

The email sent out b [redacted] was befo [redacted] and [redacted] had obtained the as built drawings. When the as built drawings were obtained from the Landlord it was apparent that the house was grade 2. The email sent out b [redacted] whilst sent out in good faith, should not have been sent out until the as built plans were obtaine [redacted] recognises that this was a mistake.

I hope that this gives you sufficient background on this issue. You are very welcome to visi [redacted] n Ramstein and discuss the issue further and to see the plans.

Thanks

[redacted]

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From:

Sent:

To:

Cc:

Subject:

Emailing: IMG_1398.JPG

Attachments:

IMG_1398.JPG



IMG_1398.JPG (444
KB)

Please find attached text from a letter I received from...
Please can you each give me a response on the points raised. I need this
response by the 8th January. Please tell me if you can't meet the response
timeframe.

Thanks

The message is ready to be sent with the following file or link attachments:

IMG_1398.JPG

Note: To protect against computer viruses, e-mail programs may prevent sending
or receiving certain types of file attachments. Check your e-mail security
settings to determine how attachments are handled.

From:
Sent: 18 December 2014 08:16
To:
Cc:
Subject: 201412172-FOI 07795_Sqn Ldr
Follow Up Flag: Follow up
Flag Status: Completed

All,

I think you may already have sight of this?

Please see below from for your attention.

Regards

Tech Cert Surv FICM CIHM Senior Estates Surveyor ESG |
Defence Infrastructure Organisation Email: DIC
Website: www.mod.uk/dio/

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From
Sent: 17 December 2014 16:11
To:
Cc: DIC
Subject: FW: 20141212-FOI 07795_Sqn Ldr

Can you point in the right direction re BoO Ramstein please?

I believe that software exists to do the searching required so hopefully no further action for us.

Kind Regards

Dp Hd Europe
DIO Overseas
**Defence
Infrastructure**

02/02/2015

rganisation

Overseas (European Division), HQ BFG, Room 35 Building 6, Catterick Bks, Bielefeld, BFPO 140

Telephone: Mobile: Fax: tba
Email: Em: Website: www.mod.uk/DIO

Recipients should note that email traffic on MOD systems is subject to monitoring, recording and auditing to secure the effective operation of the system and for other lawful purposes.

From
Sent: 12 December 2014 11:03
To: [redacted]
Cc: [redacted]
Subject: RE: [redacted]

Our first point of contact on this one should be [redacted]; copied.

Deputy Head Strategic Support
SD Overseas

**Defence
Infrastructure
Organisation**

MOD telephone: Telephone: Fax:
Mob: Em:
Email: Website: www.mod.uk/DIO

From: [redacted]
Sent: 12 December 2014 15:34
To: DI
Subject: [redacted]

Hello

Please see the attached FOI request.

In the first part of his rec [redacted] appears to be referring to the Board of Officers. Please could you tell me who deals with the board [redacted]

Thanks

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

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

02/02/2015

PLEASE REPLY TO THE FOLLOWING BUSINESS TO:

Please note my role email has recently changed

02/02/2015

From:
Sent: 15 December 2014 11:02
To:
Cc:
Subject: 20141215 Dates and Info Req-O

First challenge received on 28 May 14

Grading Visit to Ramstein on 18 June 14

Occupant informed that grading outcome was Grade 2 for charge on 16 July 14

Sorry I do not have a date for his appeal on the grading.

Noise survey set up and results received in SHAPE end Sept 14.

FOI request 14 Oct 14

Letter of apology and explanation of grading sent on 12 Nov 14

Further letter sent on 24 Nov 14 with fuller explanation of grading and advice to contact EJSU Estate Advisor.

The above dates do show a slower than normal response from myself than normal and I can only offer my sincere apologies once again to the occupant.

In mitigation I can only offer that over this period I have had a higher than normal workload coupled with some sickness and leave.

Regards

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

C

Role email _____
Websit _____

02/02/2015

From:
Sent: 10 December 2014 14:38
To:
Subject: Re: 20141210-FOI07995_Sqn Ldr _SHAPE

Dear All

I think I have been copied in by mistake as I don't recall this issue?

Regards

Message sent from a MoD Blackberry device.

From: DIO
Sent: Wednesday, December 10, 2014 11:03 AM
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 (start with) and DIO Housing to provide the information in the 3rd paragraph.

Thanks

MRICS BSc PGDip | Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26

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From:
Sent: 10 December 2014 11:43
To:
Cc:
Subject: Fw: 20141210-FOI07995_Sqn Ldr _SHAPE

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

Regards,

Defence Infrastructure Organisation

02/02/2015

www.mod.uk/dio/

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From

Sent: 10 December 2014 10:23

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

| Defence Infrastructure Organisation |
Kingston Road| Sutton Coldfield| West Midlands| B75 7RL
Civ: 0121 311 2000

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

02/02/2015

From: [REDACTED]
Sent: 17 November 2014 08:03
To: [REDACTED]
Cc: [REDACTED]

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

Attachments: 20141116-Response to DIO Letter SSO4244 dated 12 nov 14.docx; 20141014-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

Further to your letter dated 12 Nov. PSA.

Rgds

| OF3 Logs Sustair

Frc [REDACTED]
Sent: V [REDACTED]
To: AIRN A4 LOR [REDACTED] OF3
Subject: 20141112 Grading Challenge at Alte Brennerei 5-O

Please find attached the result of your grading challenge.

Regards

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

Role email: [REDACTED]
Website: www.mod.uk/dio/

02/02/2015

From: DIO SD OS-Eur2
Sent: 01 December 2014 09:52
To:
Cc:
Subject: RE: 20141112 Grading Challenge at Alte Brennerei 5-O
Attachments:
De:

I expect a comprehensive draft response by 12th December.

Thanks

MRICS BSc PGDip | Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26
T Email: c

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From:
Ser
To: DIO SD OS-Eur2
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;

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

Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26

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02/02/2015

on
Sent: 18 November 2014 10:25
To: [redacted]
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

Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE 026

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From: [redacted]
Sent: 14 November 2014 13:46
To: [redacted]
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 J [redacted] and Telephone calls with [redacted]. 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

02/02/2015

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

| OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein, BFPO 1

From: [REDACTED]
Sent: Friday, November 14, 2014 1:19 PM
To: AIRN A4 [REDACTED] OF3
Cc: DIC
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 (he 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 because you refer to dates during last week (November?)

Kind regards

MRICS BSc PGDip | Delivery Manager ESG |

Dr [REDACTED] 6
Tel: [REDACTED]

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From: [REDACTED]
Sent: 14 November 2014 09:41
To: DI
Subject: FW: 20141112 Grading Challenge at Alte Brennerei 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 (cursor 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 Brennerei in 2005? If the data is from 2014 why does it have exactly the same start time as

2/02/2015

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 John Stewart 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.

There are a number of other points I wish to raise ; 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

| OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein, BF

From: DIO COC 5-0
Sent: Wednesday, November 12, 2014 11:42 AM
To: AIRN A4 LC OF3
Subject: 20141112 Grading Challenge at Alte Brenneri 5-0

De

Please find attached the result of your grading challenge.

Regards

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

02/02/2015

From:
Sent: 12 November 2014 11:41
To:
Cc:
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U
Attachments: DIO SD OS-EUR2 AREAMGR AH

Please have one of your staff go through all of the relevant files and copy the relevant bits of information. You are not to release them until I have data protection advice.

Thanks

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

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: 12 November 2014 10:14
To:
Cc: DIO Ons
Subject: RE: 2014 -U

Within Dio we have not had this issue provided to us directly as an FOI from within the DIO FOI team.

I have taken some informal data protection advice from EJSU and we don't believe we can release names, ranks or addresses of properties. Therefore we will have to go through all of the information available to us and redact large sections. If you wish to obtain all of this information I will need to take some formal specialist advice. Before I do this please can I ask what the point of the exercise is because it may be that we can offer a solution to the underlying issue?

I am available on the number below if you want to discuss.

Your sincerely

MRICS BSc PGDip | Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26
T

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From:
Sent: 12 November 2014 10:14
To: CIO-FOI (MULTIUSER)
Cc:
Area:
Subject: -U

02/02/2015

Classification: NATO UNCLASSIFIED

Sir/Madam,

At the correspondence below, I requested certain information relating to the grading of my FMQ, under the FOI act. Under that act there is a requirement to either provide the requested information within 20 working days, explain if and why there is a delay in providing the information or refuse based on either the sensitivity of the information or cost. In all cases I should at least receive a response detailing what course of action is being taken.

The original request was submitted to DIO (see e-mail below) on 14 Oct 2014; accordingly 20 working days passed at COP yesterday. At this point I have not received either the requested information or an explanation as to what if any information will be provided. Whilst my issue with the poor service I have received to date is subject to a formal complaint and not something I wish you to deal with, I would appreciate your assistance in dealing with the lack of response regarding the FOI request.

Your assistance in this matter is greatly appreciated.

Rgds

From: AIRN A4 L OF3
Sent: Tuesday, October 14, 2014 9:59 AM

Cc:

Classification: NATO UNCLASSIFIED

Further to my original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (FOI) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an FOI request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

As you are no doubt aware, UK government guidelines for FOI requests ([FOI requests](#)) require that FOI requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

02/02/2015

From: [REDACTED]
Sent: 12 November 2014 11:38
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U

Attachment: [REDACTED]

Dear [REDACTED]

Within Dio we have not had this issue provided to us directly as an FOI from within the DIO FOI team.

I have taken some informal data protection advice from EJSU and we don't believe we can release names, ranks or addresses of properties. Therefore we will have to go through all of the information available to us and redact large sections. If you wish to obtain all of this information I will need to take some formal specialist advice. Before I do this please can I ask what the point of the exercise is because it may be that we can offer a solution to the underlying issue?

I am available on the number below if you want to discuss.

Your sincerely

[REDACTED] | Delivery Manager ESG |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26
Tc

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: [REDACTED]
Sent: 12 November 2014 10:14
To: CIO-FOI (MUI.TIUSER)
Cc: D
AreaM
Subject: FW: 20141014-Grading Challenge Alte Brennerei 5-U

Classification: NATO UNCLASSIFIED

Sir/Madam,

At the correspondence below, I requested certain information relating to the grading of my FMQ, under the FOI act. Under that act there is a requirement to either provide the requested information within 20 working days, explain if and why there is a delay in providing the information or refuse based on either the sensitivity of the information or cost. In all cases I should at least receive a response detailing what course of action is being taken.

The original request was submitted to DIO (see e-mail below) on 14 Oct 2014; accordingly 20 working days passed at COP yesterday. At this point I have not received either the requested information or an explanation as to what if any information will be provided. Whilst my issue with the poor service I have received to date is subject to a formal complaint and not something I wish you to deal with, I would appreciate your assistance in dealing with the lack of response regarding the FOI request.

Your assistance in this matter is greatly appreciated.

Rgds

02/02/2015

From: AIRN A4 LO... OF3
Sent: Tuesday, October 14, 2014 9:59 AM
To: 'DIO SH...'
Cc: 'D...'
Subject: RE: 20141014-Grading Challenge Brennerai S-U

Classification: NATO UNCLASSIFIED

Further to Mr [redacted] original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (FoI) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an FoI request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

As you are no doubt aware, UK government guidelines for FOI requests ([FOI requests](#)) require that FOI requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

Si

L

02/02/2015

From:
Sent: 12 November 2014 11:15
To:
Cc:
Subject: RE: 20141014-Grading Challenge Alte Brenneri 5-U
Attachments

reviewed this case with [redacted] recently. He will send the response to you today. Please accept my apologies on behalf of DIO for the tardiness of our response.

Yours sincerely

3 |
Defence Infrastructure Organisation | B306 | SHAPE | Belgium | BFPO26
I

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.

Fr
Sent: 12 November 2014 10:14
To
Cc: DI
Complain
Subject: RE: 20141014-Grading Challenge Alte Brenneri 5-U

Classification: NATO UNCLASSIFIED

It is now more than 20 working days since I submitted the FOI request below and you have once again failed to provide any response or even confirmation of receipt. I know that you are aware of the e-mail as I was copied in to the correspondence from [redacted] stating that he wished to review this case.

As I stated in my original e-mail, I would continue to pursue the appropriate complaints process if this issue was not dealt with satisfactorily. As such I have e-mailed the DIO Chief Information Officer (you are cc'd) to request an explanation as to why you have failed to comply with the FOI request. I am also writing to the DIO Customer Services Team:

or,
on,
re

In order to progress this complaint to Level 2 in accordance with the complaints procedure detailed at the link below; Once again I will provide a copy of this correspondence.

As there is little more I can do at this stage to illicit a response from you, I will await a response from both the CST at Wyton and the FOI CIO and progress from there.

Rgds

02/02/2015

| NATO ACO CC, Rm D429, Ramstein, BFPO 109

Da

From: AIRN A4 LOR OF3
Sent: Tuesday, October 14, 2014 9:59 AM
To:

Subject: RE: 20141017-Grauing Challenge Alte Brennerai

Classification: NATO UNCLASSIFIED

MI

Further to N s original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (Fol) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an Fol request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

As you are no doubt aware, UK government guidelines for FOI requests ([FOI requests](#)) require that Fol requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

02/02/2015

DIO SD OS-Eur2a FM (Channing, Gordon C1)

From: [REDACTED]
Sent: 12 November 2014 10:48
To: [REDACTED] 2)
Cc: [REDACTED]
Subject: 20141112 - FW: 20141014-Grading Challenge Alte Brennerei 5-O
Attachments: 20141112-DIO Level 2 complaint-U.docx

The tone of this e-mail is borderline adversarial, how do you wish to proceed?

Regards

Defence Infrastructure Organisation | SIM (ESG) |
Bu

Em | Mil | Mobil

Website: www.mod.uk/dio/



My 'Out of Office' message stays within the MOD network. If an email reply is overdue, please call me

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From: [REDACTED]
Sent: 12 November 2014 10:14
To: [REDACTED]
Complaint: [REDACTED]
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U

Classification: NATO UNCLASSIFIED

It is now more than 20 working days since I submitted the FOI request below and you have once again failed to provide any response or even confirmation of receipt. I know that you are aware of the e-mail as I was copied in to the correspondence from [REDACTED] stating that he wished to review this case.

As I stated in my original e-mail, I would continue to pursue the appropriate complaints process if this issue was not dealt with satisfactorily. As such I have e-mailed the DIO Chief Information Officer (you are cc'd) to request an explanation as to why you have failed to comply with the FOI request. I am also writing to the DIO Customer Services Team:

[REDACTED]

02/02/2015

In order to progress this complaint to Level 2 in accordance with the complaints procedure detailed at the link below; Once again I will provide a copy of this correspondence.

As there is little more I can do at this stage to illicit a response from you, I will await a response from both the CST at Wyton and the FOI CIO and progress from there.

Rgds

From: AIRN A4 LOI OF3
Sent: Tuesday, October 14, 2014 9:59 AM

Cc:
Subject: RE: 20141014-Grading Challenge Alte Brennerai 5-U

Classification: NATO UNCLASSIFIED

Further to my original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (FOI) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an FOI request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

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It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

02/02/2015

From:
Sent: 06 January 2015 14:44
To:
Cc:
Subject: Response by return please. Thanks
Attachments:

Following your emails and our individual discussions I have tried to make some sense of what went on during the 3rd week in July. I have therefore drafted this text which I would be grateful if you could confirm that I have understood the situation correctly.

I can confirm that I have discussed paragraph 4 of your letter dated 8th December 2014 with [redacted] and [redacted]

They have explained to me that [redacted] sent out an email on the 15th July in which he confirmed that the property was grade 1 for charge. [redacted] subsequently sent out an email confirming that the property was grade 2 for charge.

The house that you occupy was graded in June utilising the original design plans for the property (as opposed to as built plans). The house varies such that the living room is smaller than the original design. I understand that the living room is an unusual shape and therefore more difficult to measure. The difficulty in measuring the room coupled with the change in design during construction caused [redacted] to have concerns when confirming his decision on whether the room should have deficiency points. The size of the living room was critical in making the decision between grade 1 and grade 2.

The email sent out by [redacted] was before [redacted] and [redacted] had obtained the as built drawings. When the as built drawings were obtained from the Landlord it was apparent that the house was grade 2. The email sent out by [redacted] whilst sent out in good faith, should not have been sent out until the as built plans were obtained. John recognises that this was a mistake.

I hope that this gives you sufficient background on this issue. You are very welcome to visit [redacted] in Ramstein and discuss the issue further and to see the plans.

Thanks

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

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02/02/2015

From: -
Sent: 12 November 2014 10:14
To: -
Cc: -
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U
Attachments: 20141112-DIO Level 2 complaint-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

It is now more than 20 working days since I submitted the FOI request below and you have once again failed to provide any response or even confirmation of receipt. I know that you are aware of the e-mail as I was copied in to the correspondence from M stating that he wished to review this case.

As I stated in my original e-mail, I would continue to pursue the appropriate complaints process if this issue was not dealt with satisfactorily. As such I have e-mailed the DIO Chief Information Officer (you are cc'd) to request an explanation as to why you have failed to comply with the FOI request. I am also writing to the DIO Customer Services Team:

ation,

In order to progress this complaint to Level 2 in accordance with the complaints procedure detailed at the link below; Once again I will provide a copy of this correspondence.

As there is little more I can do at this stage to illicit a response from you, I will await a response from both the CST at Wyton and the FOI CIO and progress from there.

Rgds

From: AIRN A4 L OF3
Sent: Tuesday, October 14, 2014 9:59 AM
To: -
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U

02/02/2015

Classification: NATO UNCLASSIFIED

Further to M's original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (Fol) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an Fol request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

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It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

From: [redacted]
Sent: 12 November 2014 10:14
To: CIO-FOI (MULTIUSER)
Cc: [redacted] (Mr)

Subject: FW: 20141014-Grading Challenge Alte Brennerei 5-U

Attachments: 20141014-Foi 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

Sir/Madam,

At the correspondence below, I requested certain information relating to the grading of my FMQ, under the FOI act. Under that act there is a requirement to either provide the requested information within 20 working days, explain if and why there is a delay in providing the information or refuse based on either the sensitivity of the information or cost. In all cases I should at least receive a response detailing what course of action is being taken.

The original request was submitted to DIO (see e-mail below) on 14 Oct 2014; accordingly 20 working days passed at COP yesterday. At this point I have not received either the requested information or an explanation as to what if any information will be provided. Whilst my issue with the poor service I have received to date is subject to a formal complaint and not something I wish you to deal with, I would appreciate your assistance in dealing with the lack of response regarding the FOI request.

Your assistance in this matter is greatly appreciated.

Rgds

Sincerely,
[redacted]

From: AIRN A4 LI OF3
Sent: Tuesday, October 14, 2014 9:59 AM
To: [redacted]
Cc: [redacted]
Subject: RE: 20141014-Grading Challenge Alte Brennerei 5-U

Classification: NATO UNCLASSIFIED

Further to my original e-mail referring my challenge of FMQ Grade & Type to DIO SHAPE dated 18 July 14 and my subsequent e-mails in Jul, Aug & Sep I am now at the point where I feel I must take a different tack due to the lack of response. The failure of DIO to either resolve the matter, provide an update on the status of the challenge or even acknowledge receipt of my e-mails, means that I will now submit a formal complaint. Utilizing the procedure detailed in the DIO "how to make a complaint" document found on the UK .gov website ([DIO Complaint](#)). This complaint should also

02/02/2015

investigate why it has taken so long to resolve and why (after multiple e-mails to DIO Shape) it appears I have been ignored.

Coupled with this complaint I am also submitting a Freedom of information (Fol) request (see attached) for the detailed output (4TG forms) of the Board of Officers conducted on all properties at Alte Brennerai, 66882, Hutschenhausen, Germany from the completion of their build through to the present day. This has also been accompanied by an Fol request for any Noise studies undertaken at Alte Brennerai during the same period, as though it has been quoted to me on many occasions that these studies took place I have yet to have sight of these studies (despite repeated requests). These requests have been copied to the complaints department at DIO Wyton.

As you are no doubt aware, UK government guidelines for FOI requests (FOI requests) require that FOI requests are handled and a response provided within 20 days. By taking this approach I am at least guaranteed that someone will respond to my request.

It is unfortunate that I have had to resort to this approach in order to gain a response, but the fact that I have waited over 3 months and have received not so much as a confirmatory or holding e-mail has left me little choice.

Rgds

| OF3 Logs Sustainment | NATO ACO CC, Rm D429, Ramstein, BFPC

From:

Sent: 06 November 2014 16:54

To: 2140618 Grading Challenge at Alte Brennerei 5-O.doc; 20140618 Grading at Alte Brennerei 5-O.doc;

Cc: Ramstein Noise Survey.pdf; BOO 2011 Alte Brennerei.pdf

Subject: 20141106 Sqn Ldr

Attachments: 20140618 Grading Challenge at Alte Brennerei 5-O.doc; 20140618 Grading at Alte Brennerei 5-O.doc; Ramstein Noise Survey.pdf; BOO 2011 Alte Brennerei.pdf

Documents with my covering letter for comment.

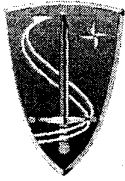
Regards

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

Role email:

Website: www.mod.uk/dio/

02/02/2015



Sqn Ldr F (GBR)

HQ AC Ramstein, A4 Division

Sustainment & Reporting Section (Reports)

Ext 2464

16 Nov 14

REF: DIO Response to challenge to the Grading of SFA – 5 Alte Brennerai, Hutschenhausen dated 12 Nov 14.

1. In response to your letter SSO/4244 dated 12 Nov 14 regarding the grading of my property, 5 Alte Brennerai, I would like to raise the following points as I cannot agree with the conclusions you have reached. I would be grateful if you could either re-visit the points detailed below or provide details of the process for arbitration so that I may raise this issue higher.

2. 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 i-vii in your letter ref SSO/4244 dated 12 Nov 14:

512 Bon
a. **Point iii** – You have stated that deficiency points for the airing cupboard and reduced floor space 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. *one room*

This is incorrect. Serials 1, 2 & 3 deals with the issue of reduced floor area, rooms below scale and space to accommodate scaled items. Only one of the 3 serials can be applied and there is a cap of 9 points when applying. Serials 6, 7 & 8 deal 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 as they are covered under different serials in Annex A part 1 and the maximum deficiency points that can be awarded for either 1, 2 & 3 or 6, 7 & 8 is 5 points and 9 points respectively.

b. **Point iv.** – 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.

As I stated in my correspondence to you in July I have been in contact with both the manufacturer of the shutters and the Master Locksmith Association, the company that

the MOD uses for its security advice, and both have stated that these type of shutter are not a security measure but are sun blinds, designed to keep out excessive light. Furthermore, many of the other properties in Alte Brennerai have locks on their downstairs doors and windows and since you received my last correspondence letter, DIO have installed a window lock, highlighting that they must agree with my statement.

c. **Point v.** – 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:

- i. It appears that the graph included in the response is a cut and paste from a 2005 study.
- ii. The data in the top left corner is a mixture of 2014 & 2005.
- iii. The start time for both studies is stated as 13:36:22. Given that the studies (if there were indeed 2) were 9 years apart to have a start time that matches to the second is quite an achievement.
- iv. The peak reading in 2014 (74.5) appears to match perfectly the attached graph. If this graph is indeed a 2005 graph as it appears to be this is again quite a coincidence.
- v. The page of the noise study states it took place at 8 Alte Brennerai. This property did not exist in 2005, so the chart must therefore be from 2014, yet all the evidence, including the red date time stamp in the top left of the chart seem to suggest otherwise.
- vi. 8 Alte Brennerai, sits behind a very active community church, one with loud and frequently used church bells. The noise study graph does not seem to depict the routine pattern one would expect to see from a property so close to a church that tolls, daily and weekly at specific times for specific periods.
- Vii. 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.

d. **Point vi** – 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.

JSP 464 refers to 50% of the estate, not 50% of the MoD wide estate. Firstly, Alte Brennerai, Hutschenhausen is its own estate, a fact that is stated multiple times on the EJSU webpage. *“Alte Brenerei consists of nine X Type IV (four bed) purpose built properties. All occupants in this estate (small cul-de-sac) are British Military personnel based at Ramstein Air Base and these properties are private hirings. The Type IV Estate is approximately 7 miles from Ramstein Air Base main gate (West Gate). This estate consists of a number of differently designed properties and the following description is provided as a guide only. Some of the properties possess only a ground and first floor whilst a number also include a top floor.”*

Furthermore, to claim that it must be the “MOD wide estate” would require that DIO keeps a running account of all the properties on its books in order that this decision could be made. Something that I believe is highly unlikely given that until I raised the initial challenge on this property it was the belief of DIO that it was configured totally differently as the layout does not match the floor plans held.

The rule should apply to “the estate”. “The estate” is Alte Brennerai, Hutschenhausen, where all properties have a utility room. Accordingly there should be no provision of positive grading points.

3. Having reviewed some of the information in your response, I would also like to highlight that there should also have been a deficiency point awarded for the lack of the post office as per the original board.

4. Taking into account the points I have raised above I see no reason why this property should not be graded as grade 3. I believe that there are 3 negative points that have not been awarded and 2 positive points that should be deducted; this would give a score of 12 points even without the results of a noise study. Furthermore, I have little confidence in the details provided relating to the noise survey and must insist that I am provided with the full study, not just a snapshot.

5. Finally, in a letter sent to you on Oct 14, I included an FOI request. To date this request has only been partially responded to, if I assume the information provided in your letter ref SSO/4244 dated 12 Nov 14 was part of the intended response. This is not a satisfactory response and as you know I have contacted the DIO Chief Information Officer on this issue. Despite [redacted] response to me dated 12 Nov that he had not had the request passed formally to him by the DIO FOI team, the request was passed to you [redacted], and you have a responsibility to deal with that request accordingly. The concern raised by [redacted] regarding names and data protection are clearly unfounded as you have included some of that information in your last response and although you sent me half of a report for properties 1 & 3

and half of the report for properties 4 & 6, neither contained any personal information other than the details of those conducting the board. Accordingly I will use this response to once again ask for this information, under the FOI. I have re-attached the original request and will copy to your CIO.

Ext 2464



Defence Infrastructure Organisation

SSO/4244

Defence Infrastructure Organisation

SHAPE

Telephone :

Facsimile : 02 (0) 33 11 11 10

E-mail:

HUTSCHENHAUSEN

24 November
2014

Thank you for your letter dated 16 Nov 2014. As a result of your letter we have reviewed your challenges.

In taking all of your points in turn we find the following;

1. We agree that there isn't an airing cupboard
2. We agree that the lounge/dining is under size

However our understanding of the grading system is that you can only apply one of the serials 1,2 or 3 not a combination. We have applied the serial that we think is of the greatest benefit to you.

We agree that there weren't key turn security on the ground floor windows at the time of grading. We consider that security shutters are a greater deterrent to burglars than key turn security. Therefore we are of the view that they offer security that is equivalent to key turn security locks. Indeed German insurance companies offer lower premiums on properties with shutters.

I can confirm we did not take the reading before the estate was built. The readings were taken in September 2014 but the date on the machine was incorrectly set. The sound test on an upstairs window was taken at 8 Alte Brennerei with the window left on the tilt function and the shutters raised. You are welcome to go to our DIO office in Ramstein to see the equipment, software and readings. There have been similar noise challenges on other locations closer to the base with a similar conclusion on disturbance levels.

I can confirm that positive points are measured across the entire MOD estate in the same way that the grading system and charges apply across the entire estate. Within the UK they monitor the percentages of the particular features that attract positive points.

There is a post office within the village of Hutschenhausen.

Having considered your comments I consider that the result of the Board was correct and therefore the grading of your property should remain as grade 2.

If you are not content with my decision then you are welcome to appeal. Any appeal should be directed in the first instance to the EJSU Estate Adviser based in SHAPE.

2/2

DIO Accommodation Manager

**4 TIER GRADING FOR ACCOMMODATION CHARGES
DEFICIENCY POINTS SUMMARY SHEET FOR SFA**

LOCATION(S): ALTE BRENNEREI, 5, HUTSCHENHAUSEN

TYPE: IV

SURVEY DATE:

18-Jun-14

TOTAL POINTS SCORE: 7

GRADE AWARDED:

2

Ser Table 1 (a)	Factor (b)	Deficiency (c)	Applies (d)	Points Allowed (e)	Points Awarded (f)
1	Reduced Floor Area	Applicable where floor area (sqm) is: between 10% and 24.9% below scale, or, 25% or more below scale. <i>Does not apply if Serial 2 or 3 applied</i>		5 or 10	
2	Rooms below scale	Applicable for non provision of a study in Type III OFQ and cloakroom (WC and basin) in all SFA. <i>Does not apply in Serial 1 and 3 applied</i>		2 per room	
3	Space to accommodate scaled furniture	Applicable where rooms are not enough to accommodate scaled furniture. <i>Does not apply if Serial 1 or 2 applied</i>	X	Max 9	3
4	Access to main bathroom or only WC	Applicable where access to a main bathroom or only toilet is via a bedroom or other dwelling room <i>Less en suites</i>		5	
5	Lifts	Applicable where no lifts provided in multi-storey building. Floors: Ground, 1 and 2, Nil points; Floor 3, 3 points; Floor 4, 4 points; Floor 5 & above 5 points.		Max 5	
6	Scaling of fixtures and fittings	Applicable where fixtures and fittings are below scale. Max 5 points	X	Max 5 points or Sers 6, 7 and 8 combined	3
7	Condition of exterior structure	Applicable where the condition of the exterior structure of the SFA is below standard. Max 3 points			
8	Condition of interior decoration, carpets, fixtures and fittings	Applicable where the condition of decoration (2 points), carpets, fixtures and fittings (2 points) within the SFA is below standard. Max 4 points			
9	Damp/Condensation	Applicable where damp is experienced in a living or occupied bedroom as a result of inadequate damp proof coursing or when condensation results from poor standard of ventilation		Max 5	
10	Loft insulation	Where the SFA has less than 150mm of loft insulation or equivalent	X	1	1
11	Double Glazing	Where double/secondary glazing is not provided		Max 5	
12	Heating system	Heating system fails to achieve temperatures laid down in Table 1 when operated normally. <i>Does not apply if Ser 14 applied.</i>		Max 5	
13	Utility usage above the normal assumed consumption	Gas/electricity usage exceeds the Normal Assumed Consumption (NAC) rate for the type of SFA. <i>BUT does not score if already scored in Ser 12, or if financial assistance given by the Fuel Subsidy Scheme</i>		5	
14	Air conditioning (Tropical areas only)	Where air conditioning consistently fails to cool or reduce humidity to prescribed levels. <i>Does not apply is Sers 12 and 13 applied.</i>		5	
15	Reasonable access to essential amenities	SFA is 1.5 miles or more from essential amenities <u>and</u> Service or public transport does not enable reasonable access. <i>See definition at Table 1</i>	X	Max 5	2
16	Environment	Adverse environment factors <i>See Guide at Annex C</i>		Max 5	

		Total deficiency points			9
Ser Table 2 (a)	Factor (b)	Positive Points (c)	Applies (d)	Points Allowed (e)	Points Awarded (f)
P1	En-suite Facilities	En-suite Facilities to the master bedroom are		2 positive	
P2	Additional WC	WC additional to scale		1 positive	
P3	Utility Room	Utility room is provided	X	2 positive	2
Sub Total		Total positive points			2
Total		Deficiency points MINUS Positive points			7

SERVICEMEN'S FAMILIES' QUARTERS

Type	Person	Bedrooms		Net Space	Storage Space	Total Space
		Double	Single			
IV	6	2	2			124.5 ⁽¹⁾

Accommodation	Area (sq. m)		Remarks
	Scaled	Existing ⁽²⁾	
Porch or lobby	To design		
Hall and pram space	NS	7.29	
Coat cupboard	GS	1.10	
Lavatory, WC and WHB	NS	1.40	Downstairs
Sitting room with adj. dining room	33.50	21.04	
Sitting room			
Dining room			
Kitchen	11.50	12.23	
Utility	5.00	7.15	
Landing	NS	4.20	
Bedroom 1	15.50	19.70	
Ensuite	3.75		
Bedroom 2	14.50	15.56	
Bedroom 3	8.50	14.17	
Bedroom 4	7.50	12.50	
WC	NS		
Bathroom	NS	11.78	
Linen/airing cupboard	N/A	4.07	
Total	124.5	119.85	3.7

Storage

In or adjacent to kitchen (m ³)			
Lockable with external access			

Garage

Clear internal dims 5.3m x 3m			

Garden

NOTES:

1. Scaling from JSP 464
2. Floor area including Storage