



Ministry
of Defence

Secretariat
Defence Infrastructure Organisation
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www.gov.uk/DIO

[REDACTED]
Email address:
[REDACTED]

4 September 2017

Ref. FOI2017/07876

Dear [REDACTED]

Thank you for your email of 09 August 2017 requesting the following information:

"I marched into the above property in Jan 15. I was told at the time that it had been professionally cleaned. It has been 2.5 years after my march in yet I am still hoovering cat hair out of the carpet. After over 2 years of complaining and attempting to get any information out of CarillionAmey they have finally relented and told me that the property was cleaned by a company named [REDACTED]. However; they wouldn't provide me the receipt or any physical proof that the property was cleaned, instead pointing me toward your department.

To that end, may I request under the FOI act that DIO provide me proof that [REDACTED] was professionally cleaned including the carpets before my march in dated Jan 15. I am happy for the previous occupants names to be redacted if this is required for data protection / PERSEC reasons".

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.

The information you have requested can be found at annex A but some of the information falls entirely within the scope of the absolute exemptions provided for at Section 40 (2) - Personal Data and Section 43 - Commercial Information of the Freedom of Information Act 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.

If you have any queries regarding the content of this letter, please contact this office in the first instance

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

DIO Secretariat

[REDACTED]

[REDACTED]

HOUSE CLEAN COMPLETION CERTIFICATE

SHED ✓
COBWEBS ✓
KITCHEN ✓
CUPBOARDS ✓
GARAGE ✓
LIGHTS ✓
WHEELIE BINS ✓
AIR FOGGER ~~YES~~ / NO

BATHROOM ✓
FRONT AND BACK DOOR ✓
TOILETS ✓
WINDOWS ✓
BEDROOMS ✓
SWITCHES ✓

CERTIFICATE OF CARPET CLEANING

This is to certify that the carpets have been professionally cleaned utilising Prochem hot water carpet cleaning system

Sanitisation YES/~~NO~~ ✓

PLEASE NOTE CARPETS NOT TO BE RECLEANED WITHIN 14 DAYS

Removal of animal hair YES/~~NO~~
Deodorise and anti static YES/~~NO~~

COOKER CLEAN

FULL CLEAN YES/~~NO~~

Completed by [REDACTED]

DATE 16 - 11 2014

Comments:

[REDACTED]

[REDACTED]

[REDACTED]

