



Ministry of Defence

Secretariat
Defence Infrastructure Organisation
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Ref. FOI2017/08726

3 October 2017

Dear [REDACTED]

Thank you for your email of 9 September 2017 requesting the following information:

"I am writing to request details of the contractual obligation held by Interserve with respect to carpets fitted within SLA. Specifically the timescale for replacement of carpets if they are worn or damaged."

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 below:

The lifecycle of the carpets are condition based with the expectation under normal wear and tear, this could be up to 10 years, unless they become a trip (health & safety) hazard/issue at which point they would be replaced. In areas of high traffic it is normal to replace much sooner.

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