



Ministry
of Defence

Secretariat
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[REDACTED]
Email address:
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11 April 2018

Ref. FOI 2018/03821

Dear [REDACTED]

Thank you for your email of 12 March 2018 requesting the following information:

"A breakdown commencing from when CarillionAmey was awarded the military housing contract, of the following statistics:

1. The overall numbers of claims for financial compensation that have been submitted by military personnel occupying Service Families Accommodation managed by CarillionAmey.
 - a) The number of these claims for financial compensation that were paid in full by CarillionAmey.
 - b) The number of these claims for financial compensation that were **not** paid in full by CarillionAmey.
2. I request the information set out below:
 - a. A copy of the damp and mould survey carried out at [REDACTED] on or around 5 Apr 2016.
 - b. Copies of any other damp and mould surveys carried out at [REDACTED] after 5 Apr 2016 and before 4 Jan 2018. (Or clarification that no other surveys have been conducted, should that be the case).
 - c. Details of damp and mould treatment work carried out at [REDACTED] between Aug 2015 and 4 Jan 2018.
 - d. A copy of any damp and mould surveys carried out at [REDACTED] between the period of May 2017 and 4 Jan 2018.
 - e. A copy of any damp and mould surveys carried out at [REDACTED] between the period of Aug 2015 and 4 Jan 2018.

f. Details of damp and mould treatment work carried out at [REDACTED] between Aug 2015 and 4 Jan 2018.

g. The specific CarillionAmey policy, or third-party policy adopted by CarillionAmey, for the treatment of damp and mould and the contractual obligations relating to the treatment of damp and mould.”

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 in the table below:

Question	
1.	3,586*
a.	2,953
b.	402
*Please note that 231 claims are currently outstanding	

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that CarillionAmey will be in contact with you to provide the information regarding the damp and mould.

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.gov.uk). Please note that any request for an internal review should be made in writing 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