



Ministry of Defence

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7 December 2018

Ref. FOI 2018/14541

Dear [REDACTED]

Thank you for your email of 15 November 2018 requesting the following information:

"Are cleaning waivers still offered on SFA properties that have 'march-ins' based on substandard conditions/cleanliness during the hand-over process with the Amey Accommodation Officers?"

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 the information in scope of your request is held.

The information you have requested can be found below.

Cleaning waivers are not offered in Service Family Accommodation (SFA). Cleaning is an occupant requirement under the SFA Move Out procedures. The occupant can clean the property themselves or agree and pre-pay some or all the charges to the contractor to clean on their behalf. Cleaning charges are based on the agreed contract schedule of rates.

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