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## 1 Introduction

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### 1.1 Foreword from the Chief of Defence People

Defence must ensure Service personnel are in the right place at the right time to fulfil our purpose to protect the nation. Providing Service personnel with accommodation in the UK and overseas is essential to ensure the operational effectiveness and readiness of the Armed Forces.

The provision of accommodation is primarily in recognition of the inherently mobile Service lifestyle, and the often-remote places our people serve. However, it is also recognised as vital in shaping the overall quality of life for Service personnel and their families.

I entrust every individual involved in the creation and delivery of this policy to perform their duties in a fair and appropriate manner to support our Service personnel. Service personnel are likewise entrusted to demonstrate fair and appropriate behaviour when interacting with Defence staff, Industry Partners, and within their local communities when residing in Defence accommodation. It is a collective responsibility to deliver this policy as effectively as possible, providing value for money for Defence and the taxpayer.

Joint Service Publication 464 is the authoritative policy and guidance for the provision of Service Family Accommodation (SFA) and Substitute Service Family Accommodation (SSFA) both in the UK and Overseas.

**Vice Admiral Phil Hally  
Chief of Defence People  
Defence Authority for People**

### 1.2 Principles

1. It is essential Service personnel have access to accommodation for the operational effectiveness of the Armed Forces. Accommodation is provided to recognise that Service life can be highly mobile, involve short notice moves, and sometimes requires Service personnel to work in remote locations.
2. Defence expects defence provided accommodation to meet a minimum standard for occupancy. For Service Families Accommodation and Substitute Service Families Accommodation that is the Decent Home Standard. For Single Living



Accommodation and Substitute Single Service Accommodation that is the Defence Minimum Standard.

3. Accommodation should be provided in a way that promotes and delivers the best use of Defence and Public money.
4. On occasion individuals may have compelling circumstances not accounted for in policy. These circumstances will be reviewed to consider whether a deviation from policy is necessary and proportionate. All reviews will be based on a reasonable interpretation of the aim of the policy, the specific circumstances of the Service personnel concerned, the interests of Defence, and any other relevant factors.
5. Any deviation from policy for an individual Service person or cohort must be signed off by the Director of Armed Forces People Policy or their delegated authority and will not set a precedent for any future casework.
6. Notwithstanding Principle 1, Service personnel who exhibit unacceptable or antisocial behaviour when residing in Defence accommodation may be removed from their accommodation and may be considered to have forfeited any future entitlement to Defence accommodation.
7. Accommodation policy will change over time. Any changes to policy will be informed by evidence, the Public Sector Equality Duty, the Armed Forces Covenant and other relevant legislative requirements. Changes to these Tri-Service Accommodation Regulations will be considered through the relevant governance structures and communicated in a timely manner.

### **1.3 Governance**

The Chief of Defence People (CDP) is responsible for the formulation of Defence living accommodation policy and delegates the lead to the Director of Armed Forces People Policy (D AFPPol), who delegates day to day responsibility to the Head of People Accommodation (Hd Accom). In discharging these responsibilities Hd Accom may consult with the single Service Accommodation Colonels.

The Tri Service Accommodation Regulations (TSARs) are the overarching and definitive policy source document for the provision of Defence living accommodation and takes primacy on all accommodation matters. Sponsorship and periodic review of the policy is vested in the People Accommodation team and any proposal for change should be submitted via the single Service Accommodation Colonel staff.



Any review or changes are considered through the Accommodation Policy Group (APG) and Accommodation Steering Group (ASG), which include representation from the single Services, UK Strategic Command, Defence Infrastructure Organisation and Defence Equipment and Support. The APG and ASG report to the People Leadership Team (PLT).

Service personnel should raise formal complaints in accordance with JSP 464 Vol. 1 in these TSARs.

Policy challenges relating to accommodation should be raised in accordance with JSP 464 Vol. 1 in these TSARs.

### **1.3.1 In-Theatre Accommodation Policy**

While this JSP is the primary document for SFA allocation, differing conditions apply to operational areas and PJOBs. Accordingly, personnel assigned to these locations where SFA is available should obtain and read a copy of the in-Theatre accommodation policy prior to applying for SFA.

Separate single Service arrangements will apply for operational theatres and temporary accommodation at training areas.

### **1.3.2 Defence Infrastructure Organisation Accommodation (DIO Accommodation)**

DIO Accommodation is responsible for the delivery of SFA and SSFA in the UK and this is conducted via the National Housing Prime and Substitute Accommodation contracts.

DIO Accommodation's Industry Partner Help Desk (IPHD) can be contacted by:

A. **Email:** [hello@pinnacleservicefamilies.co.uk](mailto:hello@pinnacleservicefamilies.co.uk)

B. **Telephone:** 0800 031 8628

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## **2 Charging and Payments**

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### **2.1 SFA Charges**



### 2.1.1 Setting SFA Charges

The Armed Forces' Pay Review Body (AFPRB) is responsible for recommending accommodation charges. Once set, charges will be published by the MOD through a Directed Letter.

The entitled core accommodation charge for a property is determined by its Type and its CAAS Band. In addition to the core accommodation charge, entitled Service personnel will pay a water and sewerage charge and, if applicable, a furniture hire charge and extra bedroom charge. Contribution in Lieu of Council Tax (CILoCT) and Garage/Carport charges are recorded and charged separately.

In most circumstances, the accommodation charge will be deducted from pay at source through JPA. Separate arrangements will be made by DIO for occupants who are not on JPA.

### 2.1.2 Effective dates

The appropriate accommodation charge will apply from the date the Service person takes possession of SFA, but no charge will be paid for the day of departure. This is to avoid the Service person being liable for two accommodation charges on the same day.

If for Service reasons, a Service person takes possession of a second SFA property before vacating the first, charges will cease in respect of the first SFA and will commence for the second from the date they take possession of the second property.

A 14-day period of grace is allowed for the vacation of the first SFA. Charges will be raised for both SFA when the 14-day period is exceeded unless there are Service reasons, supported by the Local Service Commander, why charges for both SFA should not be raised.

### 2.1.3 Extra bedroom charges

Service personnel allocated SFA with more than four bedrooms will be charged for the appropriate 4-bed SFA rate plus an extra bedroom charge for each additional bedroom.

### 2.1.4 Furniture charges

Service personnel who choose to have furniture provided in their SFA by Defence will be charged either the partially furnished or fully furnished rate in accordance JSP 464 Vol. 2.



### **2.1.5 Non-entitled/eligible occupants**

Non-entitled/eligible occupants are to be charged the local market rate determined by DIO, unless there are agreements with the MOD which may specify a different charging regime.

### **2.2 Contributions in Lieu of Council Tax (CILOCT)**

Service accommodation in England, Scotland and Wales is formally exempt from the council tax regime and the MOD instead pays a Contribution in Lieu of Council Tax (CILOCT) to local authorities on behalf of Service personnel. The average contribution is determined by the type of property occupied and is then recovered from Service occupants living in SFA, SSFA, SLA and SSSA in the UK with their accommodation charge.

The CILOCT charge is applied to JPA by Unit HR and deducted from the Service person's pay with the accommodation charge.

#### **2.2.1 CILOCT rates**

The level of CILOCT payable by Service personnel occupying SFA and SLA is calculated and promulgated annually by People-Accommodation and administered through JPA. The charge is determined by dividing the number of occupied properties (by type) by the total amount payable to local authorities (LA) for each type of property.

#### **2.2.2 CILOCT exemptions**

The following categories of Service personnel are exempt from paying CILOCT:

- A. Service personnel under 18 years of age.
- B. Foreign exchange officers occupying Service accommodation.

#### **2.2.3 Eligibility for discounts**

In common with normal Council Tax rules, a discount of 25 percent is applicable to single householders living as single adults in SFA or the substitute equivalents who pay CILOCT. The discount is not payable to personnel with a PStat Cat of 1s, 5s or those living with a LTRE(E) partner, unless the spouse or partner meets one or more of the criteria below. To qualify for a discount, an occupant must be living alone, or solely with persons who fall into one of the following categories:

- A. Children under 18.



- B. People on apprentice schemes.
- C. 18/19-year-olds in full-time education.
- D. Full-time college and university students (excluding Service personnel in receipt of their normal salary).
- E. People under 25 who get funding from the Skills Funding Agency or Young People's Learning Agency.
- F. Student nurses.
- G. Foreign language assistants registered with the British Council.
- H. People with a severe mental disability. To qualify for the concession, a doctor's certificate must be provided to a suitably qualified person (not below OF3) to certify that the individual has a severe mental disability.
- I. Live-in carers who look after someone who is not their partner, spouse or child.
- J. Diplomats.

Service personnel who claim the 25 percent CILOCT discount must give immediate notification to their unit HR of any changes of circumstances that may affect their eligibility for the discount.

#### **2.2.4 Occupying SFA outside entitlement**

Irrespective of normal entitlement to Service accommodation, CILOCT will be always charged at a rate consistent with the accommodation charge. For example, Service personnel who occupy accommodation below their normal entitlement will pay a CILOCT appropriate to the type of accommodation occupied, not their normal entitlement. Similarly, Service personnel who voluntarily occupy accommodation above their normal entitlement will pay CILOCT appropriate to the type of property occupied and not to that of their normal entitlement.

#### **2.2.5 Liability for two charges**

Service personnel who are liable for two accommodation charges, whether SFA or SLA, have a liability to pay CILOCT for both unless otherwise exempt under these regulations.



#### 2.2.6 Service personnel living in private accommodation

Service personnel who own or rent private accommodation are responsible for paying council tax direct to the appropriate local authority at the rate determined by the local authority. If they also occupy Service accommodation, they may ask their local authority to reduce the rate of council tax due on the private property for single or nil occupancy. A 50% council tax discount may be claimed from the local authority, where their main jobrelated dwelling is provided by the MOD anywhere in Great Britain and their private property is in:

- A. England, under the Council Tax (Prescribed Classes of Dwellings) (England) Regulations 2003, SI 2003/3011 (as amended by SI 2004/926 and SI 2005/416) and SI 2012/2964.
- B. Scotland, under The Council Tax (Discount for Unoccupied Dwellings) (Scotland) Regulations 2005, SI 2005 No. 51.
- C. Wales, under The Council Tax (Prescribed Classes of Dwellings) (Wales) (Amendment) Regulations 2010, Welsh Statutory Instruments 2010 No. 612 (W.58).

This is not available if the job-related dwelling is in Northern Ireland, as council tax is not paid there.

### **2.3 Garage, Carport, and Caravan Charges**

Garages and carports allocated to Service personnel, regardless of whether they are used for storing vehicles, are to be charged at the appropriate standard or sub-standard garage or carport rate for each car space.

#### 2.3.1 Rates

Garage and carport charges are recommended by the Armed Forces Pay Review Body (AFPRB) and promulgated annually in a Directed Letter.

#### 2.3.2 Garages that cannot be Alienated

Where the garage/carport forms part of the SFA (this means it is adjoining or an integral part of the SFA structure), or it is located within the borders of the property, it is inalienable, and the occupant will pay a charge whether it is their intention to use the garage/carport or not. Inalienable garages are not to be re-allocated for use to other personnel.

#### 2.3.3 Garages that can be Alienated



Where the garage/carport is alienable (this means that the garage is outside the borders of the SFA or located elsewhere on the estate or in a block of garages remote from the SFA), the occupant may declare that they do not intend to use it and therefore no charge is to be made. Notification is to be given immediately if the individual subsequently chooses to use the garage or carport so that appropriate charges can be raised. Alienable garages may be allocated to other personnel subject to them paying the appropriate charge.

#### **2.3.4 Exclusions**

Service personnel allocated a Service vehicle will not pay a charge for the garage or carport within which the Service vehicle is permanently kept. Garages or carports allocated to park Service vehicles are not to be used for private vehicles.

#### **2.3.5 Discounted Garages and Carport Charges**

A discount will be applied to the garage or carport charge in the following circumstances:

- A. Below Scale Garages.** Sub-standard charges will be raised for garages that measure less than 4.3 metres in length and/or 2.3 metres in width (internal measurements) and/or less than 1.85 metres clearance height at entrance.
- B. Below Scale Purpose-Built Carports.** A discount will be applied for carports that measure less than 4.3 metres in length and/or 2.3 metres in width (internal measurements) and/or less than 1.85 metres clearance height at entrance.
- C. Below Standard Garages.** Below-standard charges will be raised against garages that have been formally deemed by DIO to be of such insubstantial construction that it offers little or no security.

#### **2.3.6 Garage Electricity and Heating Costs**

The cost of electricity and heating supplied to a garage will be met by the user whether the supply comes from an SFA or is separately metered.

#### **2.3.7 Garage Encroachments**

A garage encroachment is a privately erected purpose-built garage or carport; or a privately altered or adapted accommodation that provides garage space as a rent-free encroachment on MOD land.

On handover of SFA, unless the incoming tenant agrees to accept responsibility for the garage encroachment, it is the responsibility of the previous occupant to remove it. It is the



responsibility of the existing occupant to get written confirmation from the new occupant that they are prepared to take over the encroachment and the date when the new occupant becomes liable for garage encroachment charges.

### **2.3.8 Caravan Site Facilities**

Where a caravan is kept on MOD property, this will be regarded, for charging purposes as an encroachment. The charges are set on an individual basis by DIO to cover one or all the following:

- A. Water supply.
- B. Refuse collection.
- C. Sanitary services.
- D. Power and light in communal facilities.
- E. A sum in lieu of rent.

The owner is responsible for charges in respect of gas and electricity consumed by them whether metered and charged by the relevant authority or unmetered and assessed by the Caravan Site Officer, and for any other locally assessed charges.

## **2.4 SFA/SSFA Fuel and Light (F&L) Charges and Fuel Subsidy Scheme (FSS)**

This section describes the circumstances where utilities to service accommodation are provided by the Services and where the Services have a liability to assist with the costs of utility provision. It also explains how the F&L charges are administered and the reconciliation process when F&L charges apply.

### **2.4.1 Fuel and Light Applicability**

F&L charges are applicable in the following circumstances.

#### ***2.4.1.1 Direct Supply***

Where the electricity, gas or other fuel supplied to Service provided accommodation (UK or Overseas) comes directly from Service sources. i.e., where it is necessary for the supply to be provided to Service accommodation either within the perimeter of an establishment, or outside because there is no reasonable access to normal civilian sources of supply.



#### **2.4.1.2 Overseas**

Where Service personnel serve accompanied and are allocated Service provided family accommodation.

#### **2.4.2 Fuel and Light Rates**

The cost of fuel and light supplied by the Services to a Service person in SFA or the substitute equivalents, including FSS charges, are flat rates and are calculated to represent the average cost of supplying energy to a standard property of each SFA Type in the UK. Charges are recovered on a recurring basis through the pay account.

The rates for F&L charges including FSS rates are published by DIO RD Utilities.

#### **2.4.3 Fuel Subsidy Scheme (FSS) applicability**

The FSS is not applicable if the Service person does not occupy SFA/SSFA for Service reasons irrespective of the licence to occupy.

#### ***2.4.3.1 Excessively Large Properties***

The FSS is available to occupants of Service provided family accommodation when the property size is classed as disproportionate (SFA or SSFA where Gross Internal Area exceeds 160 m<sup>2</sup>).

#### **2.4.4 Reconciliation Process**

An annual calculation is made to establish the difference between the F&L charges paid throughout the year and the cost of energy actually used. This calculation generates either a debit amount currently outstanding or a credit amount to be refunded to the occupant, both of which are actioned through the pay account.

#### **2.4.5 SFA Occupied by Virtue of Appointment in lieu of SLA**

Single or unaccompanied Service personnel are not liable for utility costs (gas, electricity, heating oil etc.) normally associated with residing in SFA. There are two methods for utility provision:

- A. DIO RD Utilities Managed. A small percentage of SFA occupied as VoA is managed by DIO RD Utilities because the SFA is either:



- **MOD Direct Fuel Supply.** Where all or some of the utilities supplied is via MOD. Where only one element of utility provision is MOD supply the Service person will be responsible for the other energy source.
- **MOD Commercial Utility Contract.** Some SFA that are Tied to specific appointments and occupied as VOA are managed by way of commercial contract.

B. Self-sourced Utility Provider. In most cases Service personnel occupying SFA as VOA will be responsible for sourcing their own utility supplier and setting up a bill repayment method. They will then be able to reclaim their utility bill expenses, less any electric vehicle charging costs, via JPA i-expenses (see [JPA user guide IN506041](#)).

## **2.5 SLA Charges and Waivers**

Service personnel occupying SLA (including SLA used for the purpose of transit accommodation) or substitute single Service accommodation pay a daily accommodation charge at the appropriate rate for the type and grade of accommodation occupied. The accommodation charge includes an element of each of the following components:

- A. Rent and furniture.
- B. Water and sewerage.
- C. Fuel and light.

A Contribution In Lieu of Council Tax (CILOCT) will also be paid unless the Service person is exempt.

The following provisions are not included in the SLA charge:

- A. Charging an electric/hybrid vehicle.
- B. TV Licence.
- C. Broadband / Wi-Fi.

In specified circumstances the Service person may not be required to pay for the SLA they occupy, these are covered in below and are referred to as SLA Waivers.

### **2.5.1 Rates**



The charge applied will be based on the type of accommodation occupied and the 4-Tier Grading Band of the bedspace, except in the following circumstances.

**2.5.1.1 Accommodation Below Eligibility**

When, for Service reasons, Service personnel are provided with accommodation below their eligibility type, then charges are only to be raised appropriate to the type and grade of accommodation occupied.

**2.5.1.2 Accommodation Above Eligibility**

In order not to disadvantage Service personnel when SLA above eligibility is allocated for Service reasons, the SLA charge applied is the lower of:

- A. Grade 1 for charge for the type of accommodation to which they are normally entitled.
- B. The grade for charge for the type of accommodation occupied.

**2.5.1.3 Officer Cadets**

Officer cadets or potential officers undertaking initial training at BRNC Dartmouth, CTCRM Lympstone, RMA Sandhurst or RAFC Cranwell will pay the accommodation charge appropriate to an officer cadet (SLA Type OC), in line with the grading of the accommodation occupied.

**2.5.1.4 Loan or Exchange Appointments**

Service personnel who are on loan service with an overseas force, and occupy accommodation provided by the host nation are to be charged in accordance with the regulations contained in JSP 468 Pt 1 and articulated in the country specific 'Blue Book'. Service personnel on exchange appointments must be aware of the terms of their Memorandum of Understanding (MOU) and will be charged as stated.

**2.5.1.5 Service personnel Accommodated in a ship, whether at sea or alongside**

Service personnel accommodated in a shore establishment, or an accommodation ship, will pay the appropriate accommodation charge providing the accommodation meets the necessary grading standards.

**2.5.1.6 Service Supervisory and Punishment Orders (SSPOs)**



If the Service person is subject to an SSPO which for the duration of the Order prevents them from leaving a specified unit or establishment without the permission of the CO and are accommodated in SLA, they will pay SLA charges as stated below:

- A. Where the Service person already pays an SLA charge at the specified unit or establishment, they will continue to do so for the duration of the Order.
- B. Where a Service person is allocated temporary SLA at the specified unit or establishment for the duration of the Order, SLA charges for this temporary accommodation will be waived, where appropriate, in accordance with SLA charging regulations.

#### **2.5.2 Substitutes for SLA**

The following accommodation charge arrangements only apply if the Service person is occupying a substitute for SLA.

##### ***2.5.2.1 Substitute Service Single Accommodation (SSSA)***

The Service person will pay grade 2 SLA charges unless they are otherwise exempted under the terms of these regulations.

##### ***2.5.2.2 Lodging Allowance Claimants***

If the Service person is in receipt of lodging allowance, they will not pay SLA charges as the accommodation charge is already accounted for in the calculation to determine the Lodging Allowance rates (see JSP 752).

##### ***2.5.2.3 Service Families Accommodation (SFA) Appropriated as SLA***

If the Service person is single or unaccompanied occupying SFA appropriated as SLA for Service reasons they will, unless otherwise exempted under the terms of these regulations, pay grade 2 SLA charges in accordance with their rank/normal entitlement unless:

- A. The SFA being appropriated is not equipped with cooking/white goods.

AND

- B. Is located more than one kilometre from mess facilities. Where ease of access has been compromised, a grade 3 for SLA should be charged.



#### *2.5.2.4 SFA by virtue of appointment*

If the Service person is single or unaccompanied and are entitled to occupy SFA by virtue of their appointment, the charge should be set to grade 2 of the equivalent SLA they would normally have occupied at their duty station.

#### 2.5.3 Waiver of SLA Charges

SLA charges will not be raised in the following circumstances:

- a. Royal Navy and Royal Air Force personnel in Personal Status Categories (PStat Cat) 1, 1s/c or 2.;
- b. The Army Over 37 Provision.

#### *2.5.3.1 INVOLSEP*

Personnel in PStat Cats 1, 1s/c or 2 who are serving on an involuntary separated basis (see JSP 752).

#### *2.5.3.2 Service personnel assigned to a sea-going unit*

If the Service person is assigned to a sea-going unit they will not pay SLA charges for the first 30 days ashore in SLA unless they have been given at least 30 days' notice for the move ashore.

If the Service person is embarked in a ship for temporary assignments exceeding 48 hours, charges will not be paid (charges must be waived for the whole period).

#### *2.5.3.3 Duty Watch.*

The Service person is serving on the duty watch of a ship in refit and are required to be accommodated on the dockside.

#### *2.5.3.4 Submarine*

Service personnel assigned to a B or G role submarine or Service personnel serving on the duty watch of a serving on the Duty Watch of the Nuclear Emergency Response Organisation (NERO), Fleet Incident Response Cell (FIRC) or a submarine under



construction or conducting a Deep Maintenance Period (DMP) for the period where they are required to be accommodated onboard or in duty accommodation on the dockside.

#### *2.5.3.5 RNPLs and P2000s*

Royal Naval and Royal Gibraltar Regiment Personnel serving on a P2000 or RNPL craft, moored alongside in a Base Port both in the UK and Gibraltar are mandated to live ashore when alongside as the accommodation onboard is not deemed suitable for habitation under current Health and Safety regulations.

#### *2.5.3.6 Transit on Permanent Assignment*

If the Service person are in transit accommodation overnight on change of their permanent assignment they will not pay accommodation charges for the SLA at the old unit from the date of vacation of their permanent SLA.

#### *2.5.3.7 Field or Shipboard Conditions*

Where field or shipboard conditions have been declared. In these circumstances the following criteria also apply:

- A. The application of field/shipboard conditions on each day is based on the situation at 0300 hours and is to apply to complete periods of 24 hours. Charges will be refunded retrospectively to the date on which field or shipboard conditions were deemed applicable.
- B. Crews of landing crafts will be regarded as serving under shipboard conditions (accommodation) when accommodated aboard. Normal SLA charge rules apply when accommodated ashore.
- C. Field or shipboard conditions in respect of food and accommodation charges can be declared independently of one another. For example:
  - o Service personnel in SLA will pay SLA charges. However, if field conditions have been declared by a Commanding Officer (CO) in respect of food, then food charges will not be raised.
  - o Service personnel feeding in Service mess facilities will pay the appropriate food charge (if applicable) but will have a waiver of accommodation charges if living arrangements are deemed by the CO to satisfy field or shipboard conditions criteria.



#### **2.5.3.8 Forfeiture of Pay**

SLA charges will not be raised against the Service person if they must forfeit their pay.

#### **2.5.3.9 Missing or Prisoner of War**

SLA charges will not be raised against the Service person if they have officially been declared missing or are a Prisoner of War.

#### **2.5.3.10 In Hospital or Military Rehabilitation Unit**

If the Service person is admitted to a military or civilian hospital, medical reception station, RN Sick Bay or Military Rehabilitation Unit (MRU) as an in-patient, SLA charges will be suspended from the date of admission.

#### **2.5.3.11 Homeowner/Occupier**

If the Service person lives in their own home as their Residence at Work Address, they will not pay SLA charges if assigned away from their duty station for less than 12 months in the following circumstances:

- A. Service personnel are on any assignment of less than 12 months, and providing they have a continuing commitment to pay the mortgage, and their property is not sub-let. Charges will be raised from the date that notification was given that the assignment will be extended beyond 12 months. This includes single personnel commissioning from the ranks on both phase one and two training, who maintain a property at their previous duty station, in which they had lived prior to commissioning, provided that each element of the training does not exceed 12 months at any one location.
- B. Service personnel are on a permanent assignment of 12 months or more and are waiting for a house sale/purchase transaction to be completed for a period not normally exceeding 6 months. This 6-month period will only be extended exceptionally for a further period of up to 6 months, to a maximum total period of 12 months, when authorised by the individual's commanding officer.

#### **2.5.3.12 Dual Accommodation**

Royal Navy, Royal Air Force and Army personnel with a UK Privately Maintained Property (as defined JSP 752 Ch 2) and/or a family home (which can include retained SFA authorised in line with the listed criteria in JSP 464 Vol. 1 but cannot be their Residence at



Work Address). Personnel occupying SFA on a surplus licence are not eligible for the Dual Accommodation Waiver.

**2.5.3.13      *Domiciled Collective Leave (DOMCOL)***

Service personnel domiciled outside the UK and Irish Republic and granted leave at public expense to visit their home will not pay accommodation charges for that period provided they are prepared to vacate their SLA/SSSA if required during the absence (the room does not have to actually be vacated if not required, as agreed by the accommodation manager).

**2.5.3.14      *Cadet Force Adult Volunteers***

Cadet Force Adult Volunteers will not pay SLA charges when provided with SLA for the purpose of carrying out their Cadet Force duties.

**2.5.3.15      *Relationship Breakdown***

Service personnel whose marriage, civil partnership or LTR (E) has broken down and who have been authorised a 'reconciliation' period will be exempt from paying SLA charges for a period of up to a maximum of 93 days from the date of occupation of SLA, provided there is a requirement to pay SFA charges (or continue paying rent if in the PRS) for that period. If at the end of the 'reconciliation' period, the estranged partner continues to occupy SFA, the Service person will remain liable to pay SFA charges for a further maximum period of 93 days from the date of notice to vacate SFA and will continue to be exempt from paying SLA charges during this.

**2.5.3.16      *Following Evacuation from an Overseas Assignment***

Service personnel and/or their families evacuated from an overseas assignment on the order of the Head of Mission (see JSP 752) have no liability for accommodation charges arising out of occupation of public accommodation on arrival in the UK for 90 days after their arrival. However, Service personnel will continue to pay the appropriate accommodation charge in respect of the SFA or SLA they occupied at their overseas duty station.

**2.5.3.17      *Following a House Move on Security Grounds***

If eligible Service personnel serving in Northern Ireland undergo an emergency house move on security grounds (see JSP 752) from a property for which they are paying a mortgage, accommodation charges will be waived for any temporary service accommodation they occupy. Such a waiver will normally be allowed for up to 90 days,



thereafter any eligibility for the continuing requirement will be reviewed by Headquarters Northern Ireland (HQNI) G1 staff.

#### **2.5.4 Temporary Unaccompanied Assignments**

For Service personnel serving on temporary unaccompanied assignments, charges will be raised as follows.

##### *2.5.4.1 When SLA/SSSA is used at the temporary assignment unit*

Unless otherwise exempt under the terms of these regulations, the Service person will pay the charge appropriate to the SLA occupied at the temporary assignment. If they retain SLA at their permanent unit/station these charges will cease from the date the SLA at the temporary unit/station is occupied and restart once it is vacated.

##### *2.5.4.2 When SLA/SSSA is not used at the temporary assignment unit*

The Service person will continue to pay for any retained accommodation at their permanent station.

##### *2.5.4.3 When the permanent assignment is in Northern Ireland*

If the Service person is serving in the permanent garrison in Northern Ireland and are absent from the Province on a temporary assignment, they become liable to pay accommodation charges under normal rules.

#### **2.5.5 Non-entitled Charges for Accommodation in SLA**

The annual DIBs on non-entitled charges remain the primary policy source documents for non-entitled charges for messing and accommodation in SLA.

Whilst not an exhaustive list, the following personnel are to be charged non-entitled rates for accommodation.

- A. UK Service personnel when on leave and accommodated at another Mess/unit away from their normal Mess/unit for private purposes.
- B. UK Service personnel living out who for private reasons wish to occupy accommodation overnight in their normal Mess/unit. This includes overnight stays following informal functions or formal military events such as Formation and Unit Events, Ceremonial occasions and Formal Mess Functions where MOD road transport may be utilised in accordance with JSP 800.



- C. Reserves when not on duty.
- D. Non-Regular Permanent Staff (NRPS) personnel. Unless eligible for accommodation when at camp, on detachments or courses away from the normal duty station.
- E. Staff from other government departments and non-exchequer organisations such as local authorities or the emergency services, when on normal visits or attending meetings etc.
- F. Personnel employed by British Forces Broadcasting Service (BFBS) and NAAFI (except as detailed in the extant MOD/NAAFI Service Level Agreements).
- G. Personnel employed by the Defence Medical Welfare Service in the UK.
- H. Contractors' personnel.
- I. Any non-MOD personnel visiting a Mess.
- J. Members of foreign militaries (both military and civilian) who are visiting the UK, whether on duty, including those who are training at or attached to Service establishments.
- K. UK Service and civilian personnel on loan to Trading Funds on detached duty.

#### **2.5.6 Non-entitled Exceptions**

Non-entitled charges do not apply to the following as alternative arrangements already exist:

- A. Families attending passing out parades or parents' days at new entry training establishments.
- B. Canteen and Contract Laundry Staff, living-in, and employed onboard RN Ships.
- C. Womens Royal Volunteer Service (WRVS) Welfare Services workers are normally accommodated in SLA to Field Officer standard free of charge. Where such accommodation is not available or when it is inappropriate for Service reasons for WRVS to occupy SLA, they may be accommodated in SFA and the charges waived.



- D. Employees of Defence Medical Welfare Service in support of the Services overseas may occupy SLA free of charge.
- E. Community Development Workers may apply to occupy SLA on payment of the entitled rate.
- F. All personnel (including members of foreign armed forces) for which a memorandum of understanding (MOU) provides instruction to charge at different rates. It is the responsibility of the sponsor of the MOU to communicate what that rate is and who it applies to.

#### **2.5.7 Guests of Service personnel**

##### ***2.5.7.1 Accommodation***

Regardless of the length of stay, the appropriate entitled charge for the accommodation provided is to be raised, except:

- A. Where a guest shares a room provided to Service personnel who pay at the entitled rate, no accommodation charge is to be raised.
- B. Where two guests share a room, they are each liable to pay half of the entitled charge and surcharge.

##### ***2.5.7.2 Conditions to be charged Entitled Rates***

The following conditions must be satisfied:

- A. Guests are to be sponsored by UK Service personnel already living in SLA who pay at the entitled rate and must be approved by the Local Service Commander or their delegated officer.
- B. Other entitled personnel do not require room.
- C. The entitled charges are to apply for a maximum of 3 days; exceptionally, the Local Service Commander may authorise an extended stay of up to 7 days.
- D. All guests must be invited into the mess on a personal basis. Typically, this will cover friends and relatives (but not dependants) and may extend to individuals attending mess functions. This policy cannot be used to cover the issue of block invitations to non-MOD personnel wishing to participate in official or unofficial gatherings including those organised by associations of ex-Service members.



E. The guest must not fall within any of the following categories:

- All civilians visiting the mess in either their official capacity or for business purposes.
- Members of foreign armed forces, whether or not they are on duty.
- Dependents of Service personnel.
- MOD civil servants at their normal duty station.
- UK Service personnel living out who for private reasons wish to occupy accommodation overnight in their normal Mess.

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### **3 Service Family Accommodation (SFA) Assessment**

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#### **3.1 The Combined Accommodation Assessment System**

All SFA in the UK are assessed against the Combined Accommodation Assessment System (CAAS) so that we can determine the correct accommodation charge for each individual property. The assessment considers three key areas: condition, scale and location.

CAAS uses national civilian standards as benchmarks for assessment. Using recognised standards ensures consistency of application and removes any potential for subjectivity. CAAS means that accommodation charges can be adjusted with set incremental differences between each of the charging bands (Bands A-I) to reflect variation of provision against each of the 3 separate assessment factors. The Armed Forces Pay Review Body (AFPRB) independently recommend the top rate – CAAS band A.

##### **3.1.1 Condition of the property**

The condition assessment is based on the government's Decent Homes Standard (DHS) and properties that fall below the DHS are categorised as DH minus, those that meet our higher standard are categorised as DH Plus. To meet DHS, a property must achieve the following conditions:



- A. Meets the **statutory minimum standard** for housing as assessed by the Housing Health and Safety Rating System (HHSRS) or equivalent industry standard; a table detailing the 29 hazards is at JSP 464 Vol. 2.
- B. It is in a **reasonable state of repair** (assessed from the age and condition of a range of building components including walls, roofs, windows, doors, chimneys, electrics and heating systems). This category does not consider when the property was last decorated or the age of carpets.
- C. It has **reasonably modern facilities** and services (assessed according to the age, size and layout/location of the kitchen, bathroom and WC and any common areas for blocks of flats).
- D. It provides a reasonable degree of **thermal comfort** (adequate heating and effective thermal insulation).

### 3.1.2 Scale of the property

The scale element of CAAS is based on two factors: size and features (functional amenity and physical characteristics), benchmarked against national space standards. It is important to understand that these are not the same as the scales used to decide the SFA Type but are linked to specifications for new builds. Each property will be assessed as Upper, Middle or Lower scale. Features consider defence scaled items that are part of the SFA building specification in JSP 850.

### 3.1.3 Location of the property

The Location assessment applies Government published standards and methods relating to four location factors. Each of these factors are applied against individual SFA postcodes. Each SFA will be assessed as Urban, Intermediate or Remote based on the following criteria:

- A. **Pan-UK Geographical Classification.** Each SFA is placed into an initial geographical classification based on the pan-UK government Rural-Urban area classification system.
- B. **Accessibility to key services.** The accessibility of the SFA is assessed based on a measure of the average travel time to a list of key services by public transport/walking, using DIO Data Exploitation Team data.



C. **Accessibility to superfast broadband.** The broadband accessibility is measured for the SFA using Ofcom data for average broadband download speed available at individual postcodes.

D. **Deprivation areas in the UK.** Adverse social factors are measured for the SFA using the Government Indices of Multiple Deprivation mechanism.

### **3.2 CAAS Bands**

For a full table of possible bands see JSP 464 Vol. 2.

#### **3.2.1 Regularity of SFA assessment**

DIO is to ensure that a full CAAS survey is conducted not more than 6 years after the previous full assessment of the property. There may also be periodic reviews of the SFA CAAS band of a property undertaken by visit or desktop. SFA occupants are to be notified at least 28 days in advance of the assessment visit.

Full CAAS surveys or CAAS band reviews may be undertaken as follows:

- A. On change of occupant.
- B. After any upgrade work on a property. Upgrade is defined as a replacement of the following building elements: bathroom; kitchen; external doors; windows; boiler and/or heating systems; cavity or external wall insulation; roof; or whole house refurbishment, including some but not necessarily all of the building elements listed. Where accommodation has been subject to improvement, it will be reviewed as part of the handover on completion of the work.
- C. As part of the rolling routine CAAS survey programme.
- D. On re-typing of property.
- E. On temporary band reduction.
- F. On request of a Staff HQ, 1\* or above, seeking clarification confirmation and validation, of submitted data to that HQ.

#### **3.2.2 Notification of CAAS Band**

DIO Accommodation is responsible for notifying you of the CAAS Band of your SFA by providing a copy of the CAAS Assessment Summary Sheet at JSP 464 Vol. 2, so that you



are aware of the assessment results and the rental band. You will be given a copy of the CAAS Assessment Summary Sheet with your Move In documents and after any reassessment during your occupation.

### **3.2.3 Effective Date for Change of Accommodation Charges**

The effective date of the charge is as follows:

- A. Date of occupation on move into a property.

OR

- B. Changes in charges (both up and down) arising from CAAS assessment convened in accordance with a 6-yearly rolling programme or where there have been upgrades, should take effect 93 days after the date of the assessment. SFA occupants are to be notified at least 28 days in advance of the assessment visit.

#### ***3.2.3.1 Administration of charge on JPA***

Following the completion of the annual Armed Forces Pay Review Board, MOD will publish the accommodation charges Directed Letter in the form of a daily rates table for each property Type and CAAS band. DBS is responsible for amending the accommodation charges on JPA in accordance with the rates table within the annual Directed Letter.

DIO Accommodation are responsible for undertaking assessment of individual properties to calculate the rental band. DIO is to collate the overall score for each factor, and to assign properties to a rental band. The accommodation charge for individual properties will correspond to the daily charge rate in accordance with the published rates table. Garage charges, Car Port charges and Furnished/Part Furnished charges are to be inputted and charged separately. The accommodation charge will be deducted from pay at source through JPA.

DIO are responsible for raising the appropriate charges and are required to input the occupancy and accommodation charge details within the accommodation fields in JPA.

#### ***3.2.3.2 Administration of charge for occupants not on JPA***

Charges are raised and administered locally.

### **3.2.4 Governance**



### *3.2.4.1 Recording of Accommodation Banding*

DIO are required to keep records of current banding and the date of the last assessment, for all their accommodation and maintain a record of the assessment for each property together with the underlying data, as follows:

- A. Decent Homes Standard (DHS)/Decent Homes+ (DH+) assessment proforma (and supporting evidence).
- B. Housing Health and Safety Rating System (HHSRS) risk assessment.
- C. Energy Performance Certificate (EPC) or equivalent (to produce an individual Standard Assessment Procedure (SAP) rating score and Energy Efficiency Rating (EER) band).
- D. Scale assessment and supporting evidence, such as measured survey drawings or calculations.
- E. Pan-UK geographical classification.

### *3.2.4.2 Assurance*

DIO are responsible for assuring findings and ensuring that Banding is conducted in accordance with the correct procedures and within the permitted timeframes. Assurance is to be conducted in accordance with extant DIO processes. Where it is found that either the correct procedures have not been followed or the timescales have been exceeded, DIO in discussion with the Service Authority (and MOD People-Accommodation if necessary) are to determine whether the findings are to be invalidated. In that event, a reassessment is to be convened at the earliest opportunity to re-band the accommodation.

## **3.3 CAAS Procedures and Technical Standards**

### **3.3.1 Condition**

#### *3.3.1.1 Overview of DIO assessment*

DIO is required to conduct an assessment of every SFA using the Decent Homes Standard (DHS) and Decent Homes Plus (DH+) criteria.

The three categories into which each property will be placed are: Decent Homes Plus (DH+), Decent Homes (DH), and Decent Homes Minus (DH-). The Target standard for SFA is DH+.



DIO is to assess in accordance with the DLHC guidance; detailed definition for each of these criteria is included in [A Decent Home: Definition and guidance for implementation, Communities and Local Government, June 2006.](#)

A. **Decent Homes Plus (DH+).** A home that meets all of the criteria, including an enhanced standard of reasonably modern facilities and services and has an Energy Rating Band D and above.

There is no discount applied to DH+ homes.

B. **Decent Homes (DH).** A home that meets all of the criteria, and/or has an Energy Rating Band E.

There is a two rental band discount (20%) applied to DH homes.

C. **Decent Homes Minus (DH-).** A home that fails any one of the criteria, and/or has an Energy Rating Band F and below.

There is a four rental band discount (40%) applied to DH- homes.

### *3.3.1.2 Housing Health and Safety Rating System*

DIO is to assess DHS using the HHSRS risk assessment tool or industry standard equivalent to assess potential risks to the health and safety of occupants. There are 29 categories of hazard, each of which is separately rated, based on the risk to the potential occupant who is most vulnerable to that hazard.

A summary of hazard groups is provided JSP 464 Vol. 2. Further guidance and definition is available at [Housing health and safety rating system \(HHSRS\) operating guidance: housing inspections and assessment of hazards - GOV.UK](#)

### *3.3.1.3 Reasonable State of Repair*

The technical standards used to assess each SFA are at JSP 464 Vol. 2.

An SFA satisfies this criterion unless:

A. One or more key building components are old and, because of their condition need replacing or major repair.

OR



- B. Two or more other building components are old and, because of their condition need replacing or major repair.

#### *3.3.1.4 Reasonably Modern Facilities and Services*

The technical standards used to assess each SFA are at JSP 464 Vol. 2.

An SFA is considered not to meet this criterion if it lacks three or more of the following facilities:

- A. A kitchen which is 20 years old or less.
- B. A kitchen with adequate space and layout.
- C. A bathroom which is 30 years old or less.
- D. An appropriately located bathroom and WC.
- E. Adequate external noise insulation.
- F. Adequate size and layout of common entrance areas for blocks of flats.

#### *3.3.1.5 Thermal Comfort*

The technical standards used to assess each SFA are JSP 464 Vol. 2.

CAAS adopts the Government's [Standard Assessment Procedure - GOV.UK](#)

The Standard Assessment Procedure (SAP) rating will be used as a proxy to assess thermal comfort and will take into account factors including:

- A. Primary energy source.
- B. Overall floor space.
- C. Insulation.
- D. Double glazing.
- E. Boiler performance.



The energy efficiency rating is presented in an A-G Energy Efficiency Rating (EER) banding system as part of an Energy Performance Certificate (EPC), where EER Band A rating represents low energy costs (i.e. the most efficient band) and EER Band G rating represents high energy costs (the least efficient band).

- A. **Target (DH+)**. SAP level 55 and above, EER Band D and above.
- B. **Acceptable (DH)**. SAP level 39 to 54, EER Band E.
- C. **Below (DH-)**. SAP level 38 and below, EER Band F.

Where properties are assessed as failing the Government threshold, they will merit a reduction in accommodation charge to compensate for the additional energy cost. Properties below the minimum SAP threshold could remain fit for habitation if it is not assessed as representing a Category 1 hazard.

#### 3.3.1.6 Noise Nuisance

Aircraft noise is not currently a statutory nuisance in the UK. Aircraft noise is specifically exempted from the controls in general environmental protection legislation; therefore, local authorities do not have the legal power to take action on matters of aircraft noise. The national Decent Homes Standard includes an assessment of noise from external sources (such as aircraft and road noise) as one of the 29 hazards when considering the minimum safety standard. MOD recognises that noise presents an issue, more particularly for SFA adjacent to flying units and will address through CAAS and preventative measures as SFA improvements are carried out, only reducing the rental charge where; the nature and severity of the noise nuisance is significant, it cannot be treated by a combination of noise reduction measures, or noise reduction measures have not been carried out. These measures should not be limited to property specific measures but should also include local airfield management practices, in accordance with [UK Civil Aviation Authority](#) where practicable. See JSP 464 Vol.2 for CAAS Assessment standards for noise.

#### 3.3.1.7 Exceptional SFA Assessments

Where 2 SFA have been 'knocked through' to create a larger dwelling, the following assessment rules apply.

- A. **Kitchen**. If both kitchens retained, the principal kitchen in use by the occupant is assessed.
- B. **Boiler**. If both boilers retained the lowest rated for energy efficiency is to be assessed for SAP.



C. **Bathroom.** The poorest condition family bathroom is to be assessed.

### **3.3.2 Scale**

The scale element of CAAS is based on two factors: size and features (functional amenity and physical characteristics), benchmarked against MHCLG national space standards.

The Scale assessment of individual properties is required on change of occupant.

#### **3.3.2.1 *Size***

The technical standards used to assess each SFA are at JSP 464 Vol. 2.

Properties will be assessed based on either one of the following measures:

A. **The Overall Size.** The Gross Internal Area (GIA) measured in accordance with Royal Institute of Chartered Surveyors Code of Measuring Practice 6th Edition.

- Floor area more than 10% below scale attracts a one rental band reduction.
- Floor area more than 25% below scale, attracts a two rental band reduction.

B. **The Habitable Space.** The Effective Floor Area (EFA) measured in accordance with Royal Institute of Chartered Surveyors Code of Measuring Practice 6th Edition.

- Floor area more than 10% below scale attracts a one rental band deduction.

#### **3.3.2.2 *Features***

CAAS will provide a discount if a property lacks certain functional amenities. CAAS combines and integrates deficiencies and positives into an overall assessment of functional amenities. Additional features attract positive points and act as an offset against other Scale deficiencies, with the top rate capped at CAAS Band A.

The combination of measures of size and features will produce an aggregate assessment for Scale as Upper, Middle or Lower based on the criteria at JSP 464 Vol. 2.

Where necessary a rental discount will be applied to properties by adjusting the property to a reduced Scale category. The starting level is the Upper category where no discount applies, and the lowest rent level is capped at the Lower category.



### 3.3.2.3 *Overall Cap*

The combination of scale factors will produce an aggregate assessment at Upper, Middle, and Lower within an overall cap so that Scale can only reduce overall rent by up to two rental bands.

### 3.3.2.4 *Extra Rooms*

- A. **Assessment of Type VS.** Type VS are to be assessed against Type 5 criteria for Scale and Condition.
- B. **Assessment of Type DS.** Type DS (OR SFA of 5 bedrooms or more) are to be assessed against the Type D criteria for Scale and Condition, and a bedroom charge added for each additional bedroom.
- C. **Assessment of Type A.** Type A SFA are to be assessed as Type B for Scale.
- D. **Extra Bedrooms.** An additional bedroom charge is applied where two properties have been combined to accommodate large families with a daily rate set by type.
- E. **Attached Stores.** Where an external store is directly attached or formed on the main house foundation, and accessed directly from the SFA, it is only to be assessed within GIA/EFA if all criteria described below apply:
  - The construction envelope of the store comprises either external and internal 'leaf' with cavity insulation or single leaf with external insulation and render, and insulated roof system.
  - The outside access doors are assessed as SFA principal doors. Where the principal rear/front access door is between store and other SFA rooms, the area is not included in GIA/EFA.
  - The store contains at least one double electrical socket.
- F. **Assessment of Garage.** Garage charges are waived where the hard standing access (drive) is obstructed by a permanent obstacle that reduces the access width to less than 1.8m.

### 3.3.3 Location

#### 3.3.3.1 *Assessment Criteria*



The four criteria at 3.1.3 are used to identify properties that are affected by one or more of the location factors to produce an overall CAAS classification. A rental discount may be applied to properties as follows:

- A. **Urban**. No reduction in rental band. No locational disadvantage.
- B. **Intermediate**. One rental band reduction. Some locational disadvantage.
- C. **Remote**. Two rental band reductions. Significant locational disadvantage.

#### *3.3.3.2 Frequency of Location Assessment*

The assessments of individual properties are not required on change of occupant. Every 4 years a complete review of the UK location factor within charging methodology policy will be done by DIO's Data Exploitation Team.

#### *3.3.3.3 Data Interrogation*

Service personnel are able to interrogate specifics relating to their SFA by inputting their postcode into the [SFA Location Lookup Tool](#).

A summary of the open and available Data sources used for the CAAS location factor assessment is at JSP 464 Vol. 2.

#### *3.3.3.4 Accessibility to Key Services*

Accessibility is based on a measure of the average travel time using public transport or by walking; focused on the nearest specific amenity rather than the one of choice. The following six key services are used:

- A. **Employment centres**. Not used in Northern Ireland assessments.
- B. **Education**. To include Primary, Secondary, and Further Education.
- C. **General Practice (GP) surgeries**.
- D. **Hospitals**. A&E or Acute Services.
- E. **Food stores**.
- F. **Town centres**.



### *3.3.3.5 Broadband Accessibility*

Assessment of broadband accessibility and speed uses Ofcom data for maximum broadband download speeds. 100Mbps is the new standard which will apply to all CAAS assessments implemented on or after the 01 April 25. This assessment will be based on the maximum broadband access that is available at the postcode and not the available speeds linked to providers.

### *3.3.3.6 Deprivation*

Assessment against the Governments Indices of Multiple Deprivation (IMD) mechanism, which score, and rank locations based on several deprivation factors against the SFA post code.

### *3.3.3.7 Newly acquired SFA*

SFA newly acquired by DIO will receive a default Location classification of Urban until such time that a Location assessment can be completed by DIO's Data Exploitation (DEx) team. DIO's DEx team will complete the initial Location assessment within the first six to twelve months of the SFA being brought online once the postcode is registered with all external data sources necessary to undertake the evaluation.

## **3.4 Temporary Downgrade Policy**

Temporary deficiencies or reductions in amenities lasting for 7 days or more. Deficiencies or reductions in amenities, lasting for 7 days or less, will not generate any rental band change.

DIO may authorise a temporary downgrade of up to two rental bands for the period of disruption where there is a significant deficiency or reduction, including:

- A. **Environmental Disruption** such as building works immediately adjacent to the property which may restrict access routes to accommodation or significantly effects living conditions due to noise, dust or other hazards.
- B. **A permanent or intermittent failure of utilities** covered by the accommodation charge (meaning water and sewerage to SFA) caused by act or omission of the Authority which is likely to last for between 7 days and 93 days.

The criteria that must be met for a temporary downgrade to be applied are listed at 3.5. Temporary downgrades are applied as follows:



- A. A two rental band downgrade is only to be applied where the deficiency or reduction in amenities would substantially reduce the CAAS Condition (DHS) assessment, i.e. result in a lower DH score if the SFA were to be fully re-assessed. Where adequate alternate provision within the SFA is made a full 2-band downgrade will not be awarded.
- B. A one rental band downgrade is to be applied where there is environmental disruption that impacts on the family through nuisance, noise, dust etc but would not lead to a reduction in DH score if the SFA were to be re-assessed.
  - The reduction in rental band is to be applied to those SFA directly affected and is to be fully justified.
  - Construction works to the rear of a street will impact those SFA backing onto the site; not those properties on another street on the estate that is not adjacent to the site. An estate wide approach is not appropriate.

#### 3.4.1 Repeat short-term disruption

If evidence proves that any one SFA has had 4 or more occurrences over a 12-month period, which individually may not have met the 7-day criteria but collectively are believed to have had a significant overall impact for the same occupying family, then a temporary 1 or 2 band downgrade can be considered (e.g. repeated short-term failure of the boiler). Each case will be assessed by the AHEM on a case-by-case basis. Evidence providing justification needs to be recorded for each case by the DIO CAAS TDG SME.

#### 3.4.2 Requesting temporary downgrades

Temporary downgrades are to be raised in writing, on form FR434, for the IP OST to action through JPA. All temporary downgrade requests are to be recorded on the Temporary Downgrade Register by DIO CAAS TDG SME prior to action by OST. All TDG requests must include appropriate supporting evidence in which to justify the request being asked for. All requests must include a start and end date.

Requests that do not provide a start and end date or supporting evidence will be rejected back to the originator. The start date for requests may not be earlier than the date the issue was first reported; under no circumstances are temporary downgrade requests to be backdated to the date of occupation of the SFA. All temporary downgrades will be actioned on completion of works or when the issue resulting in temporary downgrade has been resolved.



### **3.4.3 Longevity**

If after 93 days, the conditions giving rise to the temporary downgrade still prevail, the originator (AHEM, Project Manager) is to review and make recommendations for extension (up to the maximum allowed x186 days) to the temporary downgrade and must provide DIO CAAS SME with substantial evidence supporting the request (e.g., photos, videos, architectural plans etc.).

After a total of 186 days, the temporary downgrade will cease. If conditions giving rise to the temporary downgrade still prevail, action to formally re-assess and re-band the property should be taken into consideration or a further extension of the temporary downgrade be considered and supported, whichever is the more appropriate.

In exceptional circumstances a re-assessment may not change the CAAS band allocated prior to temporary downgrades, but the cause of the temporary downgrade remains; in this circumstance DIO CAAS TDG SME is to be consulted on the next appropriate course of action to take.

### **3.4.4 Multiple temporary reductions/compensation**

A maximum of 2 CAAS bands temporary downgrade can be awarded to a property at any one time, irrespective of if multiple issues exist at that property. Multiples of temporary downgrades cannot be applied over and above the maximum 2 CAAS band temporary downgrade.

### **3.4.5 Void Improvement Works (VIP)**

In-occupancy VIP should be kept to an absolute minimum. Where this does occur, project managers and regional managers should follow the guidance given under 3.5.1.

### **3.4.6 Garages**

CAAS banding temporary downgrades will not apply for garages. Where garages are in a state of disrepair, requests to have the garage charge reduced should be made via Home Services in the first instance.

Garages can be awarded Sub-standard status (not a temporary downgrade) for being unsecure, undersize and not weatherproof.

#### ***3.4.6.1 Garages That Can Not Be Alienated***



Where the garage/carport forms part of the SFA (this means it is adjoining or an integral part of the SFA structure), or it is located within the borders of the property, it is inalienable, and the occupant will pay a charge whether it is their intention to utilise the garage/carport or not. Inalienable garages are not to be re-allocated for use to other personnel.

#### *3.4.6.2 Garages That Can Be Alienated*

Where the garage/carport is alienable (this means that the garage is outside the borders of the SFA or located elsewhere on the estate or in a block of garages remote from the SFA), the occupant may declare that they do not intend to use it and therefore no charge is to be made. Notification is to be given immediately if the individual subsequently chooses to use the garage or carport so that appropriate charges can be raised. Alienable garages may be allocated to other personnel subject to them paying the appropriate charge.

Where a family reports that the garage requires a repair that deviates from the Move In standard (weatherproof, accessibility), and the period to complete the repair is over 7 days, a temporary reduction to sub-standard rates of garage charge is to be applied from the date of the repair being reported to the date of completion of the repair. Record of such temporary reductions are to be maintained.

### **3.5 Temporary Downgrade Applicability**

#### 3.5.1 Improvement Works

Where improvement works are carried out in occupied SFA, a 2-band temporary downgrade is to be applied in line with the following:

- A. The duration of temporary downgrade by project type are listed below; where two components are being addressed in a project e.g. kitchen & boiler, only the component of the longest duration is to be applied.
- B. Scaffolding - Full (where scaffolding blocks/covers doors & windows). (Excludes smaller, mobile, temporary scaffold towers). If full scaffolding is being erected and used for project work, then a 2-band temporary downgrade is given from the day it is erected to the day it is removed, up to the maximum permitted 186-day period. This recognises any potential delays to works and acknowledges the suboptimal situation for families.
- C. If no scaffolding is being used and projects run one after the other but overlap in time frame, then a temporary downgrade is given for the singular disturbance in accordance with the guidance detailed above.



### *3.5.1.1 Project Type Temporary Downgrade Duration*

- A. Kitchen, **15 days**
- B. Bathroom, **10 days**
- C. Doors & Windows, **10 days**
- D. Boiler, **10 days**
- E. Major structural works (inc. full reroof/EWI) - duration of project, **up to 186 days**

If multiple projects are scheduled for the same property and do not overlap one another (and there is a break of 3 or more days between each of them), then a temporary downgrade can be given in accordance with the details above for each separate project.

The duration of the temporary downgrade recognises the nature of the works, the duration each SFA is affected for and the time of year that delivery is taking place.

### *3.5.1.2 Communication*

As part of the project communications plan with the affected families, they should be advised that a temporary downgrade will be given against the timescales detailed above on completion of the project. In addition, the IP are to notify appropriate establishment staffs.

Where works are delayed or otherwise impeded so that completion on an individual SFA exceeds the durations above, the IP are to seek advice from the DIO Area Housing Estate Manager (AHEM) in consultation with the DIO Accn CAAS SME on the award of extended downgrades.

### 3.5.2 Pests

Other significant pest infestations (e.g. *Glis Glis*, cockroaches, mice, rats, fleas, bed bugs etc.) lasting 7 days or more, within the living areas of an SFA (excluding lofts, cavity walls, cavity floors, garages, sheds and gardens) where it is having a direct impact on daily living conditions, will attract a 2 band downgrade from the date the issue was first reported – this is to be reviewed by the AHEM and DIO CAAS SME on a regular basis until eradicated.

If pests detailed above are only found within the loft, cavity walls, cavity floors of an SFA where it is having an indirect impact on daily living conditions, will attract a 1 band downgrade from the date the issue was first reported until eradication.



Disruption caused by birds, nesting birds, foxes, moles, badgers, slugs, woodlice, silverfish, ants (inc. flying ants), millipedes, centipedes, house flies, bees/wasps and any other pest not listed here, will not be eligible for a temporary downgrade.

### **3.5.3 Gardens**

Not all SFA have gardens and gardens are not considered in the CAAS assessment; however, if a garden (front and back) has been significantly compromised by way of an environmental impact (e.g. mains flooding, gullies/sewerage, leatherjackets, etc.) and has been deemed unusable in excess of 7 days by DIO AHEM then a one band temporary downgrade can be considered under "environmental disruption" category for a maximum 15 day period only.

The IP is to resolve or provide temporary measures to provide access to a suitable drying space etc. in accordance with their contractual obligations.

Garden sheds and outhouses do not attract any temporary downgrades and families are reminded that any items stored in such places, are done so at their own risk as per policy.

Gardens impacted by significant invasive plants and/or weather events are not eligible for temporary reductions.

### **3.5.4 Damp and/or mould**

This may be present in most homes in small amounts and can usually be managed easily by the family as part of basic cleaning routines. All reported cases of damp and/or mould assessed by an SME from severity level 3 or more, may be eligible for a x1 band TDG for families who have endured this situation for 7 days or more in accordance with this extant policy. Such cases are to be managed by the IP in accordance with their contractual obligations in the first instance.

### **3.5.5 Heating**

Temporary downgrades are applicable where the heating system; when operated correctly, fails to achieve the following temperatures for 7 consecutive days or more and if the use of temporary heaters and focal fireplaces still cannot reach the following temperatures:

- A. Toilet Area/Bathroom falls below 16°C
- B. Living/Sitting Room and Bedroom falls below 18.5°C



A one band temporary downgrade will be applied if the above criteria are met and temperatures detailed above still cannot be reached.

Heating deficiencies lasting 7 days or less will not generate any temporary downgrades.

Total loss of heating systems lasting 7 days or more will generate a 2-band downgrade from the date the issue was first reported until resolved.

### **3.5.6 Hot Water**

If the boiler is offline and hot water has been compromised, a temporary downgrade will not be applicable if the SFA has access to a working immersion heater.

Properties which do not have access to an immersion heater, or it is unable to produce hot water suitable for bathing, families are to be offered temporary accommodation in accordance with the current maintenance contract, until the uninhabitable fault has been repaired.

### **3.5.7 Disruption/Disturbance**

Any significant disruption or nearby disturbance caused by works outside of property's curtilage but within 30 metres of the SFA will be eligible for a one band temporary downgrade for the period of disruption. This includes, minor demolition, building works, roof replacements and MOD road works (including pipe or utility works accessed via MOD roads).

Significant disruption caused by remedial works inside of the property's curtilage (gardens) including the use of machinery (mini diggers etc.) will attract a 1 band temporary downgrade.

Unserviceable lifts in blocks of flats will attract a one band temporary downgrade from the date the fault was reported, from the 3rd floor up. Ground floor and first floor flats will not be eligible.

### **3.5.8 Garages**

Temporary reduction to garage charges will be raised in respect of the criteria at 2.3.5.

Where a garage has been deemed to be unsafe for use or cannot be used i.e. collapsed, fire damage etc., and it has been emptied and sealed off, full garage charges can be



refunded from the date of the issue being identified by an SME until works have been completed.

### **3.5.9 Exemptions for a TDG**

- A. Families who have been offered but refused temporary accommodation and wish to remain in the SFA, will not be eligible for a temporary downgrade.
- B. Road works belonging to the local authority are not eligible for temporary downgrade.
- C. Disruption caused by all tree works is not eligible for temporary downgrade.
- D. Disruption caused by pests, other than as detailed above, is not eligible for temporary downgrade.
- E. Disruption caused by passing traffic (inc. nearby works traffic or road works/diversion traffic) is not eligible for temporary downgrade.
- F. Disruption caused by parked works vehicles within 30 metres of the property is not eligible for temporary downgrade.
- G. Total loss of cooking facilities lasting 7 days or less are not eligible for a temporary reduction. The IP is contractually obliged to provide repair resolution as an Urgent Response within 48 hours of a total loss type fault being reported. Where a resolution is not affected within 48 hours the IP will reimburse subsistence costs in line with JSP 752 rates.
- H. Total loss of a working shower is not eligible for a temporary downgrade, as long as there are working bathing facilities within the property e.g. a fully functional bath.

### **3.5.10 ANDA Properties**

The above criteria may not be sufficient to ensure access requirements to ANDA properties. In this case, families are to contact the DIO CAAS TDG SME in the first instance for consideration on a case-by-case basis.



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## **4 Single Living Accommodation (SLA) Assessment**

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### **4.1 4-Tier Grading (4TG) overview**

The 4-Tier Grading (4TG) system provides a means of determining accommodation charges for Single Living Accommodation (SLA) globally.

People-Accommodation is the tri-Service MOD sponsor of the 4TG Regulations in consultation with the single Service Accommodation Colonels and DIO Accommodation. DIO Accommodation will act as the sponsor for the SLA 4TG Cycle in consultation with the single Service leads/sponsors for 4TG.

The following organisations are responsible for the provision of publicly funded accommodation:

- A. SFA in England, Wales and Scotland – Defence Infrastructure Organisation (DIO).
- B. SFA in Northern Ireland and Overseas – DIO and single Services on a TLB/Grouping basis.
- C. SLA globally – single Services on a TLB/Grouping basis.

### **4.2 JSP 850 Living Accommodation scales and 4TG**

For the purposes of 4TG, the JSP 850 Living Accommodation Scales are taken as the general baseline against which scaling deficiencies may be assessed to ensure fairness of charging.

The presence of a feature in a small minority of new accommodation may attract positive points. However, when more than 50% of the estate is configured with a feature, MOD may consider its non-provision to be a deficiency and permit deficiency points to be awarded.

The JSP 850 Scales which underpin this edition of the 4TG Regulations are detailed within Building Performance Standards (BPS) 1 - Living Accommodation as follows:

- A. SLA (BPS 1.1)
  - BPS 1.1 - Section 2, Part 2 – Junior Ranks SLA.
  - BPS 1.1 - Section 2, Part 3 – Officers, WO and SNCO SLA.



- BPS 1.1 - Section 2, Part 4 – Officer Cadets' SLA.

#### **4.3 Defence Minimum Standard (DMS)**

As of 1 Apr 24, where the accommodation fails the Defence Minimum Standard and remains occupied for more than 48hrs the following should take place:

- A. In the first instance, alternative SLA should be sourced for the SP either on-site or at a locationally appropriate site that meets the DMS (e.g. HMS SULTAN for HMS COLLINGWOOD). Establishments/units should discuss and agree transport arrangements as required.
- B. In the event that alternative SLA is unavailable, no rental element charge is to be raised (it is to be assigned Grade 4a) until the room meets the standard. Units are responsible for assigning Grade 4a to any SLA which has failed to meet the DMS and remains occupied.
- C. At CO's discretion, dependent upon the severity of the failure, field conditions may be initiated for the period the SLA remains below the standard. Any establishment that has assigned field conditions to SLA is to regularly update the TLB Infra teams and the percentage of SLA held at field conditions is to be reported through the H2A process until the issue is rectified.

Accommodation Managers are to establish local routines to regularly report DMS status to Unit HRs to ensure pauses in accommodation charges are suitably recorded and retained. Suspension of rental charges for DMS failures is not in lieu of 4TG downgrades which may also apply and should be registered accordingly.

#### **4.4 4TG System**

The 4TG system provides the mechanism for awarding points for the standard of accommodation from which the overall Grading and the charge is derived. The following areas are included:

- A. JSP 850 Scaling.
- B. Condition internal and external.
- C. Non-property related factors.



Where a standard is not/cannot be met, deficiency points may be awarded. Where the specification is exceptionally high, positive points may be awarded. Positive points can offset deficiency points and vice-versa

#### **4.4.1 Grading criteria and point scoring**

SLA 4TG procedure is at JSP 464 Vol. 2. The overall points score as recorded on the Summary Sheet determines the accommodation grade for charging purposes as follows:

- A. Accommodation Grade 1, 0 to 4 deficiency points
- B. Accommodation Grade 2, 5 to 9 deficiency points
- C. Accommodation Grade 3, 10 to 14 deficiency points
- D. Accommodation Grade 4, 15 to 25 deficiency points
- E. Accommodation Below Grade 4, 26 or more deficiency points

##### ***4.4.1.1 Accommodation Below Grade 4***

For accommodation attracting 26 deficiency points or more, the case is to be referred to the appropriate single Service Authority who will consider whether it would be appropriate to further reduce the charges by waiving the rental element of the accommodation charge and applying only the utility elements of the accommodation charge or waiving both the rental and utility charges. In these cases, the Service Authority may need to consult with the respective TLB but retains the financial authority. Below Grade 4 charges are listed in the annual 'Pay Letter' distributed by REM under the heading 'Utilities Charge' (for SLA), and are summarised as follows:

- A. 4a, Grade 4 less rental element.
- B. 4b, Grade 4 less rental, and utility charges (heat and light and water elements – no charge).

In all cases where an accommodation charge is raised then CILOCT (Contribution in Lieu of Council Tax) is to be charged in accordance with JSP 464. Where accommodation is assessed as Grade 4b (no charge) no CILOCT charges are to be raised.

##### ***4.4.1.2 Award of 5 additional deficiency points when adverse circumstances applying to accommodation are so unusual that they are not covered by the 4TG Regulations.***



In cases where a 4TG Board considers that adverse circumstances applying to accommodation are so unusual that they are not covered by the 4TG Regulations, a recommendation may be made via the Service Authority to People-Accommodation that up to 5 deficiency points may exceptionally be awarded.

## **4.5 4TG Boards**

### **4.5.1 Composition of Board of Officers**

The Service Convening Authority is responsible for convening a Board of Officers to conduct a 4TG Board. The composition of the Board of Officers is as below (composition may be varied where these appointments do not exist):

- A. President – Lt Cdr/Maj/Sqn Ldr or an RO2/C2 (MSF) graded civil servant.
- B. Members – Unit Officer not below Lt Cdr/Maj/Sqn Ldr in a major Unit, EHO or EHP, DIO EFM.
- C. In attendance – DIO/EFM/GPM and/or Mil Clerk of Works, or Contractor as required. Army: RIC FM.

### **4.5.2 Typing and re-typing of SLA**

Where confirmation of the accommodation Type is required, or where there is a requirement to re-Type accommodation to meet changes in demand, the Service Authority in consultation with the accommodation sponsor may direct the 4TG Board to confirm that the accommodation is correctly typed and, if required, to make recommendations to change the accommodation Type. Where the 4TG Board considers that accommodation is inappropriately Typed, the 4TG Board should grade the accommodation against the correct Type and include their recommendation for re-Typing in the Board's proceedings.

#### ***4.5.2.1 Frequency of re-grading accommodation.***

4TG SLA is to be audited, where all SLA is to be reviewed, at least once every 4 years. Re-grading outside the rolling audit may be required, examples include:

- A. Re-typing or re-appropriation of SLA.
- B. Upgrade or refurbishment of SLA. Where accommodation has been subject to improvement, it is normally to be re-graded by the managing authority within 1



month of completion. It is acceptable for Boards to inspect in-depth only a proportion of like properties within the same estate where similar conditions apply.

- C. Board of Officers (BoOs) should be convened for sites known to have benefited from any upgrade/refurbishment programme.
- D. BoOs should be convened where there have been material changes in any of the factors assessed under the 4TG system for a property, where the cumulative effect of deficiency or positive points awarded could result in an increase or decrease in the grade for charge for that property.
- E. Appropriation of SFA as SLA, where there is a requirement.

#### **4.5.3 Advance notice to occupants**

Where 4 Tier Grading Board is convened, the accommodation sponsor is to notify occupants at least one month in advance of the date of the Board, thereby ensuring that occupants:

- A. Have advance notice that their charges may be affected.
- B. Have an opportunity to request that their accommodation is included in the board.
- C. Have an opportunity to review the findings and offer challenge.

SLA occupants are to be informed via Unit orders and/or Unit notices.

#### **4.5.4 Temporary Downgrading under 4TG**

##### ***4.5.4.1 Temporary deficiencies or reductions in amenities lasting for 5 days or more***

This option should be applied where there is a significant deficiency or reduction in amenities, including a permanent or intermittent failure of utilities covered by the accommodation charge (meaning water and sewerage to SFA, and gas, electricity, heating oil, water and sewerage to SLA). The responsibility to initiate temporary downgrading of accommodation charges and or provide substitute or temporary facilities resides with the Commands/Divisions/Districts to authorise:



- A. Issue persists for less than 5 days: Deficiencies or reductions in amenities, lasting for 5 days or less, will not generate any downgrading of SLA and thus no change to charge.
- B. 5 to 182.5 days persists: Should the maintenance issue persist beyond 5 days, and it is likely to last up to 6 months a temporary downgrade of SLA should be applied using the 4 Tier Grading board process outlined in JSP 464 Vol. 2. Retrospective application can be back dated to day 1 of 5.
- C. Beyond 6 months. If the conditions giving rise to the temporary downgrading still prevail a 4TG board must be conducted to reflect those.

#### **4.5.5 Reporting**

The results of the Grading Board are to be staffed within 2 months of the date of the Board as specified in the 4TG Board Convening Order. Occupants of accommodation subjected to a 4TG Board are to be notified of the outcome of the Board within 3 months of the date of the Grading Board.

##### *4.5.5.1 Staffing of the Board's proceedings.*

The staffing process for SLA 4TG Boards varies according to TLB. Accordingly, the Board President is to submit and seek approval for the 4TG Board Proceedings in accordance with the appropriate TLB process.

Once staffed internally the final copy (together with any supporting information from the DIO/EHO) is to be forwarded to DIO Accommodation (PR3) for retention and recording on the SLA Management Information System. (Copies to be kept at the local level as required by the TLB).

##### *4.5.5.2 Unit/SSO/DIO Accommodation Action.*

Units/SSOs/DIO Accommodation are responsible for:

- A. Notifying occupants of accommodation in writing of the findings of a Grading Board within 3 months of the date of the Board.
- B. Sending a copy of the Grading Points Summary Sheet to each occupant so that they are aware of the points awarded and the Grade of the accommodation.



- C. Where a Grading change is approved by the Service Authority, occupants of the any changes to the accommodation are to be notified in advance of any reduction from pay of any changes to the accommodation charge.
- D. Raise the appropriate forms to amend administrative records to ensure that correct charges are raised.

#### *4.5.5.3 Effective Date for Change of Accommodation Charges under 4TG*

- A. **Formally convened 4TG Boards in accordance with the 4-yearly rolling programme.** Changes in charges (both up and down) arising from formally convened 4TG Board should take effect 3 months after the date of the Board's visit.
- B. **4TG Boards convened as a result of grading challenges on first occupancy.** Changes in charges arising from a challenge of the grading on first occupancy should take effect from the date of occupancy.

#### 4.5.6 Invalidation of the findings of a 4TG Board

The findings of a Board will be invalidated if:

- A. The results of the Grading Board are not staffed within 2 months of the date of the Board's visit as specified in the 4TG Board Convening Order, and not notified to occupants within 3 months of that date.
- B. A breakdown in the grading procedures takes place within the prescribed timeframe which results in occupants of affected accommodation being unfairly disadvantaged.

#### 4.5.7 Assurance

Accommodation sponsors are to keep records of current gradings and the date of the last Board, for all SLA. TLBs are responsible for auditing and assuring all findings within the permitted timeframes. Where incorrect procedures are used, TLBs in discussion with the Service Authority (and MOD if necessary) are to determine whether the findings of the Board are to be invalidated. In that event, and where timescales have been exceeded the Service Authority is to direct that a Grading Board is to be reconvened at the earliest opportunity.

TLBs are to examine paperwork to assure the data and results prior to logging on to the electronic 4TG tool, which is mandated to be used to record 4TG Boards of Officers' inspections.



## **4.6 Requirement to Grade, Field Conditions, and Transit SLA**

### **4.6.1 4TG and Charging Requirement for SLA**

All SLA is to be graded in accordance with 4TG regulations and charges raised accordingly. For clarity:

- A. X & Y Type SLA (provided for use by Phase 1 and Phase 2 trainees) and SLA used for the purpose of providing transit accommodation is to be graded.
- B. In principle, all Service Personnel occupying SLA will be charged at the appropriate rate for the type and grade of accommodation they occupy.
- C. SLA charges may be waived in certain circumstances.

### **4.6.2 Training Camp and Transit Accommodation**

#### **4.6.2.1 *Austere conditions***

Training Camp accommodation is ungraded accommodation ordinarily provided specifically for the purpose of exercises and short training courses for trained personnel and does not meet the required standards for a charge to be applied. Training Camp accommodation should not routinely be occupied on a permanent basis. Where, by exception, it is used to temporarily accommodate personnel as their allocated SLA bedspace (up to 2 weeks), field conditions should be applied. In these circumstances' accommodation charges are not raised; therefore, this type of accommodation is not to be graded.

#### **4.6.2.2 *Field Conditions (SLA)***

Field conditions are deemed to exist where graded accommodation is not provided and Service personnel occupy, for example: tentage; bivouacs; vehicles; barns; hangars; outbuildings; derelict and abandoned properties; church halls; and hatted camps. This list is not intended to be definitive but may include SLA if it has not met the Defence Minimum Standard.

#### **4.6.2.3 *Permanent SLA used as Transit (SLA)***

The term 'Transit SLA' is often used to describes spare capacity permanent SLA that is used for the purpose of providing temporary accommodation. SLA used as transit



accommodation is still to be graded in accordance with 4TG regulations and charges raised accordingly.

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## **5 Document Information**

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### **5.1 Document Information**

Filename:	JSP 464 Volume 3 – UK Charging and Assessment Guide
Document ID:	
Owning Function / Team:	Accommodation Policy Team
Service Owner (1*):	Hd Accommodation Policy
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### **5.2 Document Versions**

Version	Pub. Date	Revision History	Revised Pages
1	16/09/2025	Policy Simplification	N/A
2	14/10/2025	Corrective updates following policy simplification	N/A
3	12/25/2026	Corrective updates following policy simplification	N/A

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## **6 Diversity and Inclusion**

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MOD respects and values people of all backgrounds. The Tri-Service Accommodation regulations are designed to ensure all employees are treated in a fair, transparent and consistent manner. All those involved in the management of MOD employees must abide by legislation and should adhere to MOD policy.

For more information on diversity and inclusion, please see the [MOD Diversity & Inclusion Pages](#) on MODnet.

This policy has been subject to an Equality Impact Assessment (EqIA).