

**DATED 1 JUL 2022**

**AMENDMENTS TO TRI-SERVICE ACCOMMODATION REGULATIONS JSP 464**

**Volume 1, Part 1 – Directive: Service Family Accommodation (SFA) and Substitute Service Family Accommodation UK and Overseas**

**Chapter 6 – Rules and Conditions for Occupation**

**Section II - Entitlement and Provision of White Goods at Public Expense**

**0615. Entitlement and Provision of White Goods at Public Expense.** Service personnel occupying SFA on an unaccompanied/single basis by virtue of their appointment are entitled to provision of white goods at public expense. White goods provision is limited to fridge/fridge freezer, washing machine and tumble dryer which will be sourced via ~~DIO RD Accn regional staffs~~ **the IP NAMS Supplier**. Publicly funded white goods are to remain in the SFA at March Out and disposed of/relocated by DIO RD Accn/Unit staffs. **There is no entitlement to the provision of white goods equipment/soft furnishings and non-standard SFA furniture at public expense for the purposes of Official Hospitality (OH); any such items are held on the inventory of the individual SFA, and maintained, replaced, or disposed of appropriately as required by the relevant unit.**

**Volume 3, Part 1 – Directive: Service Accommodation Charges, Combined Accommodation Assessment System (CAAS) and 4-Tier Grading (4TG)**

**Chapter 6 CAAS Assessment Procedures for SFA**

**Temporary Reduction**

**0613. 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. Where there is a significant deficiency or reduction, including environmental disruption<sup>22</sup>, 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, DIO may authorise a temporary reduction of up to two rental bands for the period of disruption. **The criteria that must be met for a temporary reduction to be applied are listed at Annex C.** This will be applied as follows:

- a. A two rental band reduction 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 reduction will not be awarded.**
- b. A one rental band reduction is to be applied where there is environmental disruption that impacts on the occupants 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<sup>23</sup>**

<sup>22</sup> Building works immediately adjacent to the property which may restrict access or access routes to accommodation or significantly effects living conditions due to noise, dust or other hazard.

<sup>23</sup> e.g. construction works to the rear of a street will impact those SFA backing onto the site; an estate wide approach is not appropriate, e.g. not for those properties on another street on the estate that is not adjacent to the site.

**0614.** **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 reduction can be considered (e.g. repeated short term failure of the boiler). Each case will be assessed by the AHM on a case-by-case basis. Evidence providing justification needs to be recorded for each case by the DIO CAAS TDG SME.**

~~0614. Temporary deficiencies or reductions in amenities requests. SFA occupants, Unit Welfare Staff and Single Service Housing Colonel Staff may request a temporary reduction where the provisions of para. 0613 are met. This should be initiated through the relevant single point of contact.~~

~~0615. Temporary reductions in amenities during major improvement or repair. Reductions in amenities during major improvement or repair may merit a temporary reduction of two rental bands and should be requested by the contractor and authorised by DIO for the period of reduction in amenities. A two rental band reduction is only to be applied where the deficiency or reduction in amenities would substantially reduce the Condition (DHS) assessment.~~

**0615.** Temporary reductions are to be raised in writing, on form FR434, for the IP OST to action through JPA. All temporary reduction requests are to be recorded on the Temporary Reduction 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 and may include a review date, especially where the period is likely to exceed 93 days to the maximum 186 days. 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 reduction requests to be backdated to the date of occupation of the SFA.

**0616.** If after 93 days, the conditions giving rise to the temporary reduction still prevail, the originator (AHM, Project Manager) ~~DIO~~ is to review and make recommendations for extension (up to the maximum allowed x186 days) to the temporary reduction, and must provide DIO CAAS SME with substantial evidence supporting the request (e.g. photos, videos, architectural plans etc.)

**0617.** After a total of 186 days, the temporary reduction will cease. If conditions giving rise to the temporary reduction still prevail, action to formally re-assess and re-band the property should be taken in accordance with the instructions within this Chapter (JSP464 Vol 3 Pt 1).

**0618.** In exceptional circumstances a re-assessment may not change the CAAS band allocated prior to temporary reduction, but the cause of the temporary reduction remains; in this circumstance DIO CAAS TDG SME is to be consulted on the next appropriate course of action to take.

### **Multiples of Temporary Reductions / Compensation**

**0619.** A maximum of 2 CAAS bands temporary reduction can be awarded to a property at any one time, irrespective of if multiple issues exist at that property. Multiples of temporary reductions cannot be applied over and above the maximum 2 CAAS band temporary reduction (see SFA Charge Temporary Reduction Criteria at Annex C).

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

**0620.** 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 the "Improvement Works" section in Annex C.

### **Garages.**

**0621.** CAAS banding temporary reductions 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.

**0622.** Garages can be awarded Sub-standard status (not a temporary reduction) for being unsecure, undersize and not weatherproof. Please see the separate policy for more information regarding garages in JSP464, Vol 3, Pt 1, Para 0414 a. and b. and Para 0616.

Where an occupant reports that the garage requires a repair that deviates from the Move In standard (wind and weather proof, accessibility), and the period to complete the repair is over 7 days, a temporary downgrade to sub-standard 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 downgrades is to be maintained.

**ANNEX C TO CHAPTER 6**

**SFA CHARGE TEMPORARY REDUCTION CRITERIA**

**Improvement Works**

1. Where improvement works are carried out in occupied SFA, a 2-band temporary reduction is to be applied in line with the following:
  - a. The duration of temporary reduction 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 reduction 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 sub-optimal 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 reduction is given for the singular disturbance in accordance with the guidance detailed above.

<b>Project Type</b>	<b>Temporary Reduction Duration (days)</b>
Kitchen	15
Bathroom	10
Doors & Windows	10
External Wall Insulation	15
Full re-Roof	15
Boiler (delivery during Sep - Apr inclusive)	10
Major structural works	Duration of project, up to 186 days

2. 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 reduction can be given in accordance with the details above for each separate project.
3. The duration of the temporary reduction recognises the nature of the works, the duration each SFA is affected and the time of year that delivery is taking place.
4. Communication. As part of the project communications plan with the affected families, they should be advised that a temporary reduction will be given against the timescales detailed above on completion of the project. In addition, the IP are to notify appropriate establishment staffs.
5. 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 (AHM) in consultation with the DIO Accn CAAS SME on the award of extended reductions.
6. 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 reduction for 15 days 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.

7. 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 reduction.

### **Gardens**

8. 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 reduction can be considered under "environmental disruption" category for a maximum 15 day period only.

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

10. Garden sheds and outhouses do not attract any temporary reduction awards and families are reminded that any items stored in such places, are done so at their own risk.

11. Gardens impacted by weather events are not eligible for temporary reductions.

### **Damp and Mould**

12. Damp and/or mould may be present in most homes in small amounts and can usually be managed easily by the occupant as part of basic cleaning routines.

13. The process for applying temporary reductions for serious cases of damp and / or mould is contained in the Damp and Mould Action Plan, that has been collaboratively created and authorised by both People Accommodation Policy and DIO.

14. The Damp and Mould Action Plan contains detailed processes to be followed in these cases and adheres to the wider principles for Temporary Reductions as outlined in this volume.

### **Heating**

15. Temporary reductions are applicable where the heating system, when operated correctly, fails to achieve the following temperatures for 7 consecutive days or more between the months of Sep - Apr 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

16. A one Band temporary reduction will be applied if the above criteria are met and temperatures detailed above still cannot be reached.

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

18. Total loss of heating systems lasting 7 days or more will generate a 2-band reduction.

### **Hot Water**

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

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

21. Families who have been offered but refused temporary accommodation and wish to remain in the SFA, will not be eligible for a temporary reduction.

### **Disruption / Disturbance**

Disruption caused by nearby works outside of property's curtilage but within 30 metres of the SFA will be eligible for a one band temporary reduction 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).

22. Significant disruption caused by flooding/sewerage and remedial works inside of the property's curtilage (gardens) including the use of machinery (mini diggers etc.) will attract a one band temporary reduction.

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

24. Road works belonging to the local authority are not eligible for temporary reduction.

25. Disruption caused by all tree works is not eligible for temporary reduction.

26. Disruption caused by pests, other than as detailed above, is not eligible for temporary reduction.

27. Disruption caused by passing traffic (inc. nearby works traffic or road works/diversion traffic) is not eligible for temporary reduction.

28. Disruption caused by parked works vehicles within 30 metres of the property is not eligible for temporary reduction.

29. 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.

30. Total loss of a working shower is not eligible for a temporary reduction, as long as there are working bathing facilities within the property e.g. a fully functional bath.

### **ANDA Properties**

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