



DIO Service Delivery Accommodation Service Family Accommodation - Compensation Scheme

Background

1. The MOD and its Industry Partners (IPs) aim to provide the highest possible standard of service to those entitled Service personnel and their families who live in Service Family Accommodation (SFA) and Substitute Service Family Accommodation (SSFA) in the UK. On occasion when those standards are not met in two specific activities, MOD will now recognise this by paying compensation, through High Street vouchers only, to offset any inconvenience caused. The new SFA Compensation Scheme will cover:

- Missed appointment; and
- Significant defect(s) at Move-In.

2. The effective date of the scheme is 1 April 2017; no claims for compensation for events prior to that date will be considered.

Scope of Scheme

Missed Appointments

3. Missed appointments can be the cause of much frustration to SFA occupants, especially when they are not kept informed if an appointment may be missed in real time. Therefore, in the event that IPs fail to attend a pre-arranged appointment at a SFA within the agreed appointment window, and do not provide adequate notice of this, then the occupant may claim for a Missed Appointment. The level of compensation will be £30 for each individual occurrence.

4. For the purposes of this scheme, adequate notice will be deemed to have been given should the IPs inform the occupant before 5pm the day prior to the planned appointment that it will not take place. This message should be provided by phone call (leaving a voice mail is acceptable) or text message with the final back up of an email direct to the occupant. If, on the day of the appointment, the IP operative is running late due to previous job(s) over running, and calls ahead and agrees a later appointment on the same day with the occupant, this would not result in a missed appointment. Missed appointments will cover the following activities only:

- Response maintenance;
- Pre-planned maintenance;

Significant Defect(s) at Move-In

5. A problem-free Move-In is important as it can help set the correct tone at the outset of occupancy. Therefore, should problems arise, it is right that occupants receive an appropriate level of compensation in line with the following circumstances:

- Failed Move-In through a fault or problem which renders the property uninhabitable, and causes the family to be temporarily accommodated in either a hotel or contact house, or permanently accommodated in alternative SFA. The level of compensation will be £100.
- A Move-In where there are issues causing significant disruption. Under contractual arrangements, IPs are required to rectify matters quickly (in SFA this must be within 24 hours). However, it is recognised that having to deal with such circumstances can cause additional anxiety. Therefore, in the event that there is a significant aspect of cleanliness not to the required standard, including carpets and cooker, or there is a complete loss of an essential amenity such as heating, hot water, or total cooking facilities, then the occupant may be entitled to a payment of either £50 or £100.

How to Claim

6. For a missed appointment, the occupant must apply using the appropriate template form via DIO SD Accommodation intranet site within 14 days of the occurrence, or via SFA external gov.uk website with the required structured information within the same timeframe. Evidence must be provided to support the claim (where available).

7. For significant defects at move in, the details must be captured at that time on the Occupancy 1 Form, (or alternative Move in Form for those in SSFA) and must include the IP and/or DIO agreed course of action. It is therefore important that Service personnel (or their nominated proxy) take care to ensure that any significant defects are properly and accurately recorded, including, if appropriate, photographic evidence. In addition to capturing the detail during the move in appointment occupants must apply, within 14 days of the occurrence, using the template form on the DIO SD Accommodation intranet site, or, via SFA external website with the required structured information.

8. If you have access to DII, then claims for compensation should be submitted on the template form available at the following link (MOD systems only): **NB: Please open the compensation form using Internet Explorer (IE) as your browser - not Google Chrome. Also - If you have recently upgraded to Office 2016 - please ensure you also install Office InfoPath 2013 from the Software Centre (accessible by clicking on the Microsoft Start Button in the bottom left hand corner of the Taskbar). The online InfoPath form will not work until this has been completed:**

<http://defenceintranet.diif.r.mil.uk/libraries/3/Docs6/20170117.1/SFA-Customer-Compensation-Scheme-Form.xsn>

If you don't have access to DII, then a compensation claim can be made by email. Email the DIO SFA Customer Compensation team setting out your compensation claim so that you include:

- The date of the appointment you are claiming for.
- Your name and telephone number.
- The SFA address relating to your compensation claim.
- The reason for your claim i.e. either a missed appointment or a significant defect(s) at move in.
- Any additional information to support your claim (including any photographic evidence).

For claims relating to missed appointments, please provide Job Reference Number, date and time of notification of postponement/cancellation by contractor along with any other relevant details.

If the claim is relating to significant defect(s) at move in please provide E1132 reference number, details of issues identified and any other action taken.

Any emails not containing all of this information will not be accepted by the DIO SFA Customer Compensation team. Late claims will not be accepted.

Please send your completed email to: DIOSDAccn-CCT@mod.gov.uk

Handling of Claims

9. Once a claim is received, the DIO Compensation Claim Team will then consider the claim, and aim to respond to it within one calendar month. The claimant will be informed whether the claim has been accepted or rejected. If accepted, then arrangements will be made for High Street vouchers to be issued. If rejected, then the reasons for this will be explained. There will be no appeals process. If the issue(s) identified at move in have not been rectified by the IP, and the occupant remains dissatisfied with the service provided, then the existing complaints process should be followed. The Compensation Claim Team will determine if an appointment has been missed based on information supplied by the IP. If a claimant disputes the information provided by the IP in relation to a missed appointment then the existing complaints process should again be followed.

10. This scheme only relates to the specific issues of missed appointments and significant defects at move in. Other claims relating to losses incurred, damage to property, or payment of T&S costs whilst in temporary accommodation should be submitted to the relevant IP through the existing process.