

## Family Housing Complaints

On Monday 28 April 08 AFF did two BBC News interviews about Service Family Accommodation complaints. The main focus of these interviews was complaints received about the communal 'patch' area, and was based on AFF's Jan-Mar 08 Families Concerns report.

The MOD's response to these interviews on 29 April reads: BBC TV reported last night that data from the Army Families Federation showed that 60 per cent of complaints made were about housing. MOD will use this data as a part of our ongoing commitment to listen to our people and improve the services we provide. The latest repair performance report shows that 99 per cent of calls to the repair helpdesk are responded to within two minutes. 99 per cent of Emergency, Urgent and Routine repairs are completed within the right timescales and some 99 per cent of properties meet the required move-in standard for Service families.

As with every home repair job, things don't always run to plan, but there is dedicated staff to discuss each ongoing case. Maintenance and repair works which can't be resolved via the helpdesk can be directed through Housing Officers (there are 150 based at 55 locations) who will act on behalf of occupants.

We are committed to providing the highest standard of accommodation for our Armed Forces and their families. That's why we are spending over £8bn on accommodation in the next decade. The Army Families Federation data also recognises the significant improvements we have made on last year's performance in key areas - repairs/maintenance; allocation/entitlement; cleanliness.