

**JSP 464**

**TRI SERVICE ACCOMMODATION REGULATIONS (TSARs)**

**PART 4**

**MOD'S 4 TIER GRADING FOR CHARGE REGULATIONS FOR SERVICE  
FAMILY ACCOMMODATION, SINGLE LIVING ACCOMMODATION AND  
THE SUBSTITUTE EQUIVALENTS**

As at 13 Jul 12

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## RECORD OF CHANGES

[illegible]

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## CHAPTER 1

### **MOD'S 4-TIER GRADING FOR CHARGE REGULATIONS FOR SERVICE FAMILY ACCOMMODATION (SFA), SINGLE LIVING ACCOMMODATION (SLA), AND THE SUBSTITUTE EQUIVALENTS**

#### **SECTION 1**

#### **INTRODUCTION**

0101. **Concept.** The 4-Tier Grading (4TG) system provides a consistent means of determining accommodation charges for differing standards of Service Family Accommodation (SFA) and Single Living Accommodation (SLA) globally. The 4TG system assesses a number of criteria relating to accommodation scaling (drawn from the SFA and SLA scales in JSP 315), accommodation condition (elements of which may be informed by DIO's Estate Condition Survey Assessment Methodology dated 25 Mar 02), provision of key local amenities and environmental factors (e.g. noise).

0102. **Responsibility for Policy.** Policy is approved by The Defence Council for the Army and the RAF and by the Privy Council for the Royal Navy . Within MOD, the Secretary of State for Defence has overall responsibility for all aspects of Defence. He chairs the Defence Council [which directs PUS] and thence the Deputy Chief of Defence Staff (Personnel) (DCDS(Pers)). With few exceptions, DCDS(Pers) formulates Service living accommodation policy on behalf of the Defence Council in respect of all three services pursuant to its powers and delegations . Where policy responsibility lies elsewhere, the lead organisation is indicated at the top of the relevant regulation within this JSP. DCDS(Pers) delegates responsibility for the formulation of tri Service living accommodation policy lead to the Director Service Personnel Policy (D SP Pol). Within SP Pol, the head of Service & Veterans Welfare (SVW) delegates day to day responsibility for accommodation policy to the Asst Head SVW – AFW, the regulations for which are promulgated in this JSP. In discharging these responsibilities, the Asst Head SVW – AFW may consult with the single Service Housing Colonels. Sponsorship and periodic review of the policy is vested in SVW-Accommodation Policy (SCW-AP) staff. Proposals for changes to this JSP should be submitted to SCW-AP via the single Service Housing Colonel staffs.

0103. **Sponsorship of 4TG.** DCDS(Pers) SVW Accommodation Policy and DCDS(Pers) SVW - Pay and Manning are the joint tri-Service MOD sponsors of the 4TG Regulations in consultation with single Service Authorities (Pay/Housing Colonels).

0104. **Sponsorship of accommodation.** The following organisations are responsible for the provision of publicly funded accommodation:

- a. SFA in England, Wales and Scotland – Defence Infrastructure Organisation Operations Accommodation (DIO Ops Accommodation)
- b. SFA in Northern Ireland and Overseas – single Services on a TLB/Grouping basis
- c. SLA globally – single Services on a TLB/Grouping basis

## SECTION 2

### **JSP 315 LIVING ACCOMMODATION SCALES**

0105. **JSP 315.** JSP 315 is the Services Accommodation Code which lays down the general standards set by MOD, with the agreement of HM Treasury, for the provision of accommodation to the Armed Forces. As such, the primary purpose of the Scales is to provide indicative guidance to inform new build and refurbishment, although there may be other external factors which may influence the final design and specification of new build projects. Accordingly, the scales do not constitute an entitlement to a particular specification of accommodation.

0106. **JSP 315 and linkage to the 4TG Regulations.** For the purposes of 4TG, the JSP 315 Living Accommodation Scales are taken as the general baseline against which scaling deficiencies may be assessed to ensure fairness of charging. However, since MOD will seek to update the Scales to ensure broad comparability with the specification and design of new accommodation built in the civilian sector and to take account of other factors (such as Government Planning Guidelines) which may affect new build projects, a judgement will be taken on the extent to which recent additions to the Scales will be reflected across into the 4TG Regulations. As a general rule, the presence of a particular feature in a small minority of new accommodation (eg provision of en suite to the master bedroom and a utility room in new build SFA) may attract positive points in order to ensure fairness of charging, and to avoid the widespread downgrading of the balance of the existing estate which is not so equipped. However, when more than 50% of the estate is configured with a particular feature, MOD would normally consider its non provision to be a deficiency and permit deficiency points to be awarded under 4TG. Ultimately, there should be freedom for MOD to update the Scales without being obliged to reflect the non provision of a recently introduced improvement as a deficiency across the balance of the existing estate, thereby reducing the effect on accommodation charge receipts and ensuring that occupants of the accommodation are fairly charged.

0107. **Current JSP 315 Scales.** At each 4 yearly review of the 4TG Regulations, MOD will agree with the Service Authorities how revisions to JSP 315 Scales which have taken place during the previous 4 years will be reflected in the 4TG Regulations, and whether the scoring criteria and the numbers of deficiency and positive points should be reviewed. The JSP 315 Scales which underpin this edition of the 4TG Regulations, are as follows:

a. **SFA.**

- i. Scale 21(Amendment 14/October 2005) – Officers Family Quarters.
- ii. Scale 22(Edition 3/July 1999/Amendment 14/October 2005) – Other Ranks Family Quarters.

b. **SLA.**

- i. Scale 3(Amendment 18/September 2007) – Junior Ranks.
- ii. Scale 30 (Amendment 18/September 2007) – Officers.
- iii. Scale 32 (Amendment 18/September 2007) – Officer Cadets and Candidates.
- iv. Scale 35 (Amendment 18/September 2007) – Senior Non Commissioned Officers.

## SECTION 3

### 4TG SYSTEM

0108. **Methodology.** The 4TG system provides the mechanism for awarding points for the standard of accommodation from which the overall Grading and the charge is derived. Where a standard is not, or cannot, be met, the deficiency is awarded a number of deficiency points. Where the specification of a minority of accommodation (principally arising from new build projects) is exceptionally high, positive points may be awarded to offset the deficiency points for a balanced and fair grading to be determined. Currently, positive pointing applies to SFA and SSFA only.

0109. **Grading criteria and point scoring.** The 4TG procedure is at Annex A (SFA) and Annex B (SLA). Table 1 of each Annex provides a summary of the criteria covering scaling, condition and other non accommodation related factors which are to be assessed together with the number of deficiency points which may be awarded when a particular criteria is not met, offset where applicable with any positive points. Further amplifying detail in each Annex is provided in supporting Tables, together with a Grading Points Summary Sheet. Guidelines on the assessment of adverse environmental factors for the 4TG of both SFA and SLA is at Annex C. The overall points score as recorded on the Summary Sheet determines the accommodation grade for charging purposes as follows:

NET OVERALL POINTS SCORE	ACCOMMODATION GRADE
0-4 deficiency points	1
5-9 deficiency points	2
10-14 deficiency points	3
15-25 deficiency points	4
26 or more deficiency points	Below Grade 4 – See 0109 below

0110. **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 charging for the utilities only, or waiving the rental element and the heat and light and/or the water elements of the accommodation charge. 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' under the heading 'Grade 4 charges less rent element' (for SFA) and 'Utilities Charge' (for SLA), and are summarised as follows:

Net overall points score	Accommodation Grade	Description	Applicable to SFA	Applicable to SLA
26 or more	4a	Grade 4 less rental element	Yes	Yes
26 or more	4b	Grade 4 less rental and heat and light elements	No	Yes
26 or more	4c	Grade 4 less rental and water elements	No	Yes
26 or more	4d	Grade 4 less rental, heat and light and water elements – ie no charge.	No	Yes

In all cases where an accommodation charge is raised (Grades 4a, b and c) then CILOCT (Contribution in Lieu of Council Tax) is to be charged also in accordance with Service regulations. Exceptionally, where accommodation is assessed as Grade 4d (no charge) no CILOCT charges are to be raised.

**0111. 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 (single Service Pay/Housing Colonels) to DCDS(Pers) SVW – PM that up to 5 deficiency points may exceptionally be awarded.

## **SECTION 4**

### **4 TIER GRADING BOARDS**

**0112. Composition of Board of Officers.** The Service Authority is responsible for convening a Board of Officers to conduct a 4 TG Board. The composition of the Board of Officers is as below (composition may be varied where these appointments do not exist):

Ser	Board (Note 1)	DIO OPS ACCOMMODATION administered SFA	Services administered SFA	Services administered SLA
1	President (Note 2)	Lt Cdr/Maj/Sqn Ldr	Lt Cdr/Maj/Sqn Ldr	Lt Cdr/Maj/Sqn Ldr
2	Members	DIO Ops Accommodation representative (Note 3)	HIC Rep/FHWS/ SSO representative /Senior Officer from Unit concerned	Unit Officer not below Lt Cdr/Maj/Sqn Ldr in a major Unit
3		EHO or EHP (Note 4)	EHO or EHP (Note 4)	EHO or EHP (Note 4)
4	In attendance	Customer Care Officer or Technical Liaison Officer	Estate Manager	
5		DIO/EWC/GPM and/or Mil Clerk of Works (Note 5)	DIO/EWC/GPM and/or Mil Clerk of Works (Note 5)	DIO/EWC/GPM and/or Mil Clerk of Works (Note 5)

Notes:

1. Civil secretariat representation may be included IF REQUIRED on a single Service basis.
2. President may be an RO2/C2 (MSF) graded civil servant.
3. DIO Ops Accommodation representative required where DIO Ops Accommodation administered SFA is being assessed (i.e. SFA in England, Scotland & Wales).
4. Only Environmental Health Officer (EHO) or Environmental Health Practitioners (EHP), as appointed by Senior Medical Officer (SMO) may represent Medical (if required).
5. DIO representative/Establishment Works Consultants (EWC)/ Garrison Property Manager (GPM) and/or Contractor representative (if required).

**0113. Typing and re-typing of SFA and 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.



## SECTION 5

### **4 TIER GRADING BOARDS – FREQUENCY**

0114. **Frequency of re-grading accommodation.** Accommodation is to be subject to a rolling audit, where all SFA/SLA is to be reviewed at least once every 4 years. Any changes to the current JSP 315 scales (para 0106) during the 4-year audit period will not trigger a review, but will be considered by MOD for inclusion in these instructions at the beginning of the next 4 year rolling audit period. Re-grading outside the rolling audit may be required; whilst it is not possible to detail all occasions when this will be required, common examples are re-appropriation of SLA and upgrade or refurbishment of SFA/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. Accommodation is to be validated using the appropriate Grading Points Summary Sheet at Annexes A and B.

0115. **Advance notice to occupants.** Where the Service Authority convenes a 4 Tier Grading Board in accordance with the rolling 4 yearly programme or when there has been upgrade or refurbishment of accommodation outside the rolling programme, the accommodation sponsor is to notify occupants at least one month in advance of the date of the Board, thereby ensuring that occupants have advance notice that their charges may be affected and also so that they have an opportunity to request that their accommodation is included in the Board. Occupants of each SFA are to receive written notification. SLA occupants are to be informed via Unit orders and/or Unit notices.

## SECTION 6

### **GRADING CHALLENGES AND ERRORS**

0116. **Challenge of grade on new occupancy.** On moving in to SLA /SFA, the accommodation sponsor (Unit/SSO/DIO Ops Accommodation) is responsible for informing occupants of the current Grade of their new accommodation; that they have 3 months, from the date of their occupation, in which to challenge the grade in writing; and that any change in accommodation charges arising from a successful challenge will be backdated to the date of first occupancy (see para 0117). In order to avoid long-term retrospective claims, challenges of grade on first occupancy must initially be examined promptly by a representative of the Service Authority and the accommodation sponsor within 1 month of receipt of the challenge. Depending on the outcome of the initial visit the Service Authority is to determine whether there is a requirement for a full Grading Board to take place. If there is a requirement, the full Grading Board's site visit must take place within 3 months of receipt of the challenge.

0117. **Grading errors and challenges after a Grading Board.** Following a Grading Board, should the SFA/SLA occupant suspect that there is an error in the Grading Points Summary Sheet or wish to challenge the findings of the Board, they should immediately inform the appropriate sponsor in writing. The findings of the Board may then be reviewed.

0118. **Refunds of charges where a grading error or challenge is upheld.** Where an error or challenge is upheld, MOD (via the Service Authorities) has delegated authority by HM Treasury to allow a refund of accommodation charges back to the date of occupancy; subject to approval by the appropriate budget-holder. Any request outside of this delegation would require exceptional HM Treasury approval via DCDS(Pers) SVW – PM.

## SECTION 7

### **TEMPORARY DOWNGRADING**

0119. **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 deficiency points score. 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) which is likely to last for between 7 days and 3 months, Commands/Divisions/Districts may authorise temporary downgrading of accommodation. Where the temporary deficiency is likely to last for more than 3 months the case is to be referred to the Service Authority at MOD level. In respect to the temporary downgrading of SFA in UK, DIO Ops Accommodation may recommend to the respective Service Authority that temporary downgrading would be appropriate as a result of deficiencies reported by occupants, identified during move in/out or other routine visits to the SFA. Subject to approval from the Service Authority, occupants will be entitled to a refund, being the difference between the charge for the accommodation occupied, based on its previously assessed Grade, and the charge for the appropriate lower Grade which has been triggered by the points score for the period the temporary deficiency or reduction exists. Where applicable, the request is to be supported by the appropriate certification by the EWC in UK or GPM elsewhere. An environmental health survey is not essential providing there is sufficient evidence to justify the temporary downgrading. If after 6 months, the conditions giving rise to the temporary downgrading still prevail, action to downgrade should be taken in accordance with the Instructions in this Chapter.

## SECTION 8

### **4 TIER GRADING - REPORTING**

0120. **Reporting timetable.** The results of the Grading Board are to be staffed (as per para 0121) within 2 months of the date of the Board as specified in the 4 Tier Grading 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 (as per para 0122).

0121. **Staffing of the Board's proceedings.** Following a 4 Tier Grading Board, the Board President is to submit a copy of the Proceedings to the appropriate Command/Regional Brigade Headquarters (Regional District Headquarters when below grade 4 is recommended or contentious issues have arisen), together with any supporting information from the DIO/GPM/EHO/EHI or DIO Ops Accommodation where appropriate. If for any reason this supporting information is unobtainable, a certificate signed by the Board President is to be included detailing the points and explaining why it is not available. The Command/Brigade/District Headquarters is responsible for approving the findings of the Board and notifying their approval back down the chain of command to respective units/SSOs/DIO Ops Accommodation. Once staffed, the final copy is to be retained by the accommodation sponsor at the local level.

**0122. Unit / SSO/ DIO Ops Accommodation Action.** Units/SSOs/DIO Ops Accommodation are responsible for notifying occupants of accommodation in writing of the findings of a Grading Board within 3 months of the date of the Board. A copy of the Grading Points Summary Sheet is to be sent to each occupant so that they are aware of the points awarded and the Grade of the accommodation. Where a Grading change is approved by the Service Authority, occupants of the affected accommodation are to be notified in advance of any deduction from pay of any changes to the accommodation charge. Units/SSOs/DIO Ops Accommodation are then to raise the appropriate forms to amend administrative records to ensure that correct charges are raised. Changes in charges are to take effect in accordance with the direction at para 0123 and 0124.

## **SECTION 9**

### **EFFECTIVE DATE FOR CHANGE OF ACCOMMODATION CHARGES**

**0123. Formally convened 4TG Boards in accordance with the 4 yearly rolling programme (para 0114).** Changes in charges (both up and down) arising from 4TG Boards which have been formally convened by the Service Authority in accordance with the 4 yearly rolling programme, or when there has been upgrade or refurbishment of accommodation outside the rolling programme, should take effect 3 months after the date of the Board's visit as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings.

**0124. 4TG Boards convened as a result of grading challenges on first occupancy (para 0116).** Changes in charges arising from a challenge of the grading on first occupancy should take effect from the date of occupancy.

## **SECTION 10**

### **INVALIDATION OF THE FINDINGS OF A 4 TIER GRADING BOARD**

**0125. Invalidation of the findings of a 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 4 Tier Grading Board Convening Order (para 0121), and not notified to occupants within 3 months of that date (para 0122).
- b. A breakdown in the grading procedures takes place within the prescribed timeframe which results in occupant's of affected accommodation being unfairly disadvantaged.

## **SECTION 11**

### **RECORDING OF ACCOMMODATION GRADING AND AUDITING**

**0126. Responsibilities of sponsors.** Accommodation sponsors (see 0103) are to keep records of current gradings and the date of the last Board, for all their SFA and SLA. TLBs are responsible for auditing findings and ensuring that Grading Boards are conducted in accordance with the correct procedures and within the permitted timeframes. Where it is found that either the correct procedures have not be followed or the timescales have been exceeded (para 0125), TLBs in discussion with the Service Authority (and MOD SP Pol if

necessary) are to determine whether the findings of the Board are to be invalidated. In that event, a Grading Board is to be reconvened at the earliest opportunity to degrade the accommodation.

## **SECTION 12**

### **GRADING PROCEDURES FOR SUBSTITUTE SFA AND SLA**

0127. **Substitute Service Family Accommodation (SSFA) - (UK only).** The accommodation charge for SSFA is to be set at Grade 1 of the equivalent SFA charge at either the furnished or unfurnished rate. However, the SSFA Regulations make provision for an occupant to challenge the grading where they believe that the property does not warrant Grade 1 charges. In order to minimise the administrative burden of re-grading individual SSFA properties, the following procedures are to apply (which broadly reflect the arrangements for 'challenging the grade on new occupancy' at para 0116 above):

- a. Within 3 months of first occupation of the SSFA, occupants may apply to DIO Ops Accommodation for their property to be re-graded when they consider that significant deficiencies below Grade 1 apply in accordance with the SFA 4TG criteria at Annex A.
- b. DIO Ops Accommodation is to visit the SSFA within 1 month of receipt of the application and makes an independent assessment.
- c. Subject to the visit, DIO Ops Accommodation is to recommend to the appropriate Service Authority that re-grading is/is not appropriate.
- d. The Service Authority is to approve or turn down the re-grading application.
- e. DIO Ops Accommodation is to be notified of the Service Authority's decision and DIO Ops Accommodation is to notify the occupant of the outcome before any change in the occupant's accommodation charge is administered.
- f. A 4TG Board is only to be convened if the application is contentious or difficult issues arise. If there is a requirement, the full Grading Board's site visit must take place within 3 months of receipt of the challenge. Thereafter, Grading may only be challenged (in writing) where there has been a subsequent change to trigger re-grading.

0128. **Single and unaccompanied personnel occupying SFA by dint of their appointment (worldwide).** Single and unaccompanied Service personnel who are entitled to occupy SFA by dint of their appointment (see TSARS JSP 464 Parts 1 and 2 Chapter 3 para 0302), should pay the SLA charge in accordance with single Service Regulations. Where payable, the charge should be set to reflect the type and grade of SLA which they would normally have occupied at their duty station.

0129. **Occupants of Substitute Service Single Accommodation (SSSA) - (UK only).** Occupants of SSSA should pay Grade 2 SLA charges in accordance with single Service Regulations.

0130. **Lodging Allowance claimants (UK only).** Personnel in receipt of Lodging Allowance should pay Grade 2 SLA charges in accordance with single Service Regulations.

0131. **Occupants of SFA misappropriated as SLA (worldwide).** Single and unaccompanied personnel occupying SFA misappropriated as SLA should pay the SLA charge at an appropriate grade which broadly reflects the standard and location of accommodation which is occupied as determined by the Local Service Commander, in accordance with single Service Regulations. Where necessary, a 4 Tier Grading Board may be convened to determine the appropriate grade for charge.

0132. **Overseas Rent Allowance Claimants (ORA) - (overseas only).** ORA claimants occupying rented property as SFA or SLA should pay Grade 2 SFA/SLA charges unless the administering unit believes that a lower grade for charge would be appropriate, in accordance with single Service Regulations.

0133. **SFA Hirings (worldwide).** SFA hirings are to be graded for charge in accordance with the 4TG Regulations.

## **SECTION 13**

### **TRAINING CAMP ACCOMMODATION AND FIELD CONDITIONS**

0134. **Training Camp accommodation (SLA).** This accommodation should not normally be graded. This is based on the understanding that personnel on short courses normally continue to pay for their normal barrack accommodation, unless field conditions are declared (see 0135). If training camp accommodation has to be occupied on a permanent basis (i.e. as their only home), and field conditions have not been declared, an accommodation charge should be applied. This charge should be no greater than Grade 4. Where accommodation would attract 26 points or more if assessed according to this instruction, the single Service sponsor of the accommodation may be approached to authorise a waiver of the rental element of the Grade 4 charge.

0135. **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 hutted camps. This list is not intended to be definitive. In these circumstances accommodation charges are not raised, therefore this type of accommodation is not to be Graded.

## SECTION 14

### ADMINISTRATIVE CHAIN FOR GRADING SFA AND SLA

#### 0136. Administrative chain for grading SFA.

Ser	Action By	Task	Comment
1	Service Convening Authority	Draw up convening order for Grading Board	Copied to Command/Brigade/ District Headquarters as appropriate
2	SFA Sponsor / DIO Op Accommodation	Advance notice to occupants	At least 1 month in advance of the date of the Board as specified in the 4 Tier Grading Board Convening Order
3	EWC/Clerk of Works/Civilian equivalent	Preliminary site visit for routine technical work	Optional
4	Grading Board	Site Visit. Completion of Annex A Table 5	3 month time limit commences
5a	Grading Board	Submission of Board findings	Annex A Table 5 and supporting evidence to be passed to appropriate Command/Brigade/ District for authorisation
5b	SFA Sponsor / DIO Ops Accommodation	Notification of preliminary findings to occupants	To include copy of Annex A Table 5 and, where necessary, notification of potential change to accommodation charge
6	Command/ Brigade/District	Confirmation and authority to implement Board findings	
7	SFA sponsor / DIO Ops Accommodation	Written notification of Board's findings to occupants	To include copy of Annex A Table 5 and, where necessary, notification of change to accommodation charge and effective date
8	SFA Sponsor / DIO Ops Accommodation	Administration completed for any changes in accommodation charges	Within 3 months of site visit by Grading Board as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings
9	Effective date for changes in charges	a. 4TG Board iaw the 4 yearly rolling programme, or following upgrade and/or refurbishment  b. Challenge on new occupancy	a. 3 months after the date of the Board's visit as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings  b. From the date of first occupancy



0137. **Administrative chain for grading SLA.**

Ser	Action By	Task	Comment
1	Service Convening Authority	Draw up convening order for Grading Board	Copied to Command/Brigade/ District Headquarters as appropriate
2	Sponsor of SLA	Advance notice to occupants	At least 1 month in advance of the date of the Board as specified in the 4 Tier Grading Board Convening Order
3	EWC / Clerk of Works/Civilian equivalent	Preliminary site visit for routine technical work	Optional
4	Grading Board	Site Visit. Completion of Table 6	3-month time limit commences.
5a	Grading Board	Submission of Board findings	Annex B Table 6 and supporting evidence to be passed to appropriate Command/Brigade/ District for authorisation
5b	Sponsor of SLA	Notification of preliminary findings to occupants via Unit Orders/ Mess notices	To include copy of Annex B Table 6 and, where necessary, notification of potential change to SLA charge
6	Command/Brigade/ District	Confirmation and authority to implement Board findings	
7	Unit	Notification of findings to occupants via Unit Orders/ Mess notices	To include copy of Annex A Table 5 and, where necessary, notification of change to accommodation charge and effective date
8	Unit	Administration completed for any changes in accommodation charge	Within 3 months of site visit by Grading Board as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings
9	Effective date for changes in charges	a. 4TG Board iaw the 4 yearly rolling programme, or following upgrade and/or refurbishment  b. Challenge on new occupancy	a. 3 months after the date of the Board's visit as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings  b. From the date of first occupancy

Annexes:

A. 4TG Criteria for Service Family Accommodation (SFA):

Table 1 – Deficiencies Recognised for Grading SFA

Table 2 – Positive Points Recognised for Grading SFA

Table 3 – Standard and Reduced Floor Area Recognised for Grading SFA

Table 4 – Scaling of SFA Fixtures and Fittings Recognised for Grading SFA

Table 5 – Grading Points Summary Sheet for SFA

B. 4TG Criteria for Single Living Accommodation (SLA):

Table 1 – Deficiencies Recognised for Grading SLA

Table 2 – Standard and Reduced Floor Area Recognised for Grading SLA

Table 3 – Washing and WC Facilities Recognised for Grading SLA

Table 4 – Scaling of Furniture, Fixtures and Fittings Recognised for Grading SLA

Table 5 – Physical condition and fitness for purpose

Table 6 – Grading Points Summary Sheet for SLA

C. Guide to the grading of SFA and SLA – Adverse environmental factors.



**4TG CRITERIA FOR SERVICE FAMILY ACCOMMODATION (SFA)****TABLE 1 - DEFICIENCIES RECOGNISED FOR GRADING SFA**

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	<b><u>JSP 315 SCALING RELATED DEFICIENCIES</u></b>		
1	<b><u>Reduced floor area.</u></b> Applicable where floor area (sqm) is: a. 10 – 24.9% below scale or, b. 25% or more below scale	5 10	1. Refer to Annex A, Table 3 and associated notes on how SFA is to be measured for 4TG purposes. 2. Serial 1 does not apply if Serials 2 or 3 are applied.
2	<b><u>Rooms below scale</u></b> Applicable where rooms are below scale	2 per room	1. Serial 2 only applies to: a. Non provision of a study in Type III OFQs b. Non provision of a cloakroom (WC and basin) in all SFA. 2. Serial 2 does not apply if Serials 1 or 3 are applied.
3	<b><u>Space to accommodate scaled furniture items</u></b> Applicable where rooms are not large enough to accommodate the furniture scaled in JSP 308 for each SFA Type	Maximum 9 - 3 per room	1. Serial 3 does not apply if Serials 1 or 2 are applied.
4	<b><u>Access to main bathroom or only WC</u></b> Applicable where access to the main bathroom or only toilet is via a bedroom or other dwelling room	5	1. Does not apply to en-suite bathrooms unless it is the only bathroom in the property
5	<b><u>Lifts</u></b> Applicable where no lifts are provided in multi-storey building and/or lack of lift facility to occupied floor.	Maximum 5	1. Points to be awarded as follows: a. Floors: Ground, 1 and 2 – Nil points b. Floor 3 - 3 points, c. Floor 4 - 4 points d. Floor 5 & above - 5 points
6	<b><u>Scaling of fixtures and fittings</u></b> Applicable where fixtures and fittings are below scale (See Ser 7 for condition).	1-5	1. <u>Fixtures and Fittings.</u> Refer to Annex A, Table 4.  <u>Maximum of 5 deficiency points for Sers 6, 7 and 8 combined</u>



SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
		5	d. General Damp - More than Two Rooms  Note: an isolated damp patch is assessed as not more than 10% of one wall.
10	<b><u>Loft insulation</u></b>  Applicable where loft insulation is less than the approved standard	1	1. Current DIO Ops Accommodation Standard for Condition is 150mm depth, plus insulation to any tanks or pipes
11	<b><u>Double/Secondary glazing</u></b>  Applicable where Double/Secondary glazing is not provided for all external windows & doors (excluding garage)	Maximum 5	1. One point to be awarded for each room where deficiency applies. Hall/Landing counts as one room
12	<b><u>Heating</u></b>  Applicable where heating system, when operated normally, fails to achieve the following temperatures.	Maximum 5	1. To be interpreted as central heating from one source e.g. oil-fired, solid fuel, or storage heaters  a. Hall/Kitchen/Utility Room/Toilet - 16°C. b. Sitting Room/Dining Room/Bedroom - 18°C c. Bathroom 21 °C.  2. One point for each room where heating is not provided, and one point for each degree below where heating is provided.  3. Where there is no central heating in the SFA the maximum award applies.  4. Does not apply if Ser 14 applied
13	<b><u>Utility usage above the Normal Assumed Consumption</u></b>  Applicable where Gas/ Electricity (or other fuel) usage exceeds the Normal Assumed Consumption (NAC) for the type of SFA	5	1. Does not apply to those SFA where financial assistance is given towards meeting heating costs 'in excess of NAC'. Points not to be scored where there is evidence of extravagant use. Points can only be awarded where the NAC is exceeded. If an occupant does not use their CH system because it is considered too costly to run points cannot be awarded. In any event it is likely that Serial 11 will help offset this situation.  2. Does not apply if Ser 12 applied
14	<b><u>Air Conditioning (Tropical/sub tropical areas only where such systems exist).</u></b>  Applicable where Air Conditioning/ Dehumidifiers/ and/or Ventilation consistently fails to cool or reduce humidity to the following levels:	Maximum 5	1. DIO to make assessment or contractor where the building/rooms are air conditioned by means of a central plant and fail to meet the following criteria:  a. Temperature 25.5°C. One point for each degree above b. Relative humidity 54%. One point for each 1% above  2. Where rooms are air conditioned by means of either split level equipment or "room coolers"  a. Temperature 26.5°C. One point for each degree above

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
			<p>b. Relative Humidity 54%. One point for each 1% above</p> <p>3. Does not apply if Ser 12 or 13 applied</p>
	<b><u>NON PROPERTY RELATED FACTORS</u></b>		
15	<p><b><u>Reasonable access to essential amenities.</u></b></p> <p>Applicable where the location of SFA is 1.5 miles or more from essential facilities including those available on the unit (as shown in the comments), <u>and</u> Service or public transport does not enable reasonable access to the amenities.</p> <p>Reasonable access is defined as:</p> <p>a. Bus stop/train station is within 1/2 mile of central position in the SFA estate, and</p> <p>b. Frequency of bus/train service is 60 minutes or less between 8am – 8pm Mon – Sat.</p>	Maximum 5	<p>1. The Local Service Commander is to establish a suitable central position in the SFA estate from which to measure the distance to essential amenities. The route to each amenity is to be the shortest practicable route.</p> <p>2. The following are recognised as essential amenities for SFA:</p> <p>a. Shop where the normal week's shopping can be purchased (NAAFI/ general grocery shop/corner shop or similar providing only a limited service is not considered an essential amenity) - 1 point</p> <p>b. Bank or Automated Cash Dispenser (excluding those which charge <u>all users</u> for cash withdrawals) - 1 point</p> <p>c. Post Office - 1 point</p> <p>d. Doctor (for family) – 1 point</p> <p>e. Dentist (for family) – 1 point</p> <p>f. Service or public transport pick-up point – 1 point</p> <p>3. Deficiency points should be awarded for lack of reasonable access to each essential amenity up to a maximum of 5 points.</p>
16	<p><b><u>Environmental Factors</u></b></p> <p>Applicable where there are adverse environmental factors prevailing for 6 months or more.</p>	1-5	See guide at Annex C.

**TABLE 2 - POSITIVE POINTS RECOGNISED FOR GRADING SFA**

Any deficit points are to be abated by any positive points shown in this table.  
En-suite is assessed as a minimum of a shower, WC and a basin in an adjoining room to a bedroom.

SERIAL	ITEM	POSITIVE POINT SCORE	REMARKS
P1	En-suite facilities	2	Applies until considered to be a deficiency across the balance of the SFA estate – to be reviewed at the next 4TG audit point.
P2	WC additional to scale	1	Applies until considered to be a deficiency across the balance of the SFA estate – to be reviewed at the next 4TG audit point.
P3	Utility Room	2	Applies until considered to be a deficiency across the balance of the SFA estate – to be reviewed at the next 4TG audit point

**TABLE 3 – STANDARD AND REDUCED FLOOR AREA RECOGNISED FOR GRADING SFA**

(Cross-refer to Annex A, Table 1, Serial 1)

SFA Type	Area Norm Standard m <sup>2</sup> ( see Notes 1-3)	Reduced Floor Area 10 – 24.9% below Norm m <sup>2</sup>	Reduced Floor Area 25% or more below Norm m <sup>2</sup>
I	235	211.5 – 176.4	176.3 and below
II	194	174.6 – 145.6	145.5 and below
III	142.5	128.3 – 107	106.9 and below
IV	124.5	112.1 – 93.5	93.4 and below
V Special	124.5	112.1 – 93.5	93.4 and below
V	105.5	95 – 79.2	79.1 and below
D	108	97.2 – 81.1	81 and below
C	84.8	76.3 – 63.7	63.6 and below
B	75.8	68.2 – 57	56.9 and below
A	No scale	-	-
Deficiency Point Score	0	5	10

Notes:

1. **Area Norm.** Area Norm is the indicative net space (ie excluding general storage space) for each respective SFA Type as per Scale 21 (Amdt 7/Dec 02) and Scale 22 Edn 3/Jul 99/Amdt No4/Apr 01. For the purposes of 4TG, the Area Norm also excludes the 5sqm provision for a Utility Room (applies until considered to be a deficiency across the balance of the SFA estate – to be reviewed at the next 4TG audit point).

2. **Measurement of floor area.** Measurement of the net space in SFA for 4TG purposes is to include the floor area of all rooms plus the hall and landing where there is more than 1.5m from floor to ceiling at the lowest point. Measurement should include the total floor area of rooms whether it is free space, or where there are cupboards/work surfaces/appliances (as in a kitchen), or where there are fitted wardrobes/cupboards/vanity units (as in a bedroom), or free standing furniture items (as in a bedroom, sitting and dining room). Areas not to be included in the floor measurement are: floor areas of dustbin enclosures and fuel stores (if any), garage, porch, lobby or covered way, coat cupboard in the hall, and the linen/airing cupboard

3. **Reduced scale SFA in designated high cost areas (Officers Family Quarters (OFQs) only).** Reduced scale OFQs in designated high cost areas are to be graded for charge against the full sized indicative scales in respect to floor area as per Table 3 above.

**TABLE 4 – JSP 315 SCALING OF SFA FIXTURES AND FITTINGS RECOGNISED FOR GRADING SFA**

(Cross refer to Annex A, Table 1, Ser 6)

\*Maximum 5 points total under this table (¼ point round down; ½ - ¾ points round up).

SER	ITEM	DEFICIT POINT SCORE*	REMARKS
1	<u>Power Points</u>  Figures in brackets refer to the scaled number of <u>double sockets</u> in accordance with Scales 21 and 22. Award ¼ point for deficiency of each single socket (ie ½ point for deficiency of double socket as shown) up to a maximum of 2 points.	Maximum 2	Total number of <u>double</u> power points:  Hall (1) Sitting Room (4) Dining Room (2) Study (2) Where room exists, otherwise ignore Staff Room (1) where room exists, otherwise ignore Garage (1) Kitchen (6) Includes 1 switched for fridge/freezer and 1 permanently wired for dishwasher. Utility (2) where room exists, otherwise ignore Landing (1) Bed 1 (3) Dressing Room (1) where room exists, otherwise ignore. Bed 2 (3) 3 (2) Where room exists, otherwise ignore 4 (2) Where room exists, otherwise ignore Bathroom (1) razor point NOTE: Where rooms are combined e.g. Kitchen/Dining Room, Kitchen/Utility Room, Sitting Room/Dining Room, Hall/ Sitting Room, the number of Power points may be combined for both rooms.
2	<u>Bathroom</u>	2 ½	Lack of shower (either cubicle or fitted shower over bath) Lack of lockable medicine cabinet
3	<u>Clothes Drying Facilities</u>	1  1	No heated linen/airing cupboard [0.6m3 clear storage space + 2.0m2 slatted shelving] No outdoor drying area
4	<u>Washing Machine</u>	2	No plumbing for Washing Machine
5	<u>Kitchen/Utility</u>	2 1 1 1	No suitable place for Refrigerator No suitable place for Freezer (unless space available elsewhere) No plumbing for Dishwasher (where space allows) No extractor fan for cooker (hood type or wall/window mounted)
6	<u>TV aerial socket or coax cable with connection</u>  <u>Telephone socket</u>	½  ½	Where not supplied, or where if supplied, free to air TV channels cannot be received.
7	<u>Outside Tap</u>	½	Where not supplied
8	<u>Safety/Security</u> Where not supplied, award ¼ point for each deficiency	Maximum 2 (where not supplied)	External front door to be fitted with: Door Chain, Bolt and Spy-hole, Twin Cylinder automatic dead latch External light (switched internally) External back door (s) to be fitted with: 5 lever mortice latch or equivalent Downstairs windows to be fitted with window security locks

**TABLE 5 – GRADING POINTS SUMMARY SHEET FOR SFA**

**LOCATION (S)** \_\_\_\_\_

**TOTAL POINTS SCORE:** \_\_\_\_\_ **GRADE AWARDED:** \_\_\_\_\_ **EFFECTIVE DATE:** \_\_\_\_\_

Ser Table 1	Factor	Deficiency	Applies	Points Allowed	Points Awarded
(a)	(b)	(c)	(d)	(e)	(f)
1	Reduced floor area	Applicable where floor area (sqm) is: 10% and 24.9% below scale, or, 25% or more below scale Does not apply if serial 2 or 3 applied		5, or, 10	
2	Rooms below scale	Applicable for non provision of a study in Type III OFQ and cloakroom (WC and basin) in all SFA Does not apply if serial 1 or 3 applied		2 per room	
3	Space to accommodate scaled furniture	Applicable where rooms are not large enough to accommodate scaled furniture. Does not apply if serial 1 or 2 applied		Max 9	
4	Access to main bathroom or only WC	Applicable where access to a main bathroom or only toilet is via a bedroom or other dwelling room (less en suites)		5	
5	Lifts	Applicable where no lifts provided in multi-storey building. Floors: Ground, 1 and 2, Nil points; Floor 3, 3 points; Floor 4, 4 points; Floor 5 & above 5 points.		Max 5	
6	Scaling of fixtures and fittings	Applicable where fixtures and fittings are below scale. Max 5 points		Max 5 points for  Sers 6, 7 and 8 combined	
7	Condition of exterior structure	Applicable where the condition of the exterior structure of the SFA is below standard. Max 3 points			
8	Condition of interior decoration, carpets, fixtures and fittings	Applicable where the condition of decoration (2 points), carpets, fixtures and fittings (2 points) within the SFA is below standard. Max 4 points			
9	Damp/ Condensation	Applicable where damp is experienced in a living or occupied bedroom as a result of inadequate damp proof coursing or when condensation results from poor standard of ventilation		Max 5	
10	Loft Insulation	Where the SFA has less than 150mm of loft insulation or equivalent		1	
11	Double Glazing	Where double/secondary glazing is not provided.		Max 5	
12	Heating System	Heating system fails to achieve temperatures laid down in Table 1 when operated normally. Does not apply if Ser 14 applied		Max 5	
13	Utility usage above the normal assumed consumption	Gas/ Electricity usage exceeds the Normal Assumed Consumption (NAC) rate for the type of SFA BUT does not score if already scored in Serial 12, or if financial assistance given by the Fuel Subsidy Scheme		5	
14	Air conditioning (tropical areas only)	Where air conditioning consistently fails to cool or reduce humidity to prescribed levels. Does not apply if Sers 12 and 13 applied		5	
15	Reasonable access to essential amenities	SFA is 1.5 miles or more from essential amenities <u>and</u> Service or public transport does not enable reasonable access. See definition at Table 1		Max 5	
16	Environment	Adverse environmental factors – see Guide at Annex C		Max 5	
	<b>Total</b>	<b>Total deficiency points</b>			

**SEE OVER FOR POSITIVE POINTS AND FINAL SCORING**

Ser Table 2	Factor	Positive Points	Applic able	Points Allowed	Points Awarde d
(a)	(b)	(c)	(d)	(e)	(f)
P1	En-suite facilities	En-suite facilities to the master bedroom are provided		2 positive	
P2	Additional WC	WC additional to scale		1 positive	
P3	Utility Room	Utility Room is provided		2 positive	
	<b>Sub Total</b>	<b>Total positive points</b>			

	<b>Total</b>	<b>Deficiency Points MINUS Positive Points</b>			
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**Note:** Enter X in column (d) against serials where deficiency or positive points are to be awarded. Enter total deficiency points (less any positive points awarded) in column (f).



**4TG CRITERIA FOR SINGLE LIVING ACCOMMODATION (SLA)****TABLE 1 - DEFICIENCIES RECOGNISED FOR GRADING SLA**

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	<b><u>JSP 315 SCALING RELATED DEFICIENCIES</u></b>		
1	<b><u>Reduced bedspace area.</u></b> Applicable where area (sqm) allocated per person is: a. 25% to 39.9% below scale or, b. 40% or more below scale:	5 or, 10	1. Refer to Annex B, Table 2 for reduced space calculations, 2. Serial 1 not to be awarded if Serials 2 or 5 have been applied
2	<b><u>Sharing.</u></b> Applicable where trained personnel are required to share accommodation, and, where trainees are required to share sleeping accn in dormitories of <u>more than</u> 12.	5	1. Serial 2 not to be awarded if Serial 1 or 5 has been applied. 2. Trained personnel are defined as those attending Phase 3 training or in front line units (or detached/posted to other duties). 3. Trainees are defined as personnel undergoing phase 1 and 2 training.
3	<b><u>Integrated washing and/or WC facilities.</u></b> Applicable where facilities are not integrated in same building as sleeping accommodation.	2 -5	1. 5 points to be awarded where washing and/or WC facilities are in a separate building (only likely to be found overseas). 2. In certain overseas units 2 points may apply where there are open verandas leading to central ablution areas.
4	<b><u>Scaling of Washing and WC facilities.</u></b> Applicable where washing and WC facilities are below scale.	Maximum 5	1. Refer to scaling ratios in Annex B, Table 3.
5	<b><u>Provision of furniture and/or furnishings</u></b> Applicable where not provided to scale	Maximum 10	1. Serial 5 not to be awarded if Serial 1 or 2 has been applied. 2. Refer to Annex B, Table 4 for scaling and accompanying notes.
6	<b><u>Power sockets</u></b> Applicable where power sockets and/or electric razor sockets are below scale. Award ¼ point for deficiency of each single socket (ie ½ point for deficiency of double socket as shown) up to a maximum of 2 points.	Maximum 2	1. When calculating electric razor sockets, those provided as integral part of wall-mounted bedside lights are to be combined with those provided in ablutions. Power socket scaling:  Senior Officers – 5 double sockets. 1 shaver socket. Junior Officers – 4 double sockets. 1 shaver socket. OCdts – 3 double sockets. 1 shaver socket. SNCOs – 4 double sockets. 1 shaver socket. Z - 4 double sockets per person 1 shaver socket.

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	¼ point round down ½ point round up.		Y - 4 double sockets per person X – 2 double sockets per person.
7	<b><u>Ancillary facilities within same building</u></b>  Applicable where not provided or below scale.	Maximum 2	1. Up to 2 points may be awarded for non provision/under scale provision of any/all of the following ancillary facilities:  a. Laundry/cleaning facility including engineering connections for washing machine (1 point) b. Drying rooms (including inadequate heating and poor hanging facilities) (1 point) c. Ironing/Airing facility (1 point) d. Common room (1 point) e. Storage space (1 point)
8	<b><u>Location of public rooms in relation to the sleeping accommodation</u></b>  Applicable where public rooms (including dining rooms, Mess and social clubs) are far removed from sleeping accommodation	Maximum 5	1. Up to 5 points may be awarded if, for example, accommodation blocks are far removed from messing facilities, or occupants of SFA misappropriated as SLA are required to eat meals in the Mess/Cookhouse rather than in the misappropriated SFA, as follows:  a. 200m – 1 Point. b. 400 m – 2 points c. 600m – 3 points d. 800m – 4 points e. 1000m+ - 5 points
	<b><u>CONDITION RELATED DEFICIENCIES</u></b>		As assessed by EWC/DWS/GPM as appropriate
9	<b><u>Physical condition and fitness for purpose of the SLA</u></b>  FDT1 Grade of the SLA to inform the award of deficiency points for grading for charge purposes	Maximum 10	1. Refer to DIO Corporate Plan 03 and Future Development Target (FDT) 1, which requires TLBs to assess the physical condition and the fitness for purpose of the SLA (Grades A – D for each criteria). See Table 5 for the award of deficiency points under 4TG.
10	<b><u>Condition of decoration, carpets, furniture, fixtures and fittings</u></b>  Applicable where the condition of decoration, furniture, carpets, fixtures and fittings is below standard.  Note: Each deficiency is to be awarded individual points notwithstanding that only a <u>maximum</u> of 5 points may only be counted within this serial for 4TG purposes	Maximum 5	1. <u>Decoration</u> . Assessment to take into account fair wear and tear. Poor state of decoration is where one or more of the following defects are evident:  a. Marked or stained walls, ceilings and paint work b. Peeling, blistering or flaking of paint work c. Ingrained dirt d. Damaged paint work or plaster e. Discoloration or variation of colour of walls, ceiling or paint work e.g. due to partial redecoration, removal of paint surface by cleaning materials. f. Cracked or mildewed tiles  2. <u>Furniture, Carpets, Fixtures and Fittings</u> : The age and condition of carpets, fixtures and fittings such as sinks, wash-hand basins, baths, fitted cupboards and communal facilities should be assessed compared with the standard of newly installed items. Poor condition is for example, when items are:  a. Chipped, cracked or scratched

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
			<ul style="list-style-type: none"> <li>b. Bent or otherwise damaged</li> <li>c. Discoloured or stained</li> <li>d. Stained, worn, frayed or threadbare carpets</li> </ul>
11	<p><b><u>Heating system failure</u></b></p> <p>Applicable where heating system, when operated normally, fails to achieve the following temperatures:</p>	Maximum 5	<p>1. Assessment by DIO / GPM. Deficiencies lasting 7 days or less will not generate any points score. In the event of total breakdown of heating supply for periods in excess of 7 days then points may be awarded for temporary downgrading. Confirmation required that ambient temperature necessitated use of central heating and EWC's confirmation of failure and inability to provide adequate alternative heating:</p> <ul style="list-style-type: none"> <li>a. Toilet Area / Bathroom 16 °C.</li> <li>b. Bed-Sitting Room /Bedroom 18.5°C.</li> </ul> <p>2. One deficiency point for each degree below</p>
12	<p><b><u>Air Conditioning (Tropical/sub tropical areas only where such systems exist))</u></b></p> <p>Applicable where air conditioning/ dehumidifiers/ and/or ventilation system fails to cool or reduce humidity to the following levels:</p>	Maximum 5	<p>1. Unit medical officer's confirmation that ambient temperature necessitated use of air conditioning and/or ventilation. Assessment by DIO / GPM (or contractor). Points may be scored only where the system, as opposed to its operation by individuals, is inadequate. (Deficiencies lasting 7 days or less will not generate any points score). Where the building/rooms are air conditioned by means of a central plant and fail to meet the following criteria:</p> <ul style="list-style-type: none"> <li>a. Temperature 25.5 °C. One point for each degree above</li> <li>b. Relative Humidity 54%. One point for each 1% above</li> </ul> <p>2. Where the rooms are air-conditioned by means of either split level or "room coolers":</p> <ul style="list-style-type: none"> <li>a. Temperature 26.5 °C. One point for each degree above</li> <li>b. Relative Humidity 54%. One point for each 1% above</li> </ul>
	<b><u>NON PROPERTY RELATED FACTORS</u></b>		
13	<p><b><u>Reasonable access to essential amenities.</u></b></p> <p>Applicable where the location of SLA is 1.5 miles or more from essential facilities including those available on the unit (as shown in the comments), and Service or public transport does not enable reasonable access to the amenities.</p> <p>Reasonable access is defined as:</p> <ul style="list-style-type: none"> <li>a. Bus stop/train station is within 1/2 mile of central</li> </ul>	Maximum 5	<p>1. The Local Service Commander is to establish a suitable central position in the unit from which to measure the distance to essential amenities. The route to each amenity is to be the shortest practicable route.</p> <p>2. The following are recognised as essential amenities for SLA:</p> <ul style="list-style-type: none"> <li>a. Shop (NAAFI, general grocery shop or similar providing a service akin to a corner shop) - 1 point</li> <li>b. Bank or Automated Cash Dispenser (excluding those which charge <u>all users</u> for cash withdrawals) - 1 point</li> <li>c. Post office - 1 point</li> <li>d. Public telephone – 1 point</li> </ul>

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	position in the unit, and  b. Frequency of bus/train service is 60 minutes or less between 8am – 8pm Mon – Sat.		e. Service or public transport pick-up point – 1 point  3. Deficiency points should be awarded for lack of reasonable access to each essential amenity up to a maximum of 5 points.
14	<b><u>Environmental factors</u></b>  Applicable where there are adverse environmental factors prevailing for six months or more.	Maximum 5	See guide at Annex C.

**TABLE 2 – STANDARD AND REDUCED FLOOR AREA RECOGNISED FOR GRADING SLA**

(Cross-refer to Annex B Table 1, Serial 1)

Accommodation Type	Area Norm Standard m <sup>2</sup> (see Notes 1 and 2)	Reduced Floor Area 25 – 39.9% below Norm m <sup>2</sup>	Reduced Floor Area 40% or more below Norm m <sup>2</sup>
Senior Officers (SO) Lt Cdr/Maj/Sqn Ldr and above			
Bedroom	14	10.5 - 8.5	8.4 and below
Sitting Room	14	10.5 - 8.5	8.4 and below
Junior Officers (JO) Bed-Sitting Room	19	14.3 - 11.5	11.4 and below
Officer Cadets (OC) Bedroom/Study	13	9.8 - 7.9	7.8 and below
Candidates (C) Bedroom	9	6.8 - 5.5	5.4 and below
WOs / SNCOs (S) Bed-Sitting Room	19	14.3 – 11.5	11.4 and below
Junior Ranks (Type Z)	11	8.3 - 6.7	6.6 and below
Junior Ranks (Type Y)	11	8.3 - 6.7	6.6 and below
Junior Ranks (Type X)			
Bedroom (Multiple) per bed space	8.5	6.4 - 5.2	5.1 and below
Bedroom (Single)	9	6.8 - 5.5	5.4 and below
<b>Deficiency Point Score</b>	-	5	10

Notes:

1. Bedroom Area Norms for Types SO, JO, OC, S and Z excludes the en suite provision.
2. Where air-conditioning is not provided, Area Norm may increase by 33% in tropical areas and 12.5% in sub tropical areas.
3. Training Camp Accommodation is not normally Graded (see 14022), hence no details shown in chart.

**TABLE 3 – WASHING AND WC FACILITIES RECOGNISED FOR GRADING SLA**

(Cross-refer to Annex B Table 1, Serial 4)

Accommodation Type (See Notes 1 and 2)	TOILET (WC)	WASH BASIN	SHOWER (See Note 3)	BATH (See Note 3)
Senior Officers (SO) Lt Cdr/Maj/Sqn Ldr and above	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor or per 10 bedrooms
Junior Officers (JO)	En-suite 1:1	En-suite 1:1	En-suite 1:1	1per floor or per 10 bedrooms
Officer Cadet (OC)	En-suite 1:1	En-suite 1:1	En-suite 1:1	1per floor or per 10 bedrooms
Candidate (C)	1:5	1:2	3:10	1:10
WOs / SNCOs (S)	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor or per 10 bed-sitting rooms
Junior Ranks (Type Z)	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor or per 10 bed-sitting rooms
Junior Ranks (Type Y)	1:4	1:2	1:4	1:12
Junior Ranks (Type X)	1:4	1:2	1:4	1:12
Deficiency Point Score where below scale (Note 4)	1	1	1	1

Notes:

1. Non provision of en suite to Types SO, JO, OC, S and Z will attract 3 deficiency points (shower – 1 pt, WC – 1 pt, basin – 1 pt) – to be reviewed at the next 4 TG audit.
2. Training Camp Accommodation is not normally Graded hence no details shown in chart.
3. A Bath/Shower combination is not to be double counted where a fitted shower is combined with the bath
4. Where provision of any or all ablutions is 50% or more below scale (ie WC 1:8 or more; washbasin 1:4 or more; shower 1:8 or more; bath 1:24 or more) 1 additional deficiency point may be awarded.

**TABLE 4 – SCALING OF FURNITURE, FIXTURES AND FITTINGS RECOGNISED FOR GRADING SLA**

(Cross-refer to Annex B, Table 1, Serial 5)

Ser	Critical Furniture/ Furnishing	Furniture Scaling by Type of accommodation						Deficiency Points if not provided
		SO	JO	OC	S	Z / Y	X	
1	Bed	1	1	1	1	1	1	5
2	Double Wardrobe	2	2	1	2	1	1	5 per item
3	Double Wardrobe Top Box	2	2	1	2	1	1	1 per item
4	Single Wardrobe			1		1	1	5
5	Single Wardrobe Top Box			1		1	1	1
6	Wide Drawer Chest	2	1	1	1			1 per item
7	Bedside unit	1	1	1	1	1	1	1
8	Wall bookshelf	1	1	1	1	1	1	1
9	Single Low Cupboard		1	1	1			1
10	Single Drawer Chest		1	1	1	1		1
11	Desk top	1	1	1	1	1		1
12	Double Cupboard	2	1	1	1	1	1	1 per item
13	Chair desk	1	1	1	1	1	1	1
14	Chair easy	1	1		1			1

**Notes:**

1. No points to be awarded for deficiency of any of the above serials if the deficiency arises from lack of space, or sharing, as per Annex B, Table 1, Ser 1 and 2 (ie if the bedspace area allocated to each occupant is so cramped that furniture would not easily fit in). Deficiency points can be awarded for lack of space, or sharing, or lack of furniture.
2. Deficiency points should be awarded if space is to scale but furniture is not able to be provided by the Accommodation sponsor.
3. Deficiency points not to be awarded if furniture items have been wharfed at the request of the occupant.
4. In some older SLA without modern furniture, 4TG Boards may have to interpret 'furniture equivalents' to reach an appropriate points score.

**TABLE 5 - PHYSICAL CONDITION AND FITNESS FOR PURPOSE OF THE SLA)**

(Cross refer to Annex B, Table 1, Serial 9)

DIO's draft Estate Condition Survey Assessment Methodology dated 25 Mar 02. includes criteria to assess physical condition and fitness for purpose each of which attracts grades A – D. Award of deficiency points for 4TG purposes should be calculated in accordance with the table below by assessing the number of deficiency points for physical condition and fitness for purpose and adding together the points awarded under each criteria to determine the overall points total (maximum of 10).

<b>FDT1 Physical condition</b>	<b>Deficiency points for 4TG</b>
A	0
B	2
C	3
D	4
Plus X where annotated	1
	<b>Maximum total 5 points</b>

<b>FDT1 Fitness for purpose</b>	<b>Deficiency points for 4TG</b>
A	0
B	2
C	3
D	4
Plus X where annotated	1
	<b>Maximum total 5 points</b>

**TABLE 6 - GRADING POINTS SUMMARY SHEET FOR SLA (ALL RANKS)**

UNIT: \_\_\_\_\_ LOCATION: \_\_\_\_\_ ROOM NUMBER(S): \_\_\_\_\_

TOTAL POINTS SCORE: \_\_\_\_\_ GRADE AWARDED: \_\_\_\_\_ EFFECTIVE DATE: \_\_\_\_\_

Ser	Factor	Deficiency	Applies	Deficiency Points Allowed	Deficiency Points Awarded
(a)	(b)	(c)	(d)	(e)	(f)
1	Reduced bedspace area	Area (sqm) allocated per person is: a. 25% and 39.9% below scale  b. 40% or more below scale		5  10	
2	Sharing	Where trained personnel are required to share accommodation.  Where Phase 1 and 2 trainees are required to share accommodation in dormitories of more than 12.		5  5	
3	Integrated washing and/or WC facilities	Washing and/or WC facilities are not integrated in same building as sleeping accommodation		2 - 5	
4	Scaling of washing and WC facilities	Washing and WC facilities are below scale		Max 5	
5	Provision of Furniture and / or Furnishing	Furniture and/or furnishings not provided to scale		Max 10	
6	Power Sockets	Electric power sockets are below scale		Max 2	
7	Ancillary facilities	Non provision/under scale provision of ancillary facilities.		Max 2	
8	Location of public rooms	Location of public rooms (dining rooms, mess and social club) in relation to the sleeping accommodation.		Max 5	
9	Physical condition and fitness for purpose	Refer to DIO Annual Estate Condition Survey grading for the SLA		Max 10	
10	Condition of decoration, carpets, furniture, fixtures and fittings	Decoration, carpets, fittings or fixtures below standard		Max 5	
11	Heating	Heating system fails to achieve correct temperatures		Max 5	
12	Air Conditioning / Ventilation (Overseas only)	Air conditioning and/or ventilation system fails to provide adequate cooling or to reduce humidity		Max 5	
13	Access to essential amenities	If SLA is 1.5 miles or more from essential amenities including those available on unit <u>and</u> Service or public transport does not enable reasonable access to the amenities. See definition at Table 1		Max 5	
14	Environment	Adverse environmental factors		Max 5	
		<b>TOTAL OF ABOVE DEFICIENCY POINTS</b>			

Note: Enter X in column (d) against Serial where deficiency applies, and points awarded in column (f)

## **GUIDE TO THE GRADING OF SFA AND SLA** **- ADVERSE ENVIRONMENTAL FACTORS**

### **INTRODUCTION**

1. **Purpose.** MOD's 4 Tier Grading Regulations (4TG Regulations) permit the award of 1 – 5 deficiency points on those occasions when adverse environmental factors are prevailing for 6 months or more (unless a different qualifying time period is stated in the individual factors) - serial 16 to Annex A (SFA) and serial 14 to Annex B (SLA) refers. The purpose of this guide is to assist 4TG Boards in the award of deficiency points under the environmental factors serials thereby permitting more consistent and objective application of the criteria across the SFA and SLA estate. However, the guide is by no means definitive and 4TG Boards retain discretion to award deficiency points as considered appropriate depending on the nature and severity of the local environmental conditions which apply.

2. **Environmental Factors.** The following environmental factors are covered in this guide:

- Flooding and drainage
- Noise Nuisance.
- Building works.
- Landfill, Tipping or Recycling Areas.
- Mining and Subsidence.
- Local Adverse Sewage, Chemical or Engineering Works.
- Adjacent Electrical Pylons.
- Coastal Location.
- Geographical Elevation.
- Adverse social and environmental factors.

3. **Award of deficiency points.** The total deficiency points which may be awarded is 5. In cases where more than one environmental factor may be present the points score may be added together to a maximum ceiling of 5.

### **FLOODING AND DRAINAGE**

4. Some areas will be prone to or under threat from flooding or the effects of a high water table. The following scores represent the severity of a flood or water table hazard.

<b>Flooding and Poor Drainage.</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1.	The SFA/SLA is regularly subjected to flooding or in the past has been affected by flooding and no direct flood prevention measures have been put in place to prevent reoccurrence.	5	
2.	The SFA/SLA is situated in an area where the effects of flooding have a direct impact on the living conditions of the occupants.	4	



3.	The SFA/SLA is situated in an area which is considered to be under threat from flooding or high water table effects and as such is enclosed within an area which receives flood warnings from the Local Authority or Environmental Agency.	3	
4.	Gardens of SFA and any adjacent public areas/facilities available within the Service establishment for use by occupants of SLA are subject to the effects of high groundwater conditions or poor surface drainage which prevents the full use of these facilities for the majority of the year.	2	
5.	Gardens of SFA and any adjacent public areas/facilities available within the Service establishment for use by occupants of SLA are subject to the effects of high groundwater conditions or poor surface drainage which prevents the full use of these facilities on a seasonal basis.	1	

### **NOISE NUISANCE**

5. SFA/SLA may be affected by noise nuisance. The noise must be present for the majority of the year and significantly affect the silent hours. Guidance to assist 4TG Boards in assessing the severity of noise nuisance without resorting to measurement of Decibel Levels (dB) is below. Where queries arise which require measurement of noise levels, 4TG Boards should be aware that the World Health Organisation (WHO) recommends that the general daytime outdoor noise levels should be less than 55dB(A)Leq to prevent significant community annoyance, and at night a level in the order of 45dB(A)Leq is desirable to meet sleep criteria. Measurement of noise levels which exceed the WHO recommendation may attract deficiency points at the discretion of 4TG Boards.

<b>Noise Nuisance.</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1.	The SFA/SLA is located under/or adjacent to the approach circuit to a RN Air Station, Army Air Corps Regiment, RAF Flying Station, National, Regional, or City Airport, or adjacent to ground movements of aircraft and/or helicopters operating at these locations.	5	Small local airfields (eg flying clubs) should be awarded a lower score due to the lower traffic rate.

2.	Railway and Motorway Noise. The SFA/SLA is located adjacent to a main railway line or motorway	4	Adjacency to a local railway line with a limited day time service should attract a lower score due to lower traffic rate.
3.	The SFA/SLA is subjected to persistent noise from Electrical Substations, Engineering/Production works and any other Mechanical Installation (Pumping Stations and the like).	3	
4.	The SFA/SLA is subjected to road noise from the passing of heavy traffic along a road which runs directly adjacent to the SFA or its garden/SLA.	2	Dual Carriageway or Trunk Road
5.	Agricultural Noise. The SFA/SLA is subjected to the persistent noise from intensive agricultural activity.	1	ie. Battery Hen Coups. Turkey Farming

### **BUILDING WORKS**

6. SFA/SLA may be affected by building works which cause noise and dust and which may restrict access to accommodation or Service provided facilities for use by the occupants of the accommodation.

<b>Local Building Works</b>			
Ser (a)	Level of Severity (b)	Pts to be Awarded (c)	Remarks (d)
1.	Building works are adjacent to the SFA/SLA which significantly effects living conditions due to noise, dust or other hazard.	5	A major site within the SFA estate/Service establishment.
2.	Building works are adjacent to the SFA estate/Service establishment/SLA which significantly effects living conditions due to noise, dust or other hazard.	4	A major site adjacent to the SFA estate/Service establishment.
3.	The SFA estate/Service establishment is located on an access route to a building site which has a significant impact on occupants of the accommodation due to restricted access and passage of heavy machinery.	3	3 points may be awarded if building works restrict access to accommodation, or Service facilities provided for use by occupants of the accommodation.
4.	The SFA estate/Service establishment is located on an access route to a building site which is utilized by heavy machinery	1-2	At the discretion of 4TG Boards depending on severity of use by heavy machinery.

**LANDFILL, TIPPING OR RECYCLING AREAS**

7. SFA/SLA may be affected by the activities of Local Authorities or civilian contractors involved in the recycling or storage of waste materials, and offensive odours and increased insect populations which may arise from a local landfill or tip.

<b>Local Landfill, Tipping or Recycling Areas</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	A Local Authority landfill site is located directly adjacent to the SFA/SLA which significantly effects living conditions due to the processing noise, smell and increased insect population.	5	A major site which process large amounts of waste.
2	A Local Authority landfill site is located directed adjacent to the SFA estate/Service establishment which significantly effects living conditions due to the processing noise, smell and increased insect population.	4	A major site which process large amounts of waste.
3	A Local Authority or Contractors Recycling site or Plant is located directly adjacent to the SFA/SLA which has a significant effect on the standard of living due to processing noise or increased HGV traffic to the site.	3	A smaller site which recycles materials in the main.
4	A Local Authority or Contractors Recycling site or Plant is located directly adjacent to the SFA estate/Service establishment which has a significant effect on the standard of living due to the processing noise or increased HGV traffic to the site.	2	1 point can be awarded due to distance form the site if relevant.
5	Contractors Recycling Site is located on the same road access to SFA/SLA which has a significant effect on the standard of living due to increased HGV traffic to the site.	1	Must be on or share the direct route to the site.

## **MINING AND SUBSIDENCE**

8. Properties can be affected by the activities of a contractor involved in mining or related activities. Such activities have a wide range of negative effects and can blight entire communities. If the SFA/SLA is located in such an area, high scores can be awarded due to a number of different reasons, however, dust, noise, and distance from the site will usually be the defining factors in how high the awarded score will be.

<b>Mining and Subsidence</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	The SFA/SLA is adjacent to an area which is significantly effected by Deep, Strip or Open Cast Mining, Blasting or Quarrying.	5	The boundary of the mining should be adjacent to the SFA/SLA
2	The SFA/SLA is located within an area which is significantly effected by Deep, Strip or Open Cast Mining, Blasting or Quarrying.	4	Within 200m
3	The SFA/SLA is located on a route or access way to mining works listed above and there is a significant increase in the amount of HGV traffic.	3	
4	The SFA estate/Service establishment is located on a route or access way to mining works listed above and there is a significant increase in the amount of HGV traffic.	2	
5	The SFA/SLA is located adjacent to Waste Tips or Spoil areas directly related to mining operations (current or disused) which have an adverse effect on the outlook of the property.	1	ie. There is a large spoil heap (1000m <sup>3</sup> +) at the bottom of the SFA garden/adjacent to the SLA.

## **LOCAL ADVERSE SEWAGE, CHEMICAL OR ENGINEERING WORKS**

9. The majority of works should not have a direct effect on the Service community and as such should not be scored just because of their presence. However, in circumstances where works have a negative effect because of pollution, exhaust fumes (from large generators or the like) or smell, deficiency points may be awarded.

<b>Local Adverse Sewerage, Chemical or Engineering Works</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	N/A	5	
2	N/A	4	
3	The SFA/SLA is located directly adjacent to a large sewerage/chemical works the operation of which affects the SFA/SLA	3	Large = over 200m <sup>2</sup> with exposed processing units.
4	The SFA/SLA is located adjacent to a small sewerage/chemical works the operation of which affects the SFA/SLA.	2	Small unit under 199m <sup>2</sup> which has exposed processing units (Not Bio Disk Type)
5	The SFA/SLA is located adjacent to a heavy engineering or chemical works whose operations significantly affect the standard of living.	1	Noise, Smell or traffic nuisance.

### **ADJACENT ELECTRICAL PYLONS**

10. Electrical Pylons come in varying sizes, from large lattice steel structures which carry very high voltages to wooden poles which may support local transformers. The occurrence of pylons should be limited and electrical installations should be positioned far enough away from SFA/SLA not to present a negative effect. Care should also be taken not to confuse telephone poles with electrical supports. Telephone poles and their supported wires do not attract any points.

<b>Adjacent Electrical Pylons</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	A High Voltage (HV) 4 Leg, steel lattice construction Pylon is located within the boundary of the SFA/SLA.	5	
2	A steel HV Pylon is located adjacent to the SFA/SLA, or electrical switching complex and substation is located directly adjacent to the SFA/SLA.	4	
3	Phased HV power lines pass over the boundary of the SFA/SLA as per Serial 1.	3	
4	A transformer is located within the boundary of the SFA/SLA.	2	Transformer should be fenced or contained within a brick enclosure
5	A Timber support pole or double pole c/w step-down transformer is located within the boundary of the SFA/SLA.	1	

**COASTAL LOCATION**

11. To attract points the SFA/SLA must suffer significant effects from being directly located in an exposed coastal location. Only the scores from either Para 11 or 12 can be taken into consideration.

<b>Coastal Location</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	N/A	5	
2	N/A	4	
3	N/A	3	
4	The SFA/SLA is located on an exposed coastal location which is subjected to major storms and bad weather.	2	
5	The SFA/SLA is located on a sheltered coastal location which is subjected to storms and bad weather.	1	

**GEOGRAPHICAL ELEVATION**

12. To attract points under this serial, the SFA/SLA must be cut off until midday on any affected day by sustained and heavy snowfall. In general the SFA/SLA should be isolated and located in an exposed highland location.

<b>Geographical Elevation</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	N/A	5	
2	N/A	4	
3	N/A	3	
4	The SFA/SLA is located in an exposed highland position which is cut off (physically snowed in) for over 30 days a year due to snow and poor weather	2	
5	The SFA/SLA is located in an exposed highland position which is cut off (physically snowed in) for over 15 days a year due to snow and poor weather.	1	

**ADVERSE SOCIAL AND ENVIRONMENTAL FACTORS**

13. Adverse social and environmental factors including proven and recorded cases of vandalism and criminal activity, and poor/non existent provision of services, on the basis that:

- a. The Local Service Commander has drawn up a Community Action Plan (CAP) to identify the problems, and taken action to address those problems in consultation with the Services' chain of command, the Local Authority, the Police or other agencies as appropriate.
- b. Once the CAP has commenced, a case identifying the problems and explaining what action has been taken at the local level has been submitted to the Service Authority (single Service Pay/Housing Colonels) at MOD level.
- c. On receipt of the case the Service Authority:
  - (1). Has determined that 5 deficiency points may be awarded immediately on those occasions where it is likely that the adverse social and environmental factors can only be resolved in the long term, if at all.
  - (2). Or, in cases where the adverse social and environmental factors are likely to be resolved in the short term, has determined that further evidence as to the effectiveness of the CAP over a period of up to 6 months is required, and on the basis of that evidence, has determined whether there is then a case for the award of 5 deficiency points.
  - (3). Or, has determined that the case should be rejected.
- d. Where the case is agreed by the Service Authority, 5 deficiency points may be awarded with effect from the date of that decision.
- e. The case is reviewed by the Service Authority after 12 months.