

**JAMES CARTLIDGE MP**  
MINISTER OF STATE FOR DEFENCE PROCUREMENT

Ref: 5239

22 March 2024

Dear Maria,

In my response to your Parliamentary Questions (UIN 5239), tabled on 5 December 2023:

**To ask the Secretary of State for Defence, how many military housing units reported cases of (a) mould, (b) heating and (c) external wall insulation problems in each year since 2019**

I undertook to write to you with a substantive answer, this information is set out below.

Out of a total of c47,900 Service Family Accommodation (SFA) properties, in the period 1 April 2022 to 1 December 2023, there have been:

(a) There have been cases of damp and mould reported in 6,442 SFA properties.

These figures include all calls reporting damp and mould, ranging from mould in corner of a shower which can be rectified quickly, through to other cases which form part of the departments damp and mould remediation programme.

Figures are not available for damp or mould only.

Circa 4,000 standardised damp mitigation packages are being delivered this financial year. Of these over 1,360 have been completed to date. Around 700 further packages are planned to be delivered early next financial year.

The remaining c1,700 homes where damp and mould has been reported, reflect more minor incidences of damp and mould. These are being addressed through simple maintenance visits, with 1,419 such tasks already complete.

There have been maintenance issues relating to heating reported in 20,800 SFA properties.

Rt Hon Maria Eagle MP  
House of Commons  
London  
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The maintenance work orders include all repairs associated with heating such as condensate pipes freezing in extremely cold weather or a faulty single radiator valve and are not limited to just a total loss of heating (where temporary heating or alternative accommodation is provided).

All emergency calls relating to heating and hot water should be dealt with within two hours, all urgent calls should be dealt with within 48 hours, and routine maintenance calls within 12 days.

It remains the Department's position that no home should be left without any form of heating or hot water for more than 24 hours. Where a fault with the permanent heating system cannot be rectified within this timeframe, alternative forms of heating and sources of hot water, or alternative accommodation, should be provided.

(b) The number of reported cases of external wall insulation problems in SFA is not held, as information is not logged as a separate category of maintenance work.

(c) Data prior to the start of the Future Defence Infrastructure Services Accommodation contracts in April 2022 is not held centrally and can only be provided at disproportionate cost.

A copy of this letter will be placed in the Library of the House.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'J. Cartlidge', with a stylized, cursive script.

**JAMES CARTLIDGE MP**