



The Chair
Defence Select Committee
Houses of Parliament
Palace of Westminster
London
SW1 0AA

21st December 2023

RE: Service Accommodation Inquiry

Dear Chair,

I would like to thank the Committee for giving me the opportunity to provide oral evidence to its Service Accommodation Inquiry on behalf of VIVO Defence Services.

At the hearing in November, I was asked to provide information in relation to questions raised by committee members.

Please find below my responses to the questions raised.

1. All contractors asked to write to the Committee with full details of staffing levels at the start of the contract and currently, broken down into trades/roles.

Staffing levels for the start of our contract and for December 2023 are shown in the table on the next page.

Please note this is a headcount of all people available on our accommodation contract including direct VIVO employees, our Tier 1 Supply Chain and Contractors.

Those whose sole function is to work on VIVO accommodation contracts are highlighted as 'core staff' while those who are available and spend part of their role working on our accommodation contracts are marked as 'ad hoc.'

We have also recruited a number of staff to carry out our billable work projects such as renovating properties under our damp and mould treatment scheme, bringing 600 extra void homes into use by March 2024 and large-scale refurbishment work to numerous homes across our regions in phases. This includes work such as replacing doors, windows and roofs and carrying out external wall insulation projects to multiple homes at specific locations to improve their thermal efficiency and make them warmer and more economical for the families who live in them now and into the future.

VIVO Defence Services Limited
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Type of Resource	Staff levels as at December 2023				Staffing levels at start of contract in 2022			
	Core Staff	Adhoc, not dedicated	Staff working on projects	Overall total	Core Staff	Adhoc, not dedicated	Staff working on projects	Overall total
Management/Administration/Professional	333	89	201		210	22	0	
Electrician	128	34	77		80	9	0	
Plumber	113	30	69		71	8	0	
Multi Skilled – inc. plastering, glazing, joinery, bricklaying, ground works, labourers, painting and decorating	549	148	332		346	37	0	
Heating / Gas Engineer – Oil, LPG, Commercial, ASHP	88	24	53		55	6	0	
Grounds Maintenance Operative – inc. arborists	201	54	122		127	14	0	
Cleaners (Voids, Communal)	31	8	18		19	2	0	
Specialists – Roofers, lift technicians, chimney sweeps, scaffolders, asbestos, legionella, street lighting, fire alarms, play parks, carpet fitters	46	12	28		29	3	0	
TOTAL PER COLUMN	1489	400	900	2789	938	100	0	1038

2. Contractors committed to write to the Committee about what occupants are allowed to do in their own home by way of repairs and maintenance.

DIO, as the landlord, is best placed to provide the official response to this question and I understand they are in the process of providing this.

I can say that there is no defined list of repairs that occupants are allowed to do in their own home and while works to mechanical or electrical systems are prohibited for safety reasons, we would encourage families carrying out minor maintenance in certain cases.

Examples of self-help might include:

- Unblocking sinks
- Bleeding radiators
- Tightening loose handles, such as kitchen cupboards
- Replacing light bulbs where not in an enclosed fitting
- Re-pressurising their boiler following loss of pressure

However, VIVO do not expect families to undertake the above and if these are reported to us, we will respond in line with the RAMS contract.

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I hope this helps the Inquiry and I am happy to be of any further assistance should it be required by the Committee.

Yours faithfully,

Jerry Moloney
Managing Director
VIVO Defence Services

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