



# Your Service Family Accommodation

## Additional Needs & Disabled Adaptations - Guide 1

### Moving to a New Property

Making an application  
for your new property

When making your application using the e1132 (Application Form to Occupy Service Family Accommodation (SFA)) you can indicate on the form that you require Additional Needs and Disabled Adaptations (ANDAs).

After your application has been submitted, you will be contacted to provide a Medical and/or Occupational Therapist (OT) Report to support your request. Please be aware delays in providing a Medical or OT Report can cause delays in progressing your application.

The Occupational Therapy Service is a specialist service which, depending on your needs, will either be provided by your Local Council, Commissioning Group or your Local Authority (LA).

Further guidance on OT reports can be found at: [www.defenceinfrastructure.org.uk/conditioning-occupation-therapy/Pages/Accessing-Occupational-Therapy.aspx](http://www.defenceinfrastructure.org.uk/conditioning-occupation-therapy/Pages/Accessing-Occupational-Therapy.aspx)

If there is an extended delay in the LA providing the OT report this may be procured by CA as part of the works programme (this should be requested via the Helpdesk).

Identify a suitable  
property

If you already have an existing Medical/OT/Specialist report and there has been no change in circumstances then this can be submitted (please take into account any changes to family circumstances) for major adaptations. Condition America (CA) may take specialist advice to identify a suitable property to meet your family's needs. The decision as to which SFA is allocated will be based solely on the DIO Service Delivery Accommodation (DIO) and CA's opinion as to which property can best be adapted to meet your Medical and/or OT report.

In some cases a property may be available that has already been adapted and if it is considered to be suitable then this will be offered to you. Consideration can be given to staying in your current SFA or temporary accommodation until work is completed at your new property. Please be aware any additional works outside the recommendations of your Medical and/or OT Report is unlikely to be approved.

Making a decision

Once a suitable property has been identified you will be invited to visit and an offer will be made on acceptance. If the property is not acceptable, a case conference will be held within 5 working days to consider further options. The target for allocating your property is within 15 days of receipt of your Medical and/or OT Report.

Making an offer

Following acceptance, the offer for your property will be confirmed.

Carrying out the  
adaptations

CA can now progress your application. CA will appoint an ANDA Focal Point who is responsible for arranging and managing the additional works and keeping you fully informed of decisions and progress regarding your application. They will provide you with regular updates and inform you if you must keep them informed of any changes in your circumstances.

The length of time required to complete the adaptations will depend on the complexity of the works. Throughout the works programme your ANDA Focal Point will ensure you are kept fully informed of progress, including the start and proposed completion dates. Depending on the complexity/length of the project, you can agree a suitable schedule for updates. You may of course contact your ANDA Focal Point (via the Helpdesk) at any time should you have concerns.

Ensuring the work  
meets requirements

Once the adaptations are complete and your SFA is ready, you will be invited to make an inspection. The DIO and ANDA Focal Point will inspect the work and jointly confirm it has been satisfactorily completed in accordance with the requirement. You will be invited, with the OT, to visit the property at the same time. Please note your move-in may be delayed if further works are required.

Applicant moves in to  
adapted SFA