



Customer Fact Sheet 2 -Application, Allocation and Entitlement

Q. Who is entitled to Service Family Accommodation (SFA)?

A. Service personnel aged 18 and over, with the appropriate marital status are entitled to apply for SFA. Entitlement is for SFA at the Duty Station although you may be eligible to apply for surplus SFA at other locations. The type of property personnel are entitled to is dependent on rank for Officers and family size for Other Ranks. Full details on entitlement and eligibility can be found in JSP 464 Tri-Service Accommodation Regulations (TSARs) Chapter 3.

Q. When should I apply for SFA?

A. If you require SFA, you should submit your application to the DIO Operations Accommodation Housing Allocations Service Centre (HASC) at your new location as soon as you receive your Posting Order. If this is within 4 months of your posting date, DIO will aim to make you a provisional offer within 10 working days. If you submit your form earlier than this, we will try our best to make you an early offer; however, we are not obliged to do so until the four month point.

If you already live in an SFA, don't forget you are required to notify your current HASC that you have been posted, within 14 days of receiving your Posting Order. It is also mandatory that you book a Pre-Move Out Advisory Visit with your local HIC 2 months prior to your move out.

Q. Can I specify when and where I wish to move?

A. You are asked to provide us with the date you require the property. This is known as your Required Date and can be any date you choose as long as it is within 28 days either side of your Posting Date. You can also specify any personal preferences on your application form and where possible, these will be taken into account.

Q. What if I don't wish to accept the offer?

A. If you refuse the offer because it is not to your entitlement, we will try and make a further offer within 10 working days. If you refuse the offer for personal reasons you will be placed on a waiting list but there is no guarantee of when, or indeed if, a future offer will be made. You should be aware that you are not likely to be granted permission to retain SFA at your old duty station and therefore you may need to make your own arrangements for accommodation whilst you wait for a second offer.

Q. What if the property we have accepted is not available when we come to move in?

A. We will confirm the offer and address of the SFA 28 days prior to your Required Date. If, for any reason, we are unable to confirm the original offer you will be offered either alternative SFA, Substitute SFA (SSFA - but only in exceptional circumstances) or the option to remain on the waiting list.

Q. What if my family or I have any special requirements?

A. Please provide details at the point of application, enclosing any reports from the appropriate professional source. It is important that we are made aware of special requirements at the earliest opportunity.

Q. Where can I get an application form?

A. The Application Form for SFA is MOD Form 1132. The MOD recommends and expects that applications for SFA are submitted using the electronic MOD Form e-1132. The electronic form is only available through the Defence Intranet to protect your information and ensure it is secure: <http://apps01.domis.r.mil.uk/e1132/> Customers who do not have access to the Defence Intranet can complete a printed form which should be posted to the Housing Allocations Service Centre (HASC). It can be obtained from DIO Offices, Unit Welfare Offices or accessed through [MOD Website](#). The paper form must be fully completed. Failure to do so may result in the form being returned and could delay your application.

Further details on the policy for the application and allocation of SFA can be found in TSARs Chapter 5, available in the Regimental Admin. Office, Unit Pay Office or Personnel Flight.