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Moving into Service Family Accommodation



December 2009

Moving into Service Family Accommodation (SFA)

The full regulations on entitlement and eligibility can be found in JSP 464, which is the overarching and definitive policy source document for the provision of Service accommodation. Service personnel can access this document on the MOD intranet. Policy contained within JSP 464 has been developed and agreed by the Service Personnel Policy authorities. The Housing Providers' responsibility is to implement this policy.

Service Personnel are entitled to SFA if they:

- Are married or in a recognised Civil Partnership, or
- Have dependent children for whom they have parental responsibility (PStatCat 2)
- Are single or unaccompanied but have an entitlement by virtue of appointment

Applicants must also meet the following criteria:

- Are aged 18 or over, have completed initial training and
- Have at least 6 months to serve at their Unit

Civil Servants

The Terms and Conditions of Service for UK based civil servants serving with the MOD overseas entitle them to accommodation at public expense for an initial period (See Civilian Personnel Manual Vol 2 - Overseas Transfers). Civil servants (married accompanied/Civil Partnership) are accommodated in SFA under the same entitlement criteria as applied to Service personnel. Single or unaccompanied civil servants may also be accommodated in SFA, categorised as Official Single Housing. The status of civil servants is identified by means of their equivalent military rank (EMR), as identified in JSP 464 (Part 2, Chapter 3, Annex B).

Your entitlement to SFA depends on your Personnel Status Category (PStatCat), the date of your Assignment, marriage or Civil Partnership, and/or the ages of your children and, where applicable, the expected date of the birth of your first/next child.

Single Personnel

Some single Service personnel are also entitled to live in SFA, such as those entitled by appointment, those with prime responsibility for a child, Chaplains, Army Welfare Assistants, Community Workers and others with Service approval.

Entitlement is usually for SFA at your duty station, or within an agreed travelling distance, although you may be eligible to apply for SFA at other locations. The application is to be forwarded to the HIC/local Housing Provider with a letter explaining the reasons behind the request. The HIC/local Housing Provider may have to direct the application to a higher authority. Allocation will also be subject to availability of SFA. Your entitlement to accommodation in a particular location usually ceases when your tour ends or your PStatCat changes to a non-entitled category.

The location of your SFA depends on where you are Assigned. Officers are allocated SFA primarily by rank, however other factors such as family size, appointment, representational responsibilities and personal choice may influence the final allocation. Other Ranks accommodation is allocated by family size. HICs/local Housing Providers are able to provide details of accommodation sites/areas.

Entitlement

Officers		Other Ranks	
Type I	4/5 bedrooms	Type D	4 bedrooms
Type II	4/5 bedrooms	Type C	3 bedrooms
Type III	4 bedrooms	Type B	2 bedrooms
Type IV	4 bedrooms		
Type V	3 bedrooms		

Applying for SFA

Notification of Assignment - If you already live in SFA, you are required by JSP 464 to notify your present Housing Provider (Housing Information Centre (HIC) in UK or Station/Garrison Housing staffs (Overseas) of an Assignment Order within 14 days of receiving it. Prompt notification of movement will assist you and other families to get as much notice as possible of a new address. Details of the HICs are given at the end of this section.

Application for SFA - To apply for SFA you must complete MOD Form 1132 which is available from Units, the MOD Intranet and HICs. After certification by your Unit HR staffs, (responsible officer), send the original to the appropriate HIC or overseas Housing Office serving the location where you are seeking SFA.

Should you have Additional Needs or Disabilities that may prompt modifications to a property please provide details on MOD Form 1132 and include supporting documentation from your specialist advisor/occupational therapist. (In all cases, please ensure that you complete all sections of the application form). Failure to do so may result in your form being returned and delay the processing of your application.

You need to specify a date when the SFA is required. This is to be within 28 days of the date of posting - as detailed on the Assignment Order. Any change to the requested Move-In date should be passed to the HIC or appropriate overseas Housing Office without delay. Unless the change comes about as a result of Service requirements, changes to the Move-In date will not be permitted within 28 days of the scheduled Move-In. The receiving office will also make contact with your current housing provider to help all parties agree a provisional date for your Move-Out and agree a Pre Move-Out Advisory Visit (PMOAV), the purpose of which is explained in Booklet D.

Early Allocation of SFA - There are circumstances when it will be necessary for a family to move in advance of the applicant's Assignment date. It may be for educational or medical reasons or that the family are required for Service reasons to move in advance. Application forms (MOD Form 1132) are to be sent to the local Housing Provider with a letter of explanation giving the reasons. The receiving Unit should also be informed. If authority is required from a higher level it is the responsibility of the Housing Provider to staff the case to the appropriate Headquarters.

Provisional Offers - Upon receipt of a properly completed application (presuming the date the accommodation is required is within 4 months), the Housing Providers will aim to send you a provisional offer within 15 working days. You have 10 working days from receipt of the offer to accept or refuse the SFA. If the property is overseas, you may wish to contact the local Housing Provider to gain what information there is available on the type and condition of the SFA and the local amenities.

Acceptance - To accept, you should send written acceptance of the offer to the HIC or Station/Garrison Housing staffs detailed in the offer letter. Failure to do so may result in the offer being withdrawn.

Refusal - If you refuse the offer because it is not to entitlement, the offer will be discounted and another made within the 15 working day period (if there is time remaining) or at the earliest opportunity thereafter. If you refuse the offer for personal reasons, your application will be placed on the waiting list until a property closer to your requirements becomes available. However, please be aware that your application will then be held at a lower priority and will not be subject to the requirement to give you a provisional address within 15 working days.

Firm Offers - 28 days prior to the required date, the Housing Provider will confirm the offer, the address of the SFA and the date and time of the Move-In. If you are unable to attend the Move-In personally, you are required to appoint a Service proxy representative who you authorise to take over and sign for the SFA on your behalf. The Nominated Proxy Form will be included with your Move-In date and time notification.

If for any reason, the Housing Provider is not able to confirm the original offer, you will be offered either:

- Alternative SFA
- SSFA (not available in all Overseas locations), see below or
- The option to remain on the waiting list until suitable SFA becomes available

If you have children due to attend local schools for whom places have already been secured on the strength of a provisional offer, any alternative offers made will be for SFA or SSFA within the same school catchment area, unless otherwise requested by you.

[Substitute Service Family Accommodation \(SSFA\)](#) - If suitable SFA is not available, you will be issued with a Non-Availability Certificate (NAC) and an application form for SSFA. SSFA is suitable privately rented accommodation near your place of work, which in the UK is sourced by a contractor on behalf of the MOD. If you decline the NAC you will remain on the waiting list until SFA becomes available.

Housing Information Centres

Housing Information Centres (HICs) are responsible for delivery and management of DE Ops Housing's requirements to a defined geographical area within the UK, and are the primary points of contact with the customer offering a 'one stop shop' on all housing issues including the allocation of SFA at your new duty station.

HICs can be contacted in the UK through the free-phone telephone number listed on page B - 7 of this guide and are open from 0830 to 1630 hrs, Monday, Tuesday and Thursday, 0900 to 1630 hrs Wednesday, 0830 to 1530 on Friday and are manned by experienced DE staff. If your call is specific to a particular location (such as the need to arrange a Move-In or Out) you will need to select the relevant HIC from the seven options available which are:-

Option 1	Aldershot	Option 5	Scotland & Northern Ireland
Option 2	Thetford	Option 6	York
Option 3	Warminster	Option 7	Telford
Option 4	High Wycombe		

One of their main responsibilities is to manage the application process in accordance with the rules and regulations laid down in JSP 464 Chapter 5, and in particular to:-

- Acknowledge receipt of the application form (MOD Form 1132) and allocate SFA in accordance with the applicant's entitlement and availability
- To liaise with prospective occupants and identify any additional needs or disability requirements and liaise with appropriate welfare authorities
- Manage the provision of Non-Availability Certificates (NAC) in cases where SSFA needs to be utilised
- Input data on to JPA to start and stop appropriate accommodation charges
- Consider and action requests for retention of SFA
- Deal with enquiries from prospective occupants on any aspect of the allocation process

Housing Information Centre Telephone Numbers



HIC Telephone Number (all locations):
0800 169 6322

Military Network:
94510 8000

Callers from Overseas:
0044 1904 418 000

Housing Information Centre Addresses

ALDERSHOT E-Mail: south.allocations@hd.de.mod.uk
Building 3, ABRO, Ordnance Road, Aldershot, GU11 2AA

Locations covered: Aldershot, Arborfield, Bordon, Camberley, Canterbury, Chatham, Church Crookham, Dover, Gosport, Maidstone, Odiham, Pirbright/Deepcut, Portsmouth, Sandhurst, Shornecliffe, Shrivenham, Thatcham, Winchester

THETFORD E-Mail: anglia.allocations@hd.de.mod.uk
Building 29, Barnham Camp, Thetford Road, Barnham, Thetford, Norfolk, IP24 2DJ

Locations covered: Bassingbourn, Brampton, Chicksands, Chilwell, Colchester, Cottesmore, Grantham, Henlow, Honington, Loughborough, North Luffenham, Marham, Melton Mowbray, Norwich, Old Dalby, Waterbeach, Wattisham, Wigston, Wimbish, Wittering, Woodbridge, Wyton

WARMINSTER E-Mail: south-west.allocations@hd.de.mod.uk
401/423 Pepper Place, Warminster, Wiltshire, BA12 0DG

Locations covered: Andover, Blandford, Boscombe Down, Bovington, Bulford, Chivenor, Colerne, Corsham, Culdrose, Dartmouth, Exeter, Hullavington, Ilchester, Larkhill, Lympstone, Plymouth, Poole, Salisbury, South Cerney, St Mawgan, Taunton, Tidworth, Upavon, Warminster, West Moors

HIGH WYCOMBE E-Mail: central.allocations@hd.de.mod.uk
156-158 Greenwood, Walters Ash, High Wycombe, Bucks, HP14 4XE

Locations covered: Abingdon, Beaconsfield, Benson, Bicester, Brize Norton, Didcot, Halton, High Wycombe, Maidenhead, Medmenham, and ALL London locations

SCOTLAND & NORTHERN IRELAND

E-Mail: scotlandhic@hd.de.mod.uk

1st Floor, Caledonia House, Innova Campus, Rosyth Europarc, Rosyth, KY11 2UU.

Locations covered: Aldergrove, Arbroath, Ballykinler, Benbecula, Buchan, Edinburgh, Glasgow, Helensburgh, Holywood, Inverness, Kinloss, Leuchars, Lisburn, Lossiemouth, Perth, Prestwick, Rosyth.

YORK

E-Mail: northern.allocations@hd.de.mod.uk

Bacchus House, Link Business Park, Osbaldwick Link Road, Osbaldwick, York, YO10 3JB

Locations covered: Boulmer, Brampton (Cumbria), Catterick, Coningsby, Cranwell, Digby, Dishforth, Driffield, Harrogate, Kirton in Lindsey, Leconfield, Leeming, Linton-on-Ouse, Newcastle, Ripon, Scampton, Sheffield, South and West Yorkshire, Strensall, Topcliffe, Tyne Tees, Waddington, York.

TELFORD

E-Mail: west.allocations@hd.de.mod.uk

Sapphire House, Stafford Park 10, Telford, Shropshire, TF3 3AD

Locations covered: Ashchurch, Bramcote, Brecon, Cardiff, Chepstow, Chester, Cosford, Crickhowell, Donnington, Haverfordwest, Hereford, Holyhead, Innsworth, Kineton, Lichfield, Malvern, Shawbury, Stafford, St Athan, Tern Hill, Weeton

Move-In Procedure

On the date and time notified, a Housing Officer (and perhaps a representative from the Accommodation Services Unit (ASU) who supply the furniture) will meet you at the property. You and your Spouse/Civil Partner (or Service proxy) will be shown around your SFA. This will give you the opportunity to:

- Familiarise yourselves with your new home, its fixtures, fittings and appliances
- Read electricity/gas meters and measure levels in oil tanks
- Take possession of the keys
- Identify who is responsible for any repair or maintenance queries (See Booklet C for more details)
- Confirm that there is a valid Gas Safety Certificate in the SFA
- Complete and sign the Move-In documentation

You may give your Spouse/Civil Partner or a Service colleague written authority (Proxy Certificate) to sign the inventory on your behalf if you are unable to attend the Move-In.

Please note that the Move-In can only take place during normal working hours.

If you are moving from one SFA (not SSFA) to another, you have two weeks to hand it back and provided you do so within this time you will only be charged for one property. If you exceed this period you may be charged for both.

Your Licence to Occupy

When you move into SFA, you will have signed a Licence to Occupy (LTO), a legally binding document.

The licence grants you, the licensee, permission to occupy the property while you remain entitled to SFA. The Licence stands as a legal document in its own right. Further information may be found in JSP 464, but in the event of any conflict the Licence has precedence.

Your right to occupy the SFA under the Licence will cease if it is terminated, either in accordance with the relevant provisions of the Licence, or in any other way permitted by law. You are expected to read the Licence and make sure that you understand the terms and conditions before signing it. If in doubt ask a member of the Housing Provider's staff to explain them to you. The LTO becomes a legally binding document as soon as it is signed, and therefore the licensee is bound by its conditions.

Utilities

During your occupation of SFA, you are responsible for paying for gas, electricity, fuel and telephone bills direct to the supplying companies or through the appropriate Service channel if those supplies are provided by MOD.

In Great Britain, if the utilities are not MOD supplied, you have the option to move to any utility supplier.

You are responsible for informing supplying companies of Move-Out dates and also forwarding address for final bills to be sent to before moving out. If you do not, you are likely to continue to be billed by the supplier and the Housing Providers reserve the right to refuse to take over SFA where such notice has not been given. The same applies if you fail to arrange for a card meter to be removed (where applicable). Charges for utilities supplied by the MOD will be stopped automatically on handover of the SFA.

TV Licence - You are responsible for purchasing a TV licence if you have a television when living in SFA (& SSFA) in the UK, and where it is a legal requirement overseas.

Transfer of SFA

If your entitlement changes during your tour because of promotion or an increase in your family size then you may be able to transfer to a larger property with your move being paid for at public expense. Your Unit HR staffs will advise you on the allowances for such a transfer.

If your entitlement has not changed but you would like a betterment move to another property, this may be possible if an alternative is available. Usually such moves will be at your own expense and are dependent upon there being no shortage of properties at your location. Requests for betterment do not take precedence over Assignments, therefore your application will be placed on a waiting list until suitable SFA is available.

Requests to move for welfare or medical reasons are to be supported by medical and/or social welfare documentation. For advice on any allowance for a move of this nature, please contact your Unit HR staffs.

To apply for a transfer, you should send an application form (MOD Form 1132), signed by a responsible officer, and any supporting documentation that may be relevant, to your HIC or Housing Provider overseas.

Accommodation Charges

You are responsible and will agree under the terms of your LTO to pay the appropriate accommodation charge for SFA. This is automatically deducted from your pay at source and goes to Defence Estates. The charge will be assessed on the property type (ie number of bedrooms), its grade (properties are graded from 1 to 4 with Grade 1 being the highest level of charge) and the furniture you request (fully furnished/part furnished or unfurnished). You also have the right to challenge your SFA/SSFA grading and request a review of charges within 3 months of moving into SFA/SSFA.

There is an additional charge for garages and carports. Charges also include an element for water rates where payable. These charges are set by the Armed Forces Pay Review Body (AFPRB) and reviewed annually.

Council Tax - The MOD pays a Contribution in Lieu of Council Tax (CILOCT) on UK properties to the local authority, and overseas MOD has to pay for local services or arrange internal contracts which support the locally arranged infrastructure. This cost is shared between all SFA licensees worldwide who pay a standard CILOCT in addition to the accommodation charge. HICs and Unit HR staffs hold details of the standard daily rates.