



**Defence
Infrastructure
Organisation**

Your Service Family Accommodation

The A to Z of SFA

Whilst DIO Service Delivery (SD) Accommodation aims to make it easy to find information about Service Family Accommodation (SFA), we recognise that sometimes information can be difficult to find quickly. The following key words (on a range of subjects) will take you directly to relevant information - either on Government/Agency websites - or provide simple advice.

You may find it even quicker to use your Search box (tablet/mobile telephone) or Find on the toolbar (Ctrl+F) to search for key words within this document.

	A to Z	Guidance/Where to find out more
A	Additional needs	Guidance about the process for arranging adaptations can be found at www.gov.uk/government/publications/additional-needs-adaptations-flowchart
	Allocation	Where appropriate, properties are allocated for reasons such as availability, rank, family size, duty station or local Service agreements - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa
	Apply	You can apply online, using an MOD system. More information is available at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa
	Asbestos	Asbestos is present in many homes built in the 20th century, and should present no risk to health if undamaged and undisturbed. If you suspect that asbestos in your SFA has been damaged please ring your maintenance helpdesk immediately. DIO carries out surveys of homes to check for asbestos and further information is also available at www.gov.uk/asbestos-in-home
B	Bins	Please check your with your local authority for information about bin emptying days, rubbish disposal or recycling - www.gov.uk/browse/housing/recycling-rubbish
	Blind cord safety	Blind cords should be kept short, out of reach of cots/furniture, and where possible attached to a safety clip to avoid strangulation - www.rospa.com/about/currentcampaigns/blindcords/
	Boilers	Your Housing Officer will provide details about the operation of your boiler at the Move In appointment. Please report any problems with your boiler using the details at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#maintainance-and-repairs-of-sfa-and-ssfa
	Businesses	You need to apply for permission to run a business in your SFA - www.gov.uk/government/publications/customer-guides
C	Carbon monoxide	Carbon Monoxide is an odourless and colourless poisonous gas that is potentially lethal. Please allow entry for your annual gas safety inspection, do not block air bricks/flues and regularly check any fitted carbon monoxide alarms.

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C	Carpets	<p>You are responsible for keeping your carpets clean and free from stains or damage – otherwise you will be liable for charges. In addition, if you own a cat or dog you will be required to undertake additional cleaning at Move Out, including applying a suitable pesticide/deodoriser.</p> <p>If you believe that your carpets need replacing please email your relevant team in the HASC, who will send your enquiry to your local Housing Officer. HASC contact details - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa</p>
	Charges	<p>Charges are recommended by the Armed Forces Pay Review Body and can be found at www.moneyforce.org.uk/Your-career/Before-you-join-the-Services/What-you-will-have-to-pay-for</p>
	Cleaning	<p>You are responsible for cleaning your property to meet the Move Out standard, or paying for someone to undertake this task on your behalf (see <i>Pre Payment cleaning scheme</i>) - www.gov.uk/government/publications/pre-move-out-advisory-leaflets-for-sfa</p>
	Complaints	<p>Despite our best efforts, sometimes things go wrong, so if you wish to comment on any aspect of our service please go to - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#making-a-complaint</p>
	Curtains	<p>Whilst you can use your own curtains during your occupancy of a property, the original curtains need to be cleaned and reinstated for the Move Out appointment.</p> <p>If you believe that your curtains need replacing please email your relevant team in the HASC, who will send your enquiry to your local Housing Officer. HASC contact details - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa</p>
	Customer Assistance Points (CAPS)	<p>CAPs exist at major MOD sites to help your resolve SFA issues. Please use the following list of CAPs to find your nearest office - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#customer-assistance-points-caps</p>
	Customer Charter	<p>This document sets out some of the responsibilities of DIO and SFA customers - www.gov.uk/government/publications/diosfa-customer-charter</p>
	Customer guides	<p>DIO SD Accn produces a number of guides offering simple advice on a range of subjects:</p> <ul style="list-style-type: none"> - www.gov.uk/government/publications/customer-guides - www.gov.uk/government/publications/customer-fact-sheets
Customer survey	<p>On behalf of the MOD, M-E-L Research undertakes a monthly telephone survey of randomly selected customers. The aim is to help MOD better understand the views of service personnel and families living in UK service family accommodation (SFA) and substitute SFA (SSFA). DIO encourages customers to respond to the survey as your opinions will be used to measure how DIO is performing and identify ways of making further improvements to the housing service that matter to you.</p>	
D	Damages and deficiencies	<p>When Service personnel move out of UK Service Family Accommodation (SFA) or Substitute Service Family Accommodation (SSFA), charges may be</p>

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D		<p>payable for damages or deficiencies that are not classed as fair wear and tear, or because customers have failed to prepare the property to the correct standard, for example cleanliness. Charges are necessary as every instance of damage or failure to prepare a property to the correct standard means that the MOD incurs costs to prepare the property to a suitable standard for the next Service family.</p> <p>Further details, including the dispute resolution process, can be found in DIN 2013DIN01-188 (MOD systems only)</p>
	Damp/mould	<p>DIO has invested millions to resolve problems with damp and mould, as well as introducing a new process to deal with reports of damp or mould. Please report problems to your maintenance helpdesk or follow the following advice for minor problems - www.gov.uk/government/publications/customer-guides</p>
	DIY projects	<p>Before undertaking any major projects you should contact your local Housing Officer for approval, and to ensure that you are not disturbing any asbestos containing materials. Please note that you will be required to reinstate your property to its original state or incur charges for damages.</p>
	Drains/guttering	<p>To avoid damaging the fabric of your Service home, please report any problems with your drains or guttering to the relevant maintenance helpdesk - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#maintainance-and-repairs-of-sfa-and-ssfa</p>
E	e-1132	<p>Use the e-1132 to apply for SFA at http://apps01.domis.r.mil.uk/e1132/ (MOD systems only)</p>
	Emergency repairs	<p>The maintenance contracts categorise problems as either Emergency, Urgent or Routine. Once an emergency situation has been made safe it will be categorised as either Urgent or Routine - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#repairs-and-maintenance</p>
	Encroachments	<p>If you wish to apply for permission for an encroachment - such as a shed or greenhouse - then please email your relevant team in the HASC, who will send your enquiry to your local Housing Officer.</p> <p>The HASC contact details are available at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa</p>
	Energy efficiency	<p>The MOD has invested heavily to improve the energy efficiency of SFA, however, there are simple things that you can do to save energy and money - www.gov.uk/government/publications/customer-guides</p>
F	Entitlement/eligibility	<p>To be entitled to apply for SFA, service personnel must: be aged 18 and over; be married or in a civil partnership or who have permanent custody of children; and have at least 6 months to serve - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#entitlement-for-sfa-and-ssfa</p>
	Firearms	<p>You need to apply for permission to keep a firearm in SFA. You should email your relevant team in the HASC, who will send your enquiry to your local Housing Officer. HASC contact details - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa</p>

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	Fire safety	Please protect your family by following some simple Fire safety tips. A range of publications are available at www.gov.uk/government/collections/fire-safety-guidance
	Fly tipping	For the sake of everyone in your local Service community please dispose of your rubbish correctly, either by arranging for pick up by your local authority or visiting your local recycling centre. Dispose of your rubbish - www.gov.uk/browse/housing/recycling-rubbish Reporting fly tipping - www.gov.uk/report-flytipping Or search for your local authority.
	Furniture	You can apply for furniture for your SFA, which will be charged for depending on the type of your property and how much furniture you require. You can apply for furniture when you apply for SFA or if you require additional furniture, please contact your local Accommodation Services Unit – contact details can be obtained by emailing the HASC.
G	Garages	If a garage is not attached or part of your SFA, you may be able to apply for a garage in the local area. Please email the Housing Allocations Service Centre (HASC) if you wish to apply - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa Guidance about garage charges can be found in JSP754 (MOD systems only).
	Garden	You are responsible for keeping any garden in a tidy state: cutting grass; and keeping borders weed free. At Move Out the garden should be tidy and free from rubbish/personal possessions. Contact your maintenance helpdesk regarding issues relating to trees - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#repairs-and-maintenance
	Gas inspections	DIO has a statutory legal requirement to carry out gas safety inspections – and it's in the interest of your own family's safety to allow access to your home to ensure these vital checks can take place. Failure to allow access for the inspections is a serious breach of your licence to occupy so if you fail to permit access when an appointment has been arranged, a Yellow safety warning will now be issued. If you fail to permit access at the next appointment a Red safety warning will be issued, at which point DIO may contact your Chain of Command in an effort to gain access.
	Grading	Boards of Officers are undertaken to determine the grading (and therefore charges) for your property - www.gov.uk/government/publications/customer-fact-sheets
H	HASC	The Housing Allocations Service Centre is responsible for managing the allocations of SFA - www.gov.uk/government/publications/housing-allocations-service-centre-hasc or use the information above about <i>Apply</i> .
	Heating	Please check your heating in August/September to ensure it is working correctly, and before you need it for the winter. If you have any problems please call your maintenance provider immediately – see Helpdesks below.
	Helpdesks	Contacts for the maintenance helpdesks can be found at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#repairs-and-maintenance

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	Home front newsletter	This newsletter for SFA customers offers information and advice - www.gov.uk/government/publications/home-front-newsletter
I	Insurance	As well as taking out adequate insurance for your possessions (such as Kit or Contents insurance), all customers in SFA are reminded of their liability for up to the first £20,000 of damage to their SFA property if it is found to have been caused by their actions or inaction. Insurance is available, known as Licence to Occupy insurance – and further information can be found at http://siiap.org/l2o . Please check with your provider as this may already be included in your specialist Service insurances, such as Kit insurance.
	Irregular occupants	SFA is provided for entitled or eligible Service personnel and their families. People who lose their entitlement, such as leaving the Service or through marriage breakdown, and stay in the accommodation are often referred to as Irregular Occupants. Action will be taken to recover properties; however, this will be done sensitively and in consultation with the Chain of Command where appropriate.
J	JSP 464	Joint Service Publication 464 is the over-arching policy document for Service accommodation - www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars
K	Keys	You should look after the keys for your SFA and ensure all keys are returned at the Move Out appointment – otherwise you may be charged for their replacement. If you have any problems with your locks you should contact the relevant maintenance helpdesk.
L	Leaving the Armed Forces	If you are leaving the Armed Forces you should email the HASC to advise them of your change of circumstances and to get further advice about your SFA. There are a range of places you can seek further guidance, such as the Joint Service Housing Advice Office (www.gov.uk/housing-for-service-personnel-and-families), Families Federations, Service charities, and Local Authorities.
	Licence to occupy	Before you can take over an SFA property you will be required to sign, or agree electronically to, the Licence to Occupy. This sets out some of your responsibilities, more information can be found in JSP 464 - www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars
M	Maintenance	Your SFA benefits from a comprehensive maintenance service. Details can be found at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#repairs-and-maintenance
	Maintenance Guide (England and Wales)	A comprehensive guide to housing maintenance for SFA in England and Wales is available at https://www.gov.uk/government/publications/service-family-accommodation-maintenance-guide-england-and-wales
	Move In	You should book your Move In appointment on the e-1132 system. More information can also be found at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#moving-in
	Mould	Please see <i>Damp/mould</i>
	Move Out	You should book your Move Out appointment on the e-1132 system and

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		prepare your property accordingly in advance of the appointment. More information can be found at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#moving-out
N	NGEC	DIO is procuring a new range of contracts, including the National Housing Prime, which will cover the whole of the UK - www.gov.uk/government/publications/next-generation-estate-contracts-ngec
	Neighbours	It's in everyone's interest to have a good community without neighbourhood disputes. If a problem occurs you should try to resolve the issue calmly yourself in the first instance and talk to your chain of command. You can also speak to your Housing Officer for guidance. If the problem escalates you should gather evidence as this will help the authorities to determine any action required.
O	Oil tanks	<p>If your SFA has an oil fired central heating system, where the oil is supplied by an individual fuel tank, the Housing Officer (HO) will have taken a reading of the oil level prior to your Move In and you will be asked to sign to indicate that you agree with that reading. The HO will also advise you at Move In if the property is in the Fuel Subsidy Scheme (FSS). You will be responsible for monitoring and purchasing heating oil at the property unless advised otherwise by the HO. The HO will take a further reading when you Move Out. You will be eligible for a refund if the oil level exceeds your Move In level or be billed if the oil is less than your Move In level.</p> <p>Please think fire safety and report any leaks or faults with the tank to your maintenance provider. You should also keep flammable materials, such as cardboard recycling materials and undergrowth, away from your tank.</p>
	Pest control	Problems with pests are handled by the relevant maintenance Helpdesk - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#maintainance-and-repairs-of-sfa-and-ssfa
P	Pets	You are required to apply to keep a pet in your SFA, and for each new pet that you wish to introduce - www.gov.uk/government/publications/customer-guides
	Play areas	<p>Parents are responsible for ensuring that their children use play areas appropriately and safely. Pet owners should also ensure that their animals are kept out of play areas, that no fouling takes place, and that animals are kept under control at all times.</p> <p>Play areas are inspected regularly but if you notice any damage, please report it immediately to your maintenance provider - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#repairs-and-maintenance</p>
	Plumbing	If you have a problem with your plumbing please report it to your relevant maintenance provider - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#maintainance-and-repairs-of-sfa-and-ssfa . You should make yourself aware of the location of your stop cock to ensure that you can switch off the water in an emergency.
	Pre-Move Out advice	Leaflets offering detailed Pre Move-out advice and guidance are available for SFA customers in England/Wales, Scotland and Northern Ireland. The Pre Move-out Advisory leaflets are designed to provide service families with

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P		useful information as they prepare to move out of their service family accommodation. If you feel you require specific guidance please contact your local Housing Officer either directly or by emailing the Housing Allocations Service Centre - www.gov.uk/government/publications/pre-move-out-advisory-leaflets-for-sfa
	Pre-Payment Cleaning Scheme (PPCS)	<p>A Pre-payment cleaning scheme (PPCS) is available to all SFA customers in England and Wales. If you wish to use this voluntary scheme please contact the approved cleaning contractor (Ideal), whose helpdesk is manned by security cleared staff. Contact Ideal on Freephone: 0800 038 7833 or Mobile: 0777 222 8910. A representative will arrange to visit and provide you with a free, no obligation quote. This quote will be specific to your house and will reflect the amount of work required to get that particular property up to Move Out standard.</p> <p>Customers who use the PPCS continue to be liable for any damages to the property, such as stains on carpets that cannot be removed, and they are still required to prepare the garden and garage to the 'move out' standard.</p> <p>Customers in Scotland can arrange for a similar scheme to clean their SFA for Move Out. Please email the relevant HASC team at least four weeks in advance if you wish to use this scheme.</p>
R	Radon	Radon is a naturally occurring gas that is produced from some soil and rocks. There is a potential health risk from long term exposure of high concentrations of Radon. Therefore, DIO monitors high risk areas, putting in place measures to address the issue where required.
	Radiators	Please see <i>Heating</i>
	Red cards	Failure to allow access for the safety inspections is a serious breach of your licence to occupy so if you fail to permit access when an appointment has been arranged, a Yellow safety warning will be issued. If you fail to permit access at the next appointment a Red safety warning will be issued, at which point DIO may contact your Chain of Command in an effort to gain access.
	Redundancy	If you are made redundant you should email the HASC to advise them of your change of circumstances and to get further advice about your SFA. There are a range of places you can seek further guidance, such as the Joint Service Housing Advice Office (www.gov.uk/housing-for-service-personnel-and-families), Families Federations, Service charities, and Local Authorities.
	Repairs	Your SFA benefits from a comprehensive maintenance service. Details can be found at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#repairs-and-maintenance
	Retention	If you require further information about retaining a property you can find it at www.gov.uk/government/publications/customer-fact-sheets
	Safety	Please take some simple steps to keep your family and home safe - www.gov.uk/government/publications/customer-guides
	Security/theft	Please take appropriate action to protect the security of your family, following MOD or local Unit guidance. You should always lock your doors and windows where appropriate. It is also a good idea to ask your neighbours to keep an eye on your home while you are away, and you can return the favour next

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S		time they are away.
	Showers	The vast majority of SFA properties have a shower provided, usually within the bath. Remaining properties are being targeted to install showers but if you have a medical requirement please write to your local Housing Officer through the HASC.
	Smoke alarms	You should regularly test your smoke alarm and never tamper with it. If your alarm has a fault please report it to your maintenance helpdesk. Further advice can be found at www.gov.uk/government/publications/make-your-home-safe-from-fire
S	Substitute SFA	For enquiries relating to SSFA, please contact the Substitute Accommodation Team (SAT). Telephone: 01480 52451 Ext: 8681. Military: 95371 8681. Email: dioopsaccn-hqsubaccom@mod.uk Please note that SSFA can only be sourced once you have obtained a non availability certificate (NAC) from the HASC.
T	Toilets	Please only use your toilet for its intended purpose, and do not use it as a bin. Disposing of items such as nappies and sanitary products increase the risk of blockages and flooding of your home – ultimately damaging your possessions.
	Types	SFA properties are categorised into a number of types which are listed here - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#entitlement
U	Upgrading	DIO SD Accn improves thousands of properties every year, from fitting a new kitchen to totally upgrading a property. You should be informed in advance by letter of any work due in your area, and for all projects you will be invited to local meetings. Information about the improvement programme is available on the DIO SD Accommodation Intranet site (MOD systems only).
	Utilities	You are responsible for arranging and paying for your own utilities, unless a local arrangement exists for central payment (such as behind the wire or communal billing).
	Vandalism	Please ensure that your children do not vandalise the local area and play areas, as this anti-social behaviour spoils the environment and leads to greater maintenance costs. If you notice any damage please report it to your maintenance provider - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#maintainance-and-repairs-of-sfa-and-ssfa
V	Voids	DIO actively manages all properties. Empty properties (known as Voids) may be unoccupied for a number of reasons such as: they may be already allocated to an entitled family; due for repair or improvement; awaiting disposal or being held pending a decision about the future of a site.
	Votes	When you move home don't forget to register to vote - www.aboutmyvote.co.uk/register_to_vote/armed_forces.aspx
	Water	Save water whenever possible and consider way to reduce your family's water consumption. Report any leaks (either inside or outside your SFA) to your maintenance helpdesk as soon as possible to avoid damage to your

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W		<p>home and your possessions.</p> <p>You should make yourself aware of the location of your stop cock to ensure that you can switch off the water in an emergency.</p>
	Website	<p>The SFA website has a range of information and advice about all aspects of SFA - www.gov.uk/dio/sfa</p>
	Welcome pack	<p>You will receive a Welcome Pack at your Move In appointment. However, a electronic copy of the latest information can be found at www.gov.uk/government/publications/service-family-accommodation-welcome-pack</p>
W	Windows	<p>Please keep your children safe, ensuring safety catches are in place where fitted, and keeping children away from open windows. If your windows have any faults please report them to your relevant maintenance provider - www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#maintainance-and-repairs-of-sfa-and-ssfa</p>
	Winter	<p>DIO SD Accn produces a guide offering simple advice on protecting your home in Winter - www.gov.uk/government/publications/customer-guides</p>

