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Your Service Family Accommodation

Welcome to your new home

DIO Service Delivery (SD) Accommodation understands that moving is never easy, and we hope that you had a good experience with our Allocations and Move In service.

We would like to welcome you to your Service Family Accommodation (SFA) and have provided this short Welcome Pack to ensure that you have useful information to hand, and know where you can find further information. You can also use the folder to keep information about your SFA, such as safety certificates, together.

Move In checklist

- 1. Please complete and return your 14 day Observation Report** to note any concerns that were not raised with your Housing Officer at Move In. The form should be returned to the address written on the form. This form should not be used to request repairs, which should be reported to your maintenance Helpdesk – contact details have been provided in this document.
- 2. We strongly advise that you consider taking out Licence to Occupy insurance** as MOD policy states that you may be potentially liable for up to £20,000 of any damage caused to your property as a result of your actions or negligence – or those of your family, guests and pets. This is a specialist insurance and entirely separate from buildings insurance which would not cover SFA, or contents insurance which protects your personal possessions. More information can be found at <http://siiap.org/l2o> or in JSP 464.
- 3. If you have a complaint or comment about your Move In** you should email or write to the DIO complaints team - dioopsaccn-housingcomplaints@mod.uk using the template on the website or write to Customer Service Assistant (Stage 1 Complaints), DIO Service Delivery Accommodation, Ground Floor, Swales Pavilion, RAF Wyton, Cambridgeshire PE28 2EA. For all other complaints please see the further guidance in this document.
- 4. To find local information** such as bin collection days, amenities or other local issues, please check with your Local Authority, use your local welfare facilities, HIVE, Service community guide or Service Families Federation representatives.
- 5. Challenges to the current grading of the property** must be made within three months of Move In date – please direct any challenges to your Chain of Command.
- 6. Don't lose your chance to vote**, more information can be found at www.aboutmyvote.co.uk/armedforces
- 7. You are responsible for paying your utility bills and agreeing your supplier**, unless your property is part of a shared energy supply. There are a range of comparison websites to help you search for a better deal.

www.gov.uk/dio/sfa



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Who manages your property?

Who manages my property?

DIO Service Delivery Accommodation (DIO SD Accn) manages the provision of housing services in the UK.

The Housing Allocations Service Centre (HASC) is responsible for managing the allocations process. Your local Housing Officer/Housing Manager is there to help you to resolve local SFA related issues – if you do not have contact details please email the HASC.

The most efficient way to contact the HASC is by email, addresses are available on the HASC map that is included in this pack. Please provide all relevant information such as your rank, name, current SFA address (if appropriate), full contact details and the nature of your enquiry.

HASC contacts

Housing Allocations Service Centre

If you need to contact the HASC please email the relevant team (see HASC Map included in this pack, which includes opening times)

Telephone	0800 169 6322
Suggested number for mobiles and civilian network from overseas	01904 418000
Military	94510 8000
Postal addresses	
Aldershot - Building 3, ABRO, Ordnance Road, Aldershot, GU11 2AA	Thetford - Building 29, Barnham Camp, Thetford Road, Barnham, Thetford Norfolk, IP24 2DJ

If you are applying for accommodation please use the online application system at <http://apps01.domis.r.mil.uk/e1132/> (MOD systems only to protect your information).

Where can I find more information and guidance?

The SFA customer website on the www.gov.uk website has a lot of useful information, forms and guidance about all aspects of Service Family Accommodation. Available at www.gov.uk/dio/sfa – it contains information such as:

- Relevant information about the things you want to know about – including policy documents (JSP 464) and advice.
- Single page customer guides and a newsletter (Home front).
- Useful contacts, including telephone numbers and email addresses.

Check out the [A-Z of SFA customer guide](#). This and the other guides provide you with easy to follow information and advice on important issues while living in your service family accommodation (SFA).

Information about Service accommodation and related subjects is also available from a wide variety of sources such as your local Customer Assistance Point (CAP), local Welfare Office, your local Service Families Federation and their websites, the HIVE and other community groups.



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Problems with your property or our services

Who provides repairs and maintenance services?

Your home benefits from a comprehensive maintenance and repair service, which is free to customers. Repairs to your home are undertaken by various contractors depending where you live.

When calling a Helpdesk you should be ready to supply your name, address, a contact telephone number and full details of the defect or problem – this will help the contractor to identify the issue correctly so that the right person can be tasked to attend.

Maintenance Helpdesks

Maintenance Helpdesks

England and Wales	MODern Housing Solutions (MHS)	0800 707 6000
Scotland	Turner Estate Solutions (TES)	0800 328 6337
Northern Ireland	Approved contractors	0800 030 4651 Guardroom for NI out of hours emergencies
PFI, SSFA or BLH	Please refer to your handbook	

If you have an issue about the services provided that you wish to discuss face to face, a network of Customer Assistance Points (CAPs) has been established in England and Wales – a leaflet has been included in this pack.

Requests for repairs will be dealt with according to the seriousness of the issue reported. For example, MHS will attend an emergency within 3 hours to assess the situation and make safe within 24 hours, an urgent repair will be fixed within 5 working days and a routine repair will be dealt within 15 working days. This system ensures that the most serious issues are dealt with in an appropriate time.

How can I make a complaint or comment?

Complaints

If you wish to make a complaint or comment about a service provided by DIO, such as Move In or the allocation service, please email diopsaccn-housingcomplaints@mod.uk using the template on the website or write to Customer Service Assistant (Stage 1 Complaints), DIO Service Delivery Accommodation, Ground Floor, Swales Pavilion, RAF Wyton, Cambridgeshire PE28 2EA

A complaint will be logged and assigned to the specialist DIO area/individual to which the complaint refers – who will provide an update within 10 working days of receipt of the complaint date.

If your complaint or comment is about the service provided by one of our maintenance contractors, please telephone the relevant maintenance Helpdesk in the first instance (details above).

Further information can also be found on the SFA Complaints page, including the next steps if you are unhappy with a response to a complaint. Please note that you can only escalate a complaint if you have followed the correct processes, which can be found at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#complaints



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Further information

Playing your part in the Service community

The vast majority of families recognise the part they play in the Service community, and that their actions can have an impact on others. However, in accordance with the terms of your Licence to Occupy, you are reminded that you, your family, visitors or pets must not cause nuisance or annoyance to neighbours (such as noise or blocking communal areas); or to your neighbourhood (such as inconsiderate parking or fly tipping).

If you have a dispute with your neighbour you should try and resolve it yourself by contacting them in a reasonable manner. If this fails the next step is to ask your Welfare Officer (or equivalent) or your Chain of Command for advice, or speak to your Housing Officer.

Looking after your home

It is in the interest of families to look after Service homes for the benefit of all. You, your family, relatives and guests are required to look after your the property, treating it with respect and avoiding damage where possible. This includes protecting the property even when you aren't at home.

For example, please keep your home heated during winter even if you are away; clean up after your pets and prevent damage; and report any maintenance issues or damage as they occur, including the outside of your property.

If you fail to look after your home, or fail to prepare it to an acceptable standard at Move Out, you will be liable for standard contract charges for damages.

Keeping your family safe

Safety advice is available on the SFA website and a fact sheet is included in this pack. Every family should take simple steps to reduce risks, such as regularly testing smoke alarms. Please see the factsheet for further ideas.

In addition, it is a condition of your Licence to Occupy that you are required to permit access to you property, with relevant notice, for planned improvements, maintenance and safety inspections. The MOD has a legal obligation to carry out safety inspections, such as Gas Safety checks, which are also in the interests of the safety of your family. If you continue to prevent access to your property for safety checks you will be in breach of your licence.

Time to Move out?

When it is time to move please apply for your next accommodation within 14 days of receipt of your posting order. Dependent on your assignment order, this should generally be around the four month point. You should also book the mandatory Pre-Move Out Advisory Visit which can help identify actions and makes recommendations that could help avoid charges for damages or cleaning.



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14 day Move In Observation Form

► Please do not report repairs or complaints on this form

This form is your opportunity to note any concerns that were not raised with your Housing Officer on move in. This form must be completed within 14 days of Move In and returned to:

All repairs should have been rectified prior to move in but if any are outstanding or need to be reported, these should be passed to your appropriate maintenance helpdesk:
 England & Wales 0800 707 6000 - Scotland 0800 328 6337 - Northern Ireland 0800 030 4651

Complaints about your Move In should be sent to diopsaccn-housingcomplaints@mod.uk

Guidance for families in completing the 14 day observation report

Customers are often unsure about what to include on this report. The best guidance is to include items that you have identified that were not picked up at your Move In, and that you do not wish to be charged for when it comes to your Move Out. This includes stains on carpets, chips in skirting boards and damage to kitchen units, etc. Do not include items that can be repaired, such as a dripping tap; again these should be reported to your maintenance helpdesk – contact details above.

I would like to record the following observations that were not picked up during Move In

Ser	Room	Observation(s)
1		
2		
3		
4		
5		
6		

Address of SFA:

Date of Move In:

Print Rank (if appropriate) and Name:

Contact Tel Nos: Home/mobile

Work

Signed:

Date:

This document was archived on 1 December 2014 and is now out of date following the introduction of the National Housing Prime contract for Service Family Accommodation (SFA) in the UK. New details can be found at: <http://www.carillionamey.co.uk/>

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Housing Allocations Service Centre (HASC) Area Map

1 All London locations plus: Abingdon, Brighton, Brize Norton, Canterbury, Chatham, Crawley, Didcot, Dover, Folkstone, Hermitage, Lydd, Maidstone, Manston, Shornecliffe, Thatcham, Windsor.
DIOOpsAccn-HASCTeam1@mod.uk

2 Aldershot, Arborfield, Bordon, Camberley, Chichester, Church Crookham, Deepcut, Fareham, Farnborough, Gosport, Longmoor, Marchwood, Oakhanger, Odiham, Pirbright, Portsmouth, Sandhurst, Southwick, Thorney Island.
DIOOpsAccn-HASCTeam2@mod.uk

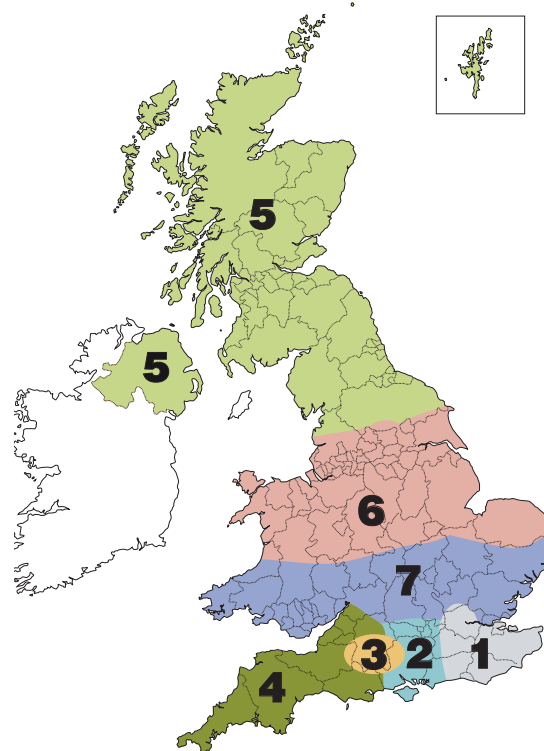
3 Andover, Boscombe Down, Bulford, Ilchester, Larkhill, Middle Wallop, Netheravon, Salisbury, Tidworth, Upavon, Warminster, Wilton Winchester, Worthy Down, Yeovilton.
DIOOpsAccn-HASCTeam3@mod.uk

4 Abbey Wood, Bath, Bickleigh, Blandford, Bovington, Bristol, Chivenor, Colerne, Corsham, Culdrose, Dartmouth, Devizes, Ensleigh, Exeter, Falmouth, Helston, Hullavington, Lulworth, Lymstone, Lyneham, Newquay, Plymouth, Poole, Portreath, Rudloe, Shrivensham, South Cerney, St Mawgan, Stonehouse, Taunton, Torpoint, Torquay, Trowbridge, Turnchapel, West Moors, Westbury-on-Trym, Wimborne, Wroughton.
DIOOpsAccn-HASCTeam4@mod.uk

5 Aberdeen, Aldergrove, Arbroath, Aviemore, Ballykinler, Benbecula, Boulmer, Brampton (Cumbria), Buchan, Catterick, Craigiehall, Darlington, Dishforth, Dumfries, Dundee, Edinburgh, Fort William, Glasgow, Harrogate, Helensburgh, Holywood, Inverness, Kinloss, Kirkwall, Leeming, Lerwick, Leuchars, Lisburn, Lossiemouth, Newcastle, Perth, Prestwick, Ripon, Rosyth, Spadeadam, Stirling, Tain, Thurso, Topcliffe, Tyne Tees, Whitby, Wick.
DIOOpsAccn-HASCTeam5@mod.uk

6 Birkenhead, Bramcote, Chester, Chilwell, Coningsby, Cosford, Cottesmore, Cranwell, Digby, Donnington, Formby, Fulford, Grantham, Kirton in Lindsey, Leconfield, Lichfield, Linton on Ouse, Marham, Melton Mowbray, North Luffenham, Norwich, Old Dalby, Preston, Scampton, Shawbury, Shrewsbury, South & West Yorkshire, Stafford, Strensall, Swanton Morley, Tern Hill, Valley, Waddington, Weeton, Wigston, Wittering, York. **DIOOpsAccn-HASCTeam6@mod.uk**

7 Ashchurch, Bassingbourn, Beaconsfield, Benson, Bicester, Brampton, Brawdy, Brecon, Cardiff, Castlemartin, Chepstow, Chicksands, Colchester, Crickhowell, Gloucester, Halton, Haverfordwest, Henlow, Hereford, High Wycombe, Honington, Innsworth, Kineton, Maidenhead, Malvern, Medmenham, St Athan, Waterbeach, Wattisham, White Waltham, Wimbish, Woodbridge, Wyton.
DIOOpsAccn-HASCTeam7@mod.uk



Please note that Team 1 covers the Brize Norton area (which includes Abingdon, Brize Norton, Carterton, Didcot and Thatcham).

To request a repair:

England and Wales (MHS) **0800 707 6000**
Scotland (TES) **0800 328 6337**
Northern Ireland (Office hours) **0800 030 4651**

NI occupants should contact their local guardroom for out of hours emergencies.

Occupants in PFI, SSFA and BLH properties should refer to the handbook provided.

For Allocations, Appointments and General Housing Enquiries:

Apply at: <http://apps01.domis.r.mil.uk/e1132>
(MOD systems only to protect your information).

Email: **Please see above for e-mail addresses**

Freephone **0800 169 6322**

Standard call rate **01904 418000**

Military **94510 8000**

Phone lines are open 08:30 to 15:00 Monday to Friday (except Thursday 08:30 - 12:00). Please use the standard rate number if calling from overseas or mobile phones.

www.gov.uk/dio/sfa



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Customer Assistance Points

The SFA Customer Assistance Points (CAPs) in England and Wales provide you with the opportunity to personally discuss issues about services provided by DIO Service Delivery Accommodation and MODern Housing Solutions (MHS). CAPs do not replace the functions provided by the Housing Allocations Service Centre (HASC) or the MHS Helpdesk – nor the specific services delivered/information available from other providers. In these cases, the local CAP Co-ordinator will direct you to the relevant information provider.

CATTERICK
Carol Coombe
AWS building
HIVE
Catterick Garrison DL9 3AX

Opening hours are usually Monday, Wednesday and Friday between 1000 hrs and 1400 hrs except:
Marham: Mon, Tues, Thurs 1000 - 1330 hrs
Colchester: Mon, Wed and Fri 0900 - 1230 hrs

WADDINGTON
Jeanette (Jay) Stanier
IWF
RAF Waddington
Waddington LN5 9NB

MARHAM
Melanie Reed
Sandringham Centre
RAF Marham
King's Lynn PE33 9NP

COSFORD
Fifi Colbron
HIVE
RAF Cosford
Wolverhampton WV7 3EX

WYTON
Zoe Atkins
HIVE
Pathfinder Way
RAF Wyton PE28 2EA

BRIZE NORTON
Niamh Davis
151-153 Britannia Close
Carterton OX18 1DR

COLCHESTER
Margot Terrell
Boudica House
79-90 Cottonwood Close
Colchester CO2 9PZ

HIGH WYCOMBE
Clare Hamilton
MHS Office, Greenwood
Walters Ash
High Wycombe HP14 4XE

LONDON (BUSHEY)
Caroline Anstey
MHS office
24 Beamish Drive
Bushey Heath WD23 1HH

PLYMOUTH
Alex Callister
27 Bellamy Close
Eggbuckland
Plymouth PL6 5LG

SHORNCLIFFE
Leah Ann Humphreys
Risborough Barracks
Shorncliffe CT20 3HW

LARKHILL (Mon and Thurs)
Jodie Hughes
Heath House
Heath Square
Larkhill SP4 8NR
Tidworth - Tues
Bulford - Wed

PORTSMOUTH
Kelly Bentley
Flat 2-8 Normandy Road
Stamshaw
Portsmouth PO2 9PJ

ALDERSHOT
Nicola-Louise (Nick)
Davis
Connaught Centre
Aldershot GU11 2NX

Produced with

MODern
housing solutions

www.gov.uk/dio/sfa

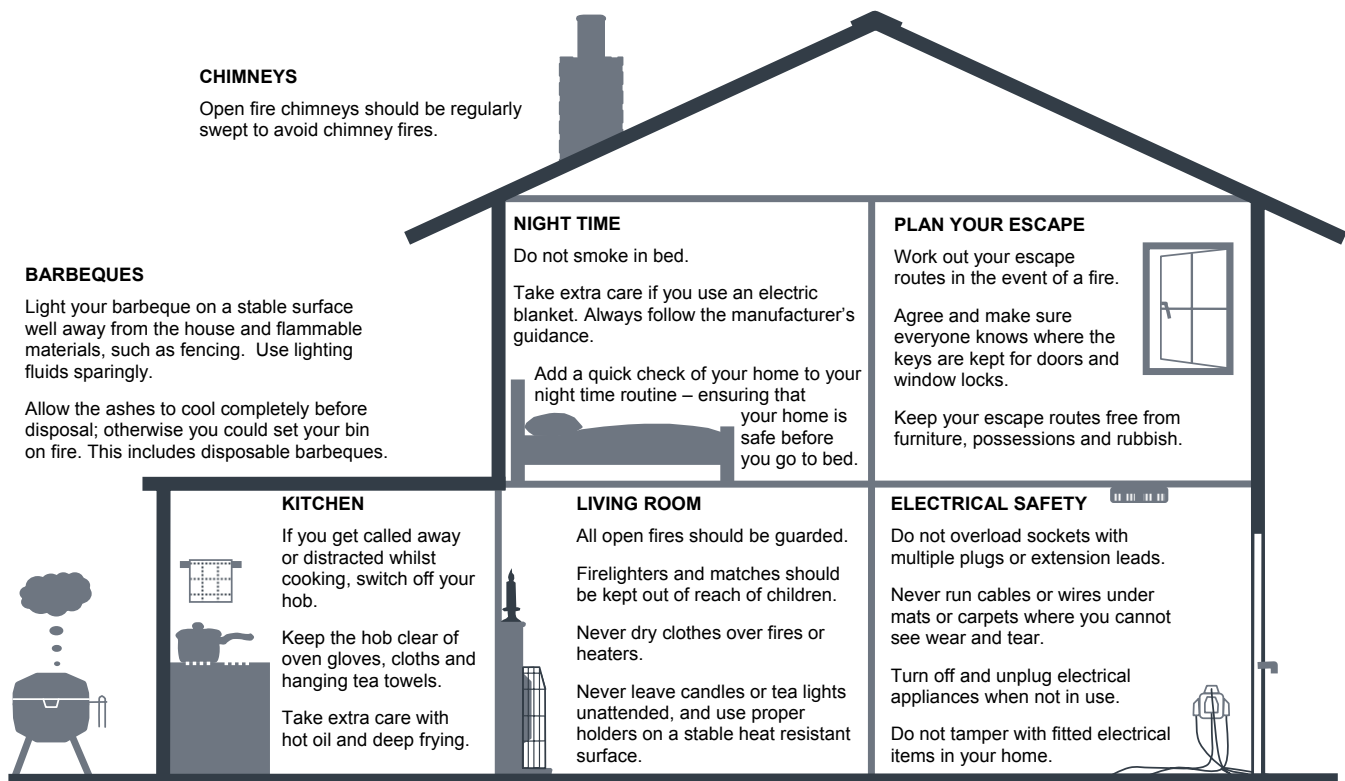


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Your Service Family Accommodation

Fire safety in your home

Many fires in the home could easily have been prevented. That's why it is important to be aware of potential fire hazards around your home and that you take simple steps to protect you, your family and your possessions. In addition, should the worst happen, you won't have time to think, so you should also familiarise yourself with all of the available escape routes in your home – plan your escape.



Smoke alarms/detectors

Having a working smoke alarm is the one of simplest and most important ways of protecting your family and your home from fire. You should test the smoke alarms weekly. Never tamper with a smoke alarm - and report all faults to the [Repairs/Maintenance Help Desk](#) immediately.

IN THE EVENT OF A FIRE

Don't panic – alert everyone in the house – leave as quickly as possible – close all doors behind you – once outside call the Fire Brigade on 999 or 112.

If you live behind the wire please notify the guardroom of the fire and action taken from a safe location. If your home is close to other properties you should also alert your neighbours.



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Your Service Family Accommodation

Safety in the home

You've got home, locked the door, and settled in – but it is easy to fall into a false sense of security. However, many accidents sadly happen in the home and many of these are avoidable. Below are some straightforward safety tips that you can take to help to protect you and your family, and further information can be found on the www.gov.uk website at www.gov.uk/browse/housing/safety-environment. In addition, you and your family should familiarise yourself with your available escape routes in your home in the case of fire – plan your escape!

GARDEN AND BARBEQUES

Garden chemicals should be stored with great care and away from children.

Always use an in line RCD (Residual Current Device) for outdoor electrical appliances - such as the lawnmower.

Remember that some garden plants and berries are poisonous.

Light your barbeque on a stable surface well away from the house and flammable materials, such as fencing. Use lighter fluids sparingly.

Allow the ashes to cool completely before disposal. This includes disposable barbeques as they can set a bin on fire.



KITCHEN

Keep hot pans/boiling liquids away from the edge of the work surface. Avoid using ordinary deep fat frying pans.

Do not allow leads to hang down where they could be grabbed and pulled.

Keep cleaning chemicals locked away.

DIY PROJECTS

Do not undertake DIY projects, especially drilling/sanding. Email or write to the HASC for permission.

Permission is required because in the past asbestos materials were used in some homes. However, these materials present no danger if they are sealed and undisturbed.

If you suspect any asbestos materials are damaged, report your concerns to your maintenance helpdesk.



LOFT

You should not access the loft for safety reasons, and to avoid damaging your loft insulation or pipe work.

BATHROOM

Check and ensure that baths and showers are not too hot, especially for children.

Do not leave children unattended in the bath, for any length of time.

Keep toilet/cleaning chemicals and medicines locked away.



WINDOWS, CURTAINS AND BLINDS

Make sure window restraints are in place.

Keep cots and beds away and out of reach of curtain and blind cords.

Ensure your curtain and blind cords are short as practical and clipped where possible to prevent strangulation.



FIRE PREVENTION

All fires and heaters should be guarded and never dry clothes over them.

Never leave candles or tea lights unattended and use proper holders.

Do not overload sockets with multiple plugs or extension leads.

Apart from checking and changing the battery as instructed, do not tamper with your smoke or carbon monoxide alarm.

Do not smoke in bed.

GAS EMERGENCY

If you smell gas:

- Get fresh air immediately - open all doors and windows to ventilate the room.
- Switch off the appliance and turn off the gas supply at the mains.
- **Report it - England, Wales and Scotland: 0800 111 999 or Northern Ireland: 0800 002 001**

If you suspect a large gas leak evacuate everyone from the building immediately and call the relevant Gas Emergency number from somewhere else.

SUSPECTED CARBON MONOXIDE POISONING

- If you are feeling ill visit your GP or the hospital immediately, and tell them your symptoms may be related to carbon monoxide poisoning.
- Do not use any affected appliances until they have been checked by your maintenance provider – ring the relevant helpdesk for information.



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Protecting your family and your home in winter

Extremes of winter weather, and the flooding which can follow, can create a real mess in a property - and structural damage. The families affected can also lose valuable possessions and personal items, as well as having to cope with the inconvenience and stress of dealing with the situation. In addition, as outlined in your licence to occupy - if your actions or inaction are found to have caused the issue, you could be liable for some of the repairs.

Whether you are home or if you're going away, you are responsible for ensuring that your Service Family Accommodation (SFA) is protected from cold weather. So follow our tips to save yourself the hassle and heartache of dealing with a flood or other cold weather damage.

OUTSIDE

Isolate your outside tap (if you have one) during winter to ensure that it does not freeze during cold weather.

Check your guttering and roof for any signs of damage – and report them to your maintenance Helpdesk.

Report trickling overflow pipes to your maintenance Helpdesk.

LOFT INSULATION

For safety reasons you should not access the loft to store personal possessions; and to ensure that you do not damage your loft insulation.

INSURANCE

If the worst happens, and your actions or inactions are found to be the cause, you could potentially be liable for up to £20,000 of repairs.

Consider Licence to Occupy insurance, which is separate to building/contents insurance – go to www.sliap.org/l2o

PROTECTING THE WHOLE HOUSE

Leave your internal doors open, especially if you are going away so the heat can circulate around the house.

Keep all your radiators turned on throughout the house.

BOILER/STOPCOCK

Test your heating before the cold weather sets in, and report any problems/issues to your Helpdesk.

Find out where your main stopcock is located - so you can switch off the water in an emergency.

HEATING

Keep your house at a consistent temperature (at least 15°C in cold weather), in line with your fuel economy requirements.

This applies even if you are out during the day or if you go away for any period of time.

Keep all your radiator valves on.

WHEN GOING AWAY

Keep your heating on, all your radiators turned on, and internal doors open.

Leave your keys with a trusted friend or neighbour - ask them to check the house regularly and report problems that arise - you can always return the favour another time.

PREPARE, PREVENT AND PROTECT

In summary:

- Make sure you are prepared for winter by reporting issues with your heating or the fabric of your home to your maintenance Helpdesk - before the cold weather sets in.
- Take action to prevent problems, such as leaving your heating on all around your home and allowing heat to circulate.
- Actively protect your family, your home and possessions – especially if you are going away.



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Pets in your home

If you want to keep a domestic pet* in your Service Family Accommodation (SFA) you must seek permission. You can do this when applying for SFA using the e-1132, or if you are currently in SFA, by emailing or writing to the Housing Allocations Service Centre (HASC). You need to seek further permission (on an individual basis) if you want to bring more pets into your home. The MOD has the right to revoke consent for you to keep pets should you break any of the rules set out in JSP 464 Chapter 7. However, pet owners (especially dog and cat owners) in SFA also have other responsibilities:

GARDEN/OUTSIDE

You are responsible for keeping your pet(s) under control at all times – and not causing a nuisance to neighbours.

You should keep your garden clean and tidy, and free from animal mess.

You should ensure that larger pets, such as dogs, do not damage the garden, gates or fences – or cause damage by excessive digging.

As well as keeping dogs off sports pitches and away from play parks, you should ensure that you clean up animal mess when taking your dog for a walk.

NOISE AND NUISANCE

You should keep noise and nuisance to a minimum, even if the pet is left on their own during the day.

Your pet must not make any noise that can be heard outside the property during the evening, night or early morning.

MAINTENANCE/VISITS

You should ensure that your pet is kept out of the way during maintenance/repair work, or visits from DIO.

As well as ensuring a safe working environment for staff, this may also protect the pet from injury.

SAFETY

Keep your pets safe and away from things like the cooker/hob, your gas fire and candles/tea lights.

They could not only injure themselves, they could place your family at risk by causing a fire.

LOOKING AFTER YOUR PETS

Check your pet regularly for pests and parasites, undertaking regular flea treatments as required – as well as arranging appropriate vaccinations and veterinary treatment if needed.

You should look after the welfare of your pet, especially if you leave it alone in the house during the day.

HYGIENE

You should ensure that carpets, floor coverings, fixtures and fittings are kept clean, and that any stains are treated immediately so they do not cause long term damage.

You should also keep your carpets free of infestations throughout your occupancy.

Hygiene and Moving Out

When you move out of your SFA you will need to ensure your home is suitably cleaned so that it meets the Move Out standard – and provide proof that you have taken action to ensure it is free of any evidence of pets being kept in the property. You should ensure that the carpets, floor coverings, fixtures and fittings are left clean and free of infestation - and that you make good any garden areas have been damaged by your pets. You are required to provide evidence at the Move Out that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied. If you choose to use the Pre-Payment Cleaning Scheme you should inform them that you have kept pets in the property. Finally, if an infestation re-occurs shortly after you have left the property, you may be liable for further charges so the problem can be addressed.

* Domestic pets include dogs, cats, rabbits, other small caged animals or birds. DIO will consider any sensible written requests to keep animals that are not classed as a domestic pet, such as chickens, or larger numbers of pets – subject to the suitability of the property and impact on neighbours. However, any potentially dangerous or exotic animals, larger animals such as horses, or farm animals such as goats/pigs/sheep would not be approved.

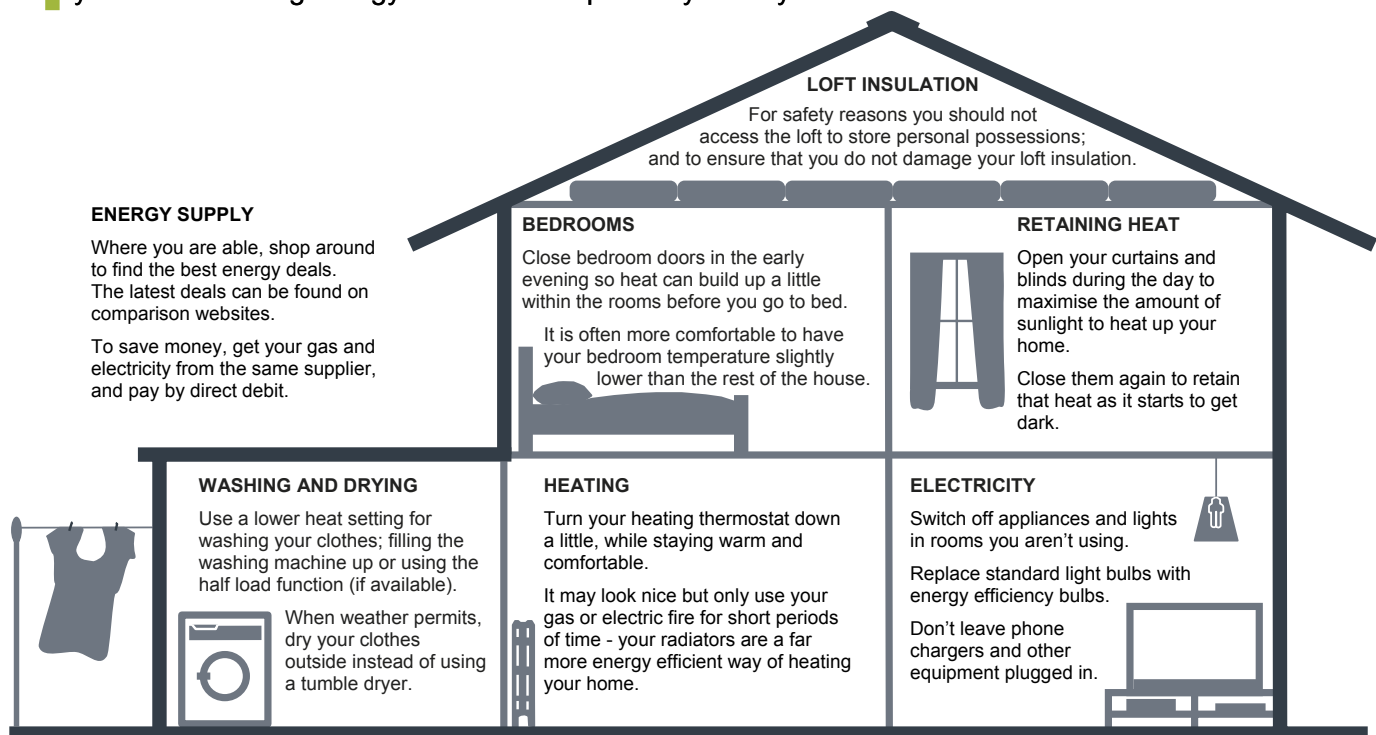


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Saving energy, money and the environment

Saving energy is not only good for the environment; it also saves you money. DIO Service Delivery Accommodation has invested in improving the energy efficiency of thousands of Service Family Accommodation (SFA) properties in the last few years; including installing energy efficient boilers, improving loft insulation and adding insulated exterior cladding. However, you can still do a lot yourself to save energy. Follow these simple tips to ensure you aren't wasting energy - and more importantly money.



Should I leave the heating on all day in cold weather?

In cold weather you should always leave your heating on with the thermostat set at least to 15°C, or equivalent, to avoid extremes of temperature and ensure your home is fully protected from the cold over the winter period – this applies even if you are away. You can then turn the heat up as and when required for comfort.

Think energy saving

- Look out for information about energy efficiency when buying new appliances and technology – and make that part of the decision making process.
- Replace light bulbs with energy efficient ones.
- Find out more about saving energy at www.energysavingtrust.org.uk
- Encourage everyone in the house to be aware of energy consumption – including any children. They may respond to incentives or if saving energy is fun.

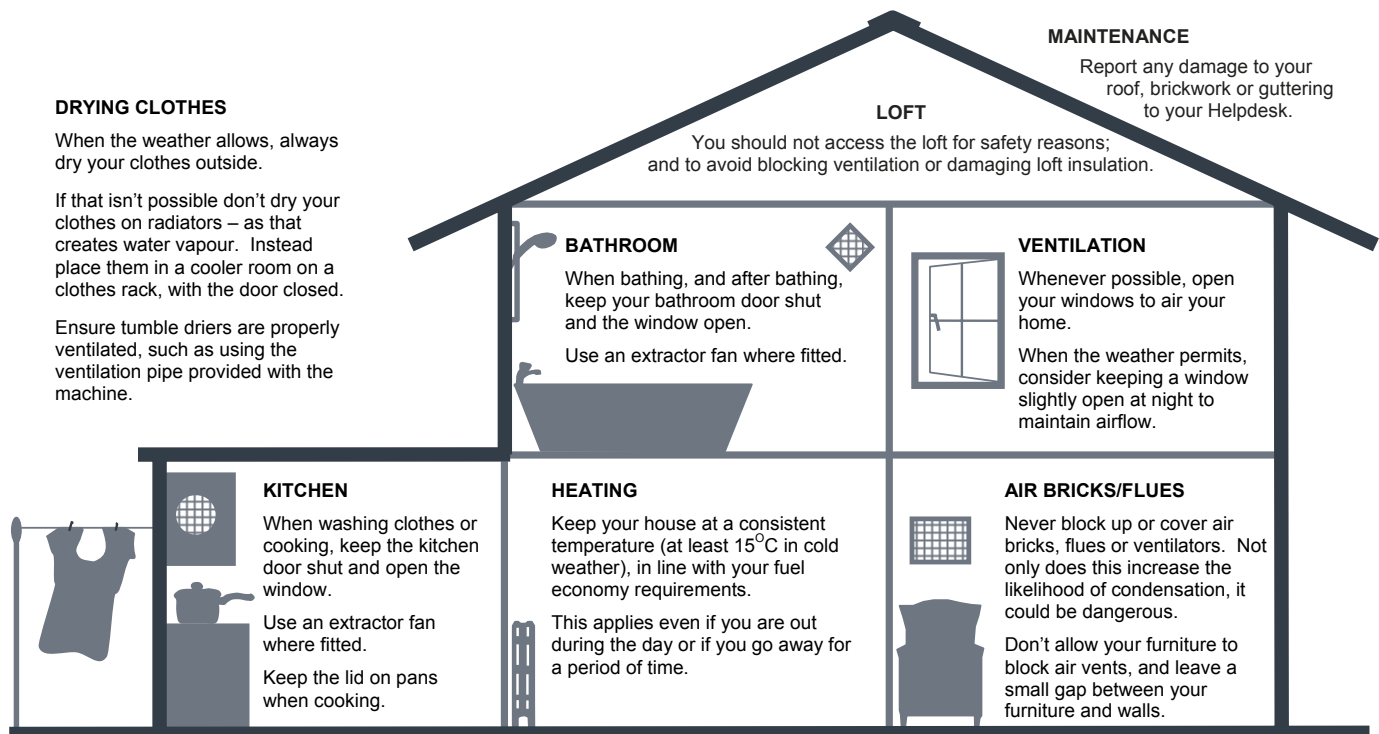


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Combating condensation

Condensation is the water produced when warm moist air or steam meets a cold surface such as windows, walls or floors. Household­ers may think they have leaking windows or damp, but condensation can often be a problem in new/refurbished houses – with draught free windows and efficient central heating. To control condensation and associated mould, sources of water vapour need to be reduced to a minimum, whilst establishing the right balance between heating and ventilation. There is a lot you can do to you reduce the effects of condensation in your home, but if you believe the cause is due to a maintenance issue, such as a damaged roof or guttering, please call your maintenance Helpdesk.



Dealing with condensation and mould

Even if you observe these measures, condensation may still occur to a lesser degree.

If this happens, you should take immediate action to prevent further problems:

- Always mop up condensation (such as on window sills) as soon as you notice it.
- Carefully wash off any mould that appears on walls and ceilings, using a domestic 'Mould and Mildew Remover' - in accordance with the manufacturer's instructions. Pay particular attention to walls behind furniture and sofas – and allow to dry.
- Brush off any mould that appears on clothes or furnishings, and air thoroughly.

If you have applied all this advice, and you continue to have problems, please call your relevant maintenance Helpdesk for guidance.

www.gov.uk/dio/sfa



Defence
Infrastructure
Organisation

Your Service Family Accommodation

Running a business in your Service home

Running a business from your home makes sense for many families, with low overheads and the flexibility for childcare, carer and other commitments. However, Service families who wish to use their Service Family Accommodation (SFA) to run a business must seek prior written consent from their Local Service Commander and the Defence Infrastructure Organisation (DIO) before undertaking commercial activities in their property.

NOISE

Whatever business you wish to run in your SFA, you should avoid causing any nuisance to your neighbours and neighbourhood.

You must not make any noise that can be heard outside the property during the evening, night or early morning.

GARDEN

If you use your garden as part of your business, such as a play area for child minding, you should manage any risks, as well as limiting damage and noise.

SAFETY

You cannot run a business that would require the installation of industrial machinery; require storage of heavy, large, toxic or explosive materials; or undertake car repairs. In addition, you should run any suitable business safely.

AVOIDING DAMAGE

You are responsible for limiting damage to your property, either by yourself, your family or visitors - and for taking any action to make repairs.

Also consider specialist Licence to Occupy insurance for SFA - <http://siiap.org/l2o>

IMPROVEMENTS

The MOD will not fund any improvements to your home to run your business, such as enhancements that may be required to meet a particular standard, for example registered child minding.

NUISANCE

Businesses or commercial undertakings that could cause a nuisance (such as keeping large numbers of animals); or would result in constant visits to the SFA by members of the public (such as advice services) are not permitted.

WHAT YOU CAN DO

Generally acceptable activities include the use of SFA for things such as internet and home working; running a mail order catalogue business; kitchenware sales; being a cosmetic representative; and registered child minding.

How to apply for permission

As well as writing to your Local Service Commander - you should email or write to the Housing Manager via the HASC for permission to run a business if you live in SFA. If you live in SSFA you should contact the Substitute Accommodation helpdesk, who would seek permission from your landlord through the MOD Substitute Accommodation contractor. Contact details for the HASC and helpdesk can be found on the SFA website at www.gov.uk/dio/sfa. Whilst there is no form, you should set out full details of your proposed business and contact details.

You should also note that some businesses also require the permission of the Local Authority and you may need to meet certain criteria, such as hygiene requirements for food based businesses. Finally, if you need to make any changes to your property you should also write to the Housing Manager via the Housing Allocations Service Centre (HASC) for permission to do so, and you will be required to put right any changes you make before your Move Out.

www.gov.uk/dio/sfa