



Defence Infrastructure Organisation

August/September 2014

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Information for Service families from DIO Service Delivery Accommodation



New flagship Navy play-park

Second Sea Lord, Vice Admiral David Steel CBE (pictured left), opened a flagship Navy play park at Southwick in Fareham in the summer. The LIBOR fund (created from funds levied against the banks for attempting to fix the LIBOR rate) provided £800,000 for the Navy community to upgrade 15 existing play parks.

The Defence Infrastructure Organisation (DIO), CarillionAmey (CA) and the Navy all worked together to ensure that the play parks could be delivered before the summer holiday season.

The park was renamed Dryad Park by local children.

REPAIRS

England and Wales
0800 707 6000

Scotland
0800 328 6337

Northern Ireland
0800 030 4651

See handbooks for PFI, BLH and SSFA

ALLOCATIONS

Housing Allocations Service Centre (HASC)

You can track your application using the e-1132 system or contact the HASC by email – <https://www.gov.uk/defence-e-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa>

0800 169 6322
01904 418000
Mil 95410 8000

APPLY FOR SFA

<http://apps01.domis.r.mil.uk/e1132/>

MOD systems only

INFORMATION

www.gov.uk/dio/sfa

INTERACTION

www.twitter.com/mod_dio

Check your heating...

Before the winter weather sets in it's always a good idea to check your heating at this time of the year to make sure it is working correctly.

If you discover any problems with your heating (or hot water system), please report them to your maintenance helpdesk. This will give contractors plenty of time to resolve the issue before you need your heating.

DIO management team

DIO's has a new integrated leadership team in place led by a new Chief Executive, Richard McCarthy. The team comprises a mix of private and public sector managers and will aim to further improve the way the Defence estate and related infrastructure is run – including Service homes.

New Head of DIO SD Accommodation

Air Commodore Ian Tolfts is the new Head of Service Delivery (SD) Accommodation. He joined DIO from his previous role as DACOS Community Support (and RAF Housing Colonel) at Headquarters Air Command.

Sign up for DIO Twitter

Families who live in SFA can keep up-to-date on matters affecting them by searching #modSFA or the DIO Twitter account at www.twitter.com/mod_dio

No smoking in communal areas please

By law, smoking is not permitted in internal communal areas such as building entrances, lifts, indoor stairwells, corridors, shared kitchens and laundries, storerooms, boiler rooms or porches that are less than 50% open sided. As well as the law, it's about being a good neighbour by thinking of others.

Anyone who smokes in communal areas can be prosecuted and fined – so please responsibly dispose of any lit cigarettes at the front entrance of the building.

No-smoking signs should be placed in a prominent position in all internal communal areas of a building – so please observe them.



Safety inspections

DIO has a statutory legal requirement to carry out gas safety inspections in SFA properties - but it's also 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. And if you continue to fail to permit access DIO may contact your Chain of Command in an effort to gain access.

So to ensure the safety of your family and neighbours, please do not ignore safety warnings or requests to permit access - and let the engineers do this vital job.

Maintenance and repairs

Although CarillionAmey (Housing Prime) Ltd has been awarded the National Housing Prime (NHP) contract - there is no change to the existing maintenance and repairs contracts until advised otherwise. Please continue to report any defects to your SFA as usual.

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| England and Wales | 0800 707 6000 (open 24 hours) |
| Scotland | 0800 328 6337 (open 24 hours) |
| Northern Ireland | 0800 030 4651 (office hours only) You should contact your local guardroom for out of hours emergencies |

Combating condensation

Condensation and mould can be caused by inadequate ventilation, unless your property has a structural issue. Therefore some of the best ways to combat condensation are:

- Open a window when washing, drying clothes, cooking or bathing.
- Unless it is really cold outside, open a window to ventilate your house regularly.
- Use extractor fans and open double glazing vents where fitted.
- Keep air bricks and flues free of obstructions - blocking them can also be dangerous.
- Keep your home at a constant temperature, even when you are out or on holiday.

New arrangements to support UK SFA

CarillionAmey were awarded a new contract to provide a full range of services to support UK SFA earlier this year – the first changes coming into effect on 1 November 2014. Please continue to use the existing contacts for maintenance (left), as well as allocations (Housing Allocations Service Centre). However, expect to hear more about the new contract in the coming weeks from your chain of command, Families Federations, HIVE and through publications produced by CarillionAmey.

www.gov.uk/dio/sfa