



Defence
Infrastructure
Organisation

Home front

Information for Service families from DIO Operations Accommodation

May / June 2013

REPAIRS

England and Wales
0800 707 6000
Scotland
0800 328 6337
Northern Ireland
0800 030 4651

ALLOCATIONS

Housing Allocations
Service Centre (HASC)

The best way to contact the HASC is by email – contact details are available at

www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact

Please do not contact the HASC until at least 15 working days after you have submitted your application.
0800 169 6322
Mil 95410 8000

APPLY

To apply for SFA:

<http://apps01.domis.rmil.uk/e1132/>

MOD systems only

INFORMATION www.gov.uk/DIO/SFA

Easier way to access information about SFA

A new customer friendly website address has been launched to help customers find information about Service Family Accommodation (SFA). The information is located on the new Government wide website www.gov.uk, however, the new direct link to information about SFA is www.gov.uk/DIO/SFA.

The site has a range of information about all aspects of the application process, allocation, appointments and a series of useful customer guides.

Welcome Home

All customers who move into a new Service home should receive a short Welcome Pack offering useful information and advice. The Welcome Pack has recently been re-launched using feedback from the Families Federations and Chain of Command, with the aim of making the guidance clearer and more relevant.

A copy will also be placed on the SFA website for customers who want to access this handy guide or who have lost their copy.

Keep your family safe

DIO Ops Accn has a legal obligation to undertake safety checks of your Service home, including annual Gas Safety inspections. Please attend any appointments that have been arranged or make a new appointment if it isn't convenient.

DIO Ops Accn communications



Customer Assistance Points now open

The final new Customer Assistance Points (CAPs) have recently opened, offering personal support to Service personnel and their families living in Service Family Accommodation (SFA).

The new CAPs aim to provide SFA customers with the opportunity for face to face discussion about any issues with the services provided by DIO Operations Accommodation and its maintenance provider in England and Wales, MODern Housing Solutions (MHS). Each office has a co-ordinator who will investigate problems, and help ensure that relevant actions are taken to help resolve issues raised.

The location of CAPs was agreed with representatives from the User community, with sites chosen to reflect areas where there are large numbers of SFA. A full list of addresses has been published on the SFA website (link to map below and pictured above for illustration). The locations are: Aldershot; Brize Norton (opening ceremony pictured above); Catterick; Cosford; Colchester; Dover/Shorncliffe; High Wycombe; Larkhill; London (Bushey); Marham; Plymouth; Portsmouth; Waddington; and Wyton.

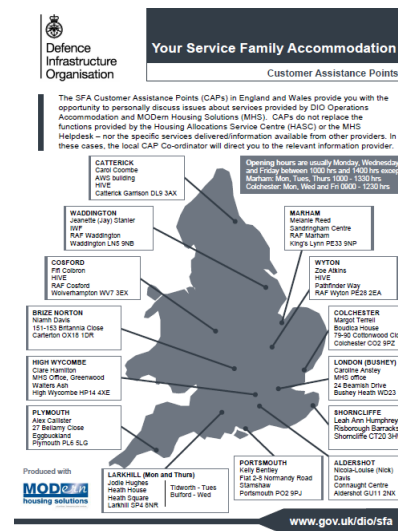
More...

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/207299/sfa_customer_assistance_points.pdf

Barbecue safety

A barbecue can be a fun way to enjoy the summer outside with your family, when the British weather permits, but there are some straightforward things you can do to keep your family safe:

- Make sure your barbecue is in good working order.
- Place the barbecue on a flat non-flammable surface away from sheds, trees and shrubs.
- If you are using a starter fuel or fire lighters, follow the instructions and use the minimum required.
- Never leave the barbecue unattended.
- Keep children and pets away from cooking area.
- Allow ashes to cool before disposing of them. Do not empty hot ashes directly into the dustbin, or throw away a hot disposal barbecue – otherwise you could set your bin on fire.



Your views about UK SFA

Successful organisations understand the importance and benefit of listening to customers. Therefore, DIO Ops Accn has launched a monthly telephone survey to better understand the views of Service personnel and families living in UK Service Family Accommodation (SFA).

Surveys will be undertaken by [M-E-L Research](http://www.m-el-research.com), an independent professional research company, who will contact 200 randomly selected customers living in UK SFA every month from June 2013.

Calls will be limited to between 1000 hrs to 1800 hrs, and the company will clearly identify themselves as working on behalf of the Ministry of Defence. In addition, your privacy will be paramount and therefore answers will be treated in the strictest confidence and only used for research purposes.

If you receive a telephone call please respond to the survey questions 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.

If you have any queries about the survey, or would like to follow up a call, M-E-L Research can be contacted on 0121 604 4664, or free phone on 0800 0730 348. Information has also been published on the SFA website to reassure any customers who are unsure about the legitimacy of the survey.

New MODern Housing Solutions (MHS) website

The maintenance contractor in England and Wales, MODern Housing Solutions, has recently improved their website. The new site can be found at the same address at www.modernhousingsolutions.com/