



Defence
Infrastructure
Organisation

New SFA websites

The MOD website has been replaced and therefore information about Service Family Accommodation can now be found at www.gov.uk/defence-infrastructure-organisation-service-family-accommodation.

The Defence Intranet has also been replaced and SFA information can now be found at (MOD systems only) <http://defenceintranet.diif.r.mil.uk/Organisations/Orgs/DIO/Organisations/Orgs/Pages/OperationsAccommodation.aspx>

Safety first in your home

Accidents in the home are often avoidable. DIO has produced a Customer Guide about safety, offering some straightforward safety tips to help you protect you and your family. Further guidance is available in the at www.gov.uk/government/publications/customer-guides

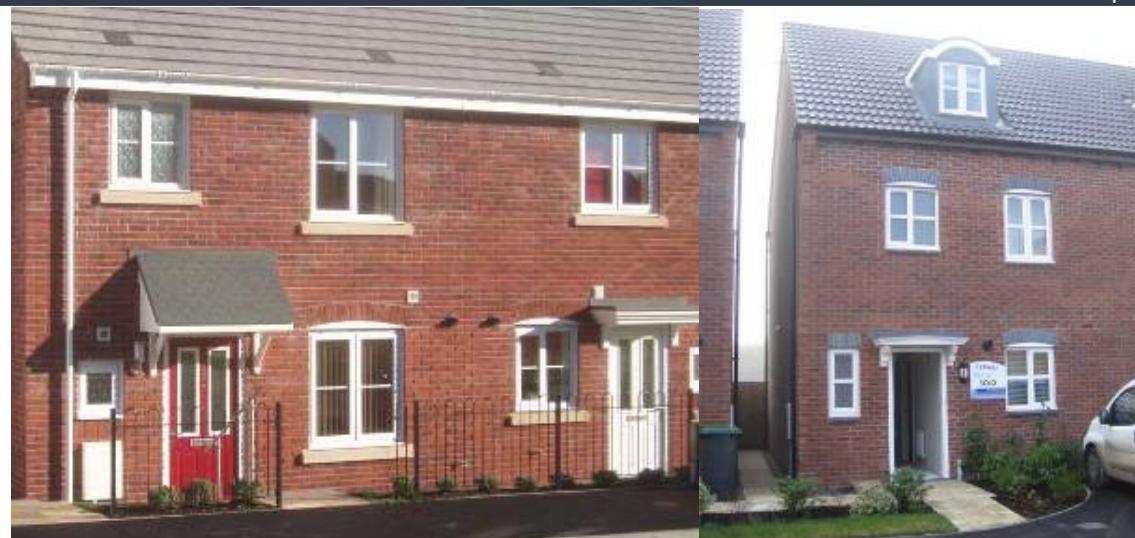
Are you insured?

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 inactions. 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.

Home front

Information for Service families from DIO Operations Accommodation

March / April 2013



Apply for your SFA online

- It's quick and easy to use
- You can view available properties that match your entitlement
- You can register your top three preferences
- You can track your application

[CLICK HERE](#) (MOD systems only)

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/defence-infrastructure-organisation-service-family-accommodation

Investment in new Service homes

The ever changing shape of the UK's Armed Forces has resulted over the past couple of years in Units relocating across the county or returning from overseas and unit establishments increasing. This has meant that there has been an associated uplift in the requirement for Service Family Accommodation (SFA). In the past minor shortfalls in housing has been met through the use of Substitute Service Family Accommodation (SSFA), but rental property is becoming increasingly more expensive and also harder to find (especially the correct scale and standard). In addition, given the high operational tempo of Service personnel, many families do not like being separated from the Service community and the welfare support that provides.

To overcome these issues, over the past three years, a programme has been ongoing to buy new properties from developers in areas of high demand where the MOD will have an enduring requirement, creating new SFA "patches" of high quality modern Service homes (examples above).

The programme up until April 2012 saw the purchase of properties in the Andover, Culdrose, Hereford, Faringdon, Swindon and Nottingham areas to meet the needs of Service families, and many of these are already occupied. However, the previous success of this programme resulted in the DIO re-prioritising a further £138 million of investment for this purpose, a significant boost that will result in around 624 new properties becoming available. In addition, further investment from Joint Forces Command of £16.5 million will provide for a further 79 properties.

All the new purchases will form part of the DIO Ops Accn core housing stock and are delivered complete with an "MOD Fit-Out" to include things such as lockable medicine cabinets, external lights and outside cold water taps, etc. In addition we have been endeavouring to purchase properties with garages but if that is not achievable then the house will normally have two parking spaces. All but a very few of the new properties come with features that more and more families expect within a new home, such as an ensuite bathroom.

Properties have already been secured to support units in the Chilwell, Coningsby, Larkhill, Tidworth, Andover, Oxford, and Waddington areas and plans are in place for providing houses in the Yeovilton, Culdrose, Plymouth, Lympstone, Hereford, Birmingham and Lichfield areas.

As these properties come online during 2013 and early 2014 they will provide a significant improvement for Service personnel and their families.

Customer Assistance Points

Eleven more Customer Assistance Points (CAPs) are scheduled to open in Spring 2013. These are in addition to the three existing offices at Larkhill (opened September 2011), High Wycombe (opened June 2012) and Plymouth (opened September 2012). The first few weeks of April will see the opening of CAPs at Brize Norton, Catterick and Cosford - followed closely by eight further locations at Aldershot, Shorncliffe, Colchester, London, Marham, Portsmouth, Waddington and Wyton.

The role of the CAP is to provide the opportunity for face to face discussion about any issues with the services provided DIO Operations Accommodation and MODern Housing Solutions (MHS) – so these can be investigated and any relevant actions taken.

The CAP does not replace the functions provided by the HASC or the MHS Helpdesk, nor the specific services delivered or information provided by other providers. In these cases, the local CAP Co-ordinator will provide the relevant signposting information. Addresses and further details about all of the CAPs will be published on the [SFA website](#) shortly.

Offers to improve energy efficiency

Various companies, including Utility companies, advertise offers to improve the energy efficiency of your home, including Government initiatives such as the Green Deal. However, before customers in SFA are tempted to take advantage of these offers they should very carefully read the terms and conditions of the offer so they understand their liability and any liability placed on the property. This is important as it may not be appropriate to enter in to a long term repayment arrangement linked to the property, particularly for highly mobile Military personnel.

Before any commitments are made you should send full details of the offer and supporting documents to your Housing Officer - who will contact a local Technical Officer to undertake a condition survey and check to ensure that no work is planned in the area. No work should be agreed or commenced before approval has been given by DIO.

DIO Ops Accn communications

www.mod.uk/ServiceFamilyAccommodation