



Defence
Infrastructure
Organisation

Protect your home in winter even if you are away
All customers in SFA are reminded of the obligation to protect their home from damage and that this particularly applies in winter. Even if you are going to be away, you should leave the heating on in the property to protect your home and possessions from damage caused by burst pipes etc. Further guidance is available in the Protecting your Family and your Home, which is available at

www.gov.uk/government/publications/customer-guides

Free safety checks to protect your family

Your SFA benefits from a comprehensive repair and maintenance service that includes regular free safety checks such as checking gas appliances.

The MOD has a legal obligation to carry out such inspections and therefore you are required to provide access as required by your Licence to Occupy. It is also in the interests of the safety of your family.

However, some families continue to fail to permit access.

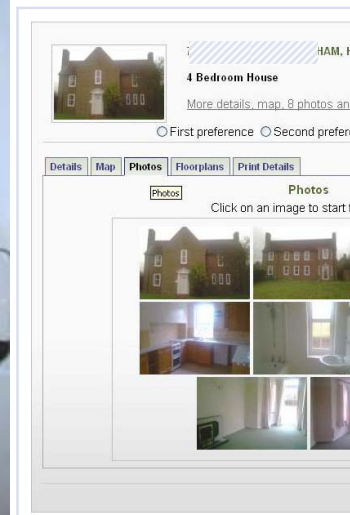
If you do not permit access or you miss a service appointment, you will receive a yellow and then a red warning card. If this happens it is essential ring the number on the card or you contact the maintenance help desk immediately to arrange a new appointment.

Safety checks are there to protect your family and if you do not permit access you are placing yourself, family and neighbours at risk. Therefore please comply with this instruction.

Home front

Information for Service families from DIO Operations Accommodation

January / February 2013



Apply for your SFA online

- It's quicker
- You get to see available properties that match your entitlement (example left)
- 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.mod.uk/ServiceFamilyAccommodation

Pre-Payment Cleaning Scheme

The Pre-Payment Cleaning Scheme (PPCS) has been in place throughout England and Wales since early 2010 for customers moving out of their Service Family Accommodation (SFA).

Originally this service was provided by two cleaning companies, but from 1 November 2012, the PPCS is now solely provided by Ideal Cleaning Services for the whole of England and Wales.

The PPCS is a voluntary scheme that allows you to request a no obligation quote for cleaning your SFA prior to Move Out. DIO and MHS do not profit from this service but we do approve it. Therefore, as well as providing security cleared staff, Ideal is the only cleaning service that can make the guarantee to meet the Move Out standard.

Although customers should still prepare the property to a certain standard, such as removing their possessions and rubbish, this service allows you to move from your current property with the guarantee that it will meet the Move Out standard for cleaning.

Any charges for damages also remain the responsibility of the customer.

New SFA website

As part of a Government wide project to have all online information and services in one place, the MOD website closed recently and all SFA content was moved to the new [www.GOV.UK](http://www.gov.uk) website (pictured below). Useful direct links include:
Main page

www.gov.uk/defence-infrastructure-organisation-service-family-accommodation

Applying for and allocation of SFA
www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa

HASC Map (with email addresses):
www.gov.uk/government/publications/housing-allocations-service-centre-hasc

SFA Customer Guides:
www.gov.uk/government/publications/customer-guides



New Defence Intranet

The Defence Intranet (MOD systems only) has been given a facelift. Sporting a new look, layout and site navigation (pictured below), the address for the new site is:
<http://defenceintranet.diif.rmil.uk/Organisations/Orgs/DIO/Organisations/Orgs/Pages/OperationsAccommodation.aspx>

The address for the e-1132 online application system (on MOD systems only to protect information) is unchanged:
<http://apps01.domis.rmil.uk/e1132/>

In addition the application system can be found on the tools tab of the site, either on tools finder or Admin.



MHS offer text message reminders

Following the successful introduction earlier this year of the option to receive an email to confirm customer appointments rather than a letter, MODern Housing Solutions (MHS) has now introduced a new service that provides text message reminders. The aim is to give busy families a reminder of when an appointment has been made.

Therefore when you call the MHS Helpdesk to raise a maintenance visit you will be given the option to receive a text alert on the day before (for morning, or all day appointments) or on the morning of the appointment (for school run or afternoon appointments).