



**Ministry
of Defence**

JSP 464

**Tri-Service Accommodation Regulations Volume 1:
Service Family Accommodation (SFA) and
Substitute Service Family Accommodation –
United Kingdom**

Part 1: Directive

Foreword

People lie at the heart of operational capability; attracting and retaining the right numbers of capable, motivated individuals to deliver Defence outputs is critical. This is dependent upon maintaining a credible and realistic offer that earns and retains the trust of people in Defence. In order to achieve this, all personnel must be confident that, not only will they be treated fairly, but also that their families will be treated properly and that Service veterans and their dependants will be respected and appropriately supported.

It is a condition of service in recognition of their inherently mobile lifestyles, frequently remote bases and terms of service, that Regular Service (including FTRS(FC)) personnel are provided with high quality subsidised accommodation, which is a fundamental part of the overall package for Service personnel, which can take the form, subject to PStatCat and individual circumstances, of either publicly provided family or single accommodation (or an appropriate substitute) either at or within an appropriate distance from their duty unit or an appropriate allowances package.

JSP 464 is the authoritative policy and guidance for the provision of Service Family Accommodation (SFA) and Substitute Service Family Accommodation (SSFA) both in the UK and Overseas.

Vice Admiral Phil Hally
Chief of Defence People
Defence Authority for People

Preface

How to use this JSP

JSP 464 Volume 1 Parts 1 and 2 provides policy and guidelines for the provision of Service Family Accommodation (SFA) and the substitute equivalents to trained personnel.¹ **Primarily these volumes are for the UK but they can provide guidance on a worldwide basis**, except for accommodation in operational theatres and temporary accommodation at training areas where separate single Service arrangements will apply. Policies that are specific to **Overseas Service can be found in JSP 464 Volume 5**.

This JSP **Volume 1** contains the policy and direction on the provision of accommodation and guidance on the processes involved and best practice to apply. The policies contained within this JSP have been equality and diversity impact assessed in accordance with Departmental policy. This resulted in a Part 1 screening only completed (no direct discrimination or adverse impact identified). This JSP will be reviewed at least annually.

2. The JSP is structured in two parts:
 - a. Part 1 - Directive, which provides direction that must be followed, in accordance with statute or policy mandated by Defence or on Defence by Central Government.
 - b. Part 2 - Guidance, which provides the guidance and best practice that will assist the user to comply with the Directive(s) detailed in Part 1.

Coherence with other Defence Authority Policy and Guidance

3. Where applicable, this document contains links to other relevant JSPs, some of which may be published by different Defence Authorities. Where dependencies exist, these other Defence Authorities have been consulted in the formulation of the policy and guidance detailed in this publication.

Related JSPs	Title
JSP 464 Vol 1 Part 2 - Guidance	Tri-Service Accommodation Regulations Vol 1 Part 2: Service Family Accommodation (SFA) and Substitute Service Family Accommodation – UK.
JSP 464 Vol 2	Tri-Service Accommodation Regulations Vol 2: Single Living Accommodation and Substitute Service Single Accommodation.
JSP 464 Vol 3 Part 1 - Directive	Tri Service Accommodation Regulations – CAAS and 4TG.
JSP 464 Vol 3 Part 2 - Guidance	Tri Service Accommodation Regulations – CAAS and 4TG.
JSP 464 Vol 5	Tri Service Accommodation Regulations - Overseas Service Family Accommodation (SFA), Single Living Accommodation (SLA) and Their Substitutes.
JSP 752	Tri Service Regulations for Expenses and Allowances
JSP 754	Tri Service Regulations for Pay

¹ Trained personnel – personnel undergoing Phase 3 training or serving in front line units (unless posted/detached to other duties).

Further Advice and Feedback – Contacts

4. The owner of this JSP is People - Accommodation Policy. Personal questions not answered within this publication and cases of doubt over eligibility or entitlement are to be directed through chains of command. The relevant contact details are below:

Job Title/E-mail	Project focus
People-Accommodation Policy: People-Accom-Policy Team (MULTIUSER) People-Accom-PolicyTeam@mod.gov.uk	Sponsor & Overall responsibility for policies laid out in JSP 464 in conjunction with single Service Accommodation Colonel staffs.
Navy Accommodation Col Focal Point: NAVYPEOPLE-PSACCOMPOL@mod.gov.uk Army Accommodation Col Focal Point: ArmyPers-Pol-Conditions-Mailbox@mod.gov.uk RAF Accommodation Col Focal Point: Air-People-PFSpt-AccnWelDelMIb@mod.gov.uk UKStratCom: UKStratCom-HR-Corp-StratPolSO2@mod.gov.uk	Influencing, developing and implementing Tri-Service and StratCom policies for the single Service accommodation including representing single Service interests and concerns regarding current policy or issues out-with JSP 464.

Contents

Foreword	i
Preface.....	ii
How to use this JSP	ii
Coherence with other Defence Authority Policy and Guidance	ii
Further Advice and Feedback – Contacts.....	iii
Contents	iv
Table of Amendments	vi
<u>Chapter 1 – Principles - Strategic Overview</u>	1-1
<u>Chapter 2 – Service Family Accommodation (SFA)</u>	2-1
<u>Chapter 3 – Entitlement to SFA</u>	3-1
<u>Chapter 4 – Application and Allocation Process</u>	4-1
<u>Chapter 5 – Substitute Service Family Accommodation</u>	5-1
<u>Chapter 6 – Rules and Conditions of Occupation</u>	6-1
<u>Chapter 7 – Move Out of SFA</u>	7-1
<u>Chapter 8 – Irregular Occupancy</u>	8-1
Chapter 9 – Occupation of Temporary Surplus SFA by Eligible Personnel.....	9-1
<u>Chapter 10 – Allocation of SFA to Entitled and Eligible Personnel</u>	10-1
<u>Chapter 11 – Domestic Assistance (DA) Policy</u>	11-1
<u>Chapter 12 – Forces Help to Buy</u>	12-1

Table of Amendments

This JSP Volume 1 Part 1 was first issued on 7 September 2015 and replaces JSP 464 Part 1 - Change 22 (5 May 2015) and Part 2 – Change 19 (5 May 2015).

Version	Chapters & Paragraphs Affected	Dated
2	5	25 Jan 2016
3	3	22 Feb 2016
4	3,12	14 Nov 2016
5	Various	09 Jan 2017
6	3, 7, 12	06 Feb 2017
7	3, 7, 8, 12	06 Mar 2017
8	3, 6, 12	03 July 2017
9	3, 7	06 Nov 2017
10	3, 10	05 Feb 2018
11	1, 6, 11, 12	16 Apr 2018
12	10	16 May 2018
13	12	04 Jun 2018
14	12	18 Jun 2018
15	Various	04 Mar 2019
16	1, 9, 10	01 Apr 2019
17	Various	01 Jul 2019
18	2, 3, 6, 9	30 Sep 2019
19	1, 2, 4, 12	03 Feb 2020
20	1, 2, 12	01 Apr 2020
21	Various	01 Apr 2021
22	Various	01 Jul 2021
23	Various	01 Nov 2021
24	1,6,7,9, Annex A	01 Feb 2022
25	6, 7, 9-Annex B	01 Apr 2022
26	6	01 July 2022
27	Foreword, 3, 6, 12	07 Feb 2023
28	0104; 0109-10; 0117; 1-B-1; 0207; 0209-10; 0302; 0313; 0324; 0327; 0332; Annex B & C to Ch 3; 0406; 0501; 0514; p5-6; 0607; 0616; 0621; Deletion Ch 6 Section IX; 0726(i); Annex A to Ch 7; 0909; Annex A & B Ch 9; 1202; 1210; 1248.	28 Jul 2023
29	BF(G) to Germany; 0309; 0311; 0312; 0402; 0712; 0727; 0802; 0905; Annex A to Ch 10;	31 Oct 23
30	Chapter 12 Section XII– Insertion of Refund of Legal Expenses (New Buyer) (Modernised Accn Offer);	11 Mar 24

	Amendments to SSUG in Ch 1, IN514034	
31	Contacts; LTR paras 0116-0120 deleted; Annex C to Chapter 3, Adaptations for those transitioning out of Service is deleted and relocated to JSP 100, Appendix 1 deleted; all Overseas information moved to JSP 464 Vol 5.	31 May 24
32	Various	03 Mar 25

1 Principles

Section I – Strategic Overview

0101. Provision of Service Accommodation. It is a condition of service in recognition of their inherently mobile lifestyles, frequently remote bases and terms of service, that Regular Service (including FTRS(FC)) personnel are provided with high quality subsidised accommodation.

0102. Responsibility for Policy. Chief Defence People (CDP) is responsible for the formulation of Defence living accommodation policy and delegates the lead to Director Armed Forces People Policy (Dir AFPP), who delegates day to day responsibility to Head People Accommodation (Hd Accom). In discharging these responsibilities Hd Accom may consult with the single Service Accommodation Colonels².

0103. Governance. JSP 464 - Tri Service Accommodation Regulations (TSARs) is the overarching and definitive policy source document for the provision of Defence living accommodation and takes primacy on all accommodation matters. Sponsorship and periodic review of the policy is vested in People-Accommodation and any proposal for change should be submitted via the single Service Accommodation Colonel staff. Any review or changes are considered through the Accommodation Policy Working Group (APWG) and Accommodation Steering Group (ASG), which include representation from the single Services, UK Strategic Command, Defence Infrastructure Organisation and Defence Equipment and Support. The APWG and ASG report to the People Leadership Team (PLT) as depicted below.



Any significant changes will need to be considered and agreed at the appropriate level, which will be determined by Hd Accom. Any requirement for bespoke living accommodation policy outside the framework of the JSP 464, should be submitted to People-Accommodation for appropriate approval.

² Navy - NAVY PEOPLE-PS HEAD OF PS, ArmyPers-Pol-Conditions-AH, RAF- Air-COSPers-Del Com Spt DACOS

0104. Challenges to Policy. Service personnel should raise any challenges relating to accommodation policy (as opposed to complaints on the delivery of accommodation, which is covered in JSP 464 Vol 1 Part 3) with their respective Chain of Command (CoC), detailing clearly the issue; the change being sought and the justification for the changes, including any issue of potential discrimination. Where the CoC cannot resolve the issue, they should seek advice from the relevant single Service Accommodation Colonel policy staff³, who will judge if either the interpretation of policy is correct and/or where they perceive that the policy is wrong.

0105. In-Theatre Accommodation Policy. While this JSP is the primary document for SFA allocation, differing conditions apply to operational areas and PJOBS. Accordingly, personnel assigned to these locations where SFA is available should obtain and read a copy of the in-Theatre accommodation policy prior to applying for SFA.

Section II – Scope

0106. JSP 464 Volume 1 provides policy guidelines for the provision of Service Family Accommodation (SFA) and Substitute Service Family Accommodation (SSFA) in UK. Separate single Service arrangements will apply for operational theatres and temporary accommodation at training areas.

UK Delivery: The Defence Infrastructure Organisation (DIO) are responsible for the delivery of this policy in the UK.

Section III – Defence Infrastructure Organisation Accommodation (DIO Accommodation)

0106. Responsibility. DIO Accommodation is responsible for the delivery of SFA and SSFA in the UK and this is conducted via the National Housing Prime and Substitute Accommodation contracts.

0107. Contact Details. Details of DIO Accommodation's Industry Partner Help Desk (IPHD) contact details and telephone numbers are at Volume 1 Part 2 Chapter 1 Annex B and the Substitute Accommodation help desk are at Volume 1 Part 1 Chapter 5.

Section IV – MOD's Policy for the Allocation of SFA

0109. Service Personnel. Officers are allocated SFA primarily by substantive rank, however, other factors such as family size, appointment, representational responsibilities, and personal choice may influence the final allocation. Other Rank SFA is allocated primarily by family size, although personal choice may influence the final allocation. As a guiding principle, officers should not be accommodated in Other Ranks SFA, and similarly, Other Ranks should not be accommodated in Officers SFA where suitable Other Ranks SFA is available. However, where Other Ranks SFA, to type is unavailable, appropriate accommodation to type/size should be considered and allocated in the Officers SFA on a case-by-case basis and in consultation with the LSC⁴. The LSC may in exceptional

³ For the Army, the Accommodation Colonel should be consulted on any policy matters; however, responsibility and arbitration for accommodation delivery issues and casework is delegated to Family Support in Regional Command.

⁴ In the event that DIO does not support the business reason provided by an LSC, they may request advice from the relevant single Service Accommodation Colonel. In the event that no resolution can be agreed DIO should approach People-Accommodation for policy advice.

circumstances determine that there are operational or business reasons that makes such an allocation unsuitable.

0110. Entitled Civilian Personnel. Entitled civilians are allocated SFA by equivalent military rank (EMR) and appointment, tempered by family size.

Section V – MOD’s Policy on Co-Habitation in Publicly Funded Accommodation (SFA) – UK Only

MOD’s Long Term Relationship Eligibility Policy has moved to 2024DIN01-061.

0111. Cohabit/Cohabitation. For this policy, cohabitation is defined as Service personnel living with a partner, who is not their legal spouse/civil partner, in an established Long-Term Relationship (LTR(E)) – which is recognised by Defence and recorded appropriately on JPA. Personnel will continue to be eligible to apply for surplus SFA in accordance with Chapter 9 to this policy but may only cohabit in surplus SFA at their place of work⁵. SP in an LTR(E) applying to cohabit in SFA, must reside in the property with their partner and record the residence on JPA **as their Resident at Work Address (RWA)**.

0112. Any SP applying to cohabit in SFA or Surplus SFA, do so with the full understanding of the scope of their eligibility to surplus SFA and acknowledging that the availability of SFA may vary by location, meaning that there is no guarantee that surplus SFA will be available upon assignment to a new location⁶. Upon assignment, where the new assigned location is within 50 miles of the existing occupied SFA, cohabiting SP may apply to continue to occupy their existing SFA. Further details on Occupation of Temporarily Surplus SFA by Eligible Personnel can be found within Chapter 9 of this policy document.

0113. Eligibility. Service personnel are eligible to apply for cohabitation within surplus SFA when they meet both criteria (A) and (B) below:

(A) Aged 18 or over, have completed Phase 1 training and be serving on a regular engagement with the UK Armed Forces, or be a Full Commitment (FC) Reservist as defined in single Service instructions.

and

(B) Be in an established Long-Term Relationship of greater than 365 days which is recognised by Defence and recorded on the Service person’s JPA record as a LTR(E).

To Note:

(C) No entitlement exists to accommodation or eligibility to any other supporting payments or allowances based on the LTR(E) status.

⁵ “At their place of work” is defined as within a 50-mile radius of the SP’s assigned location.

⁶ MOD’s ability to meet any request to cohabit in surplus SFA is not guaranteed and will be determined by the availability and future requirement of the surplus SFA at the assigned location in which the SP is requesting to cohabit.

0114. Definition of an established LTR. The definition of an established LTR for cohabitation in SFA, and method of registration, will follow the LTR criteria laid down in **2024DIN01-061** and applies to all SP wishing to cohabit. Cohabitation will not be permitted until the LTR is approved and recorded on the SP's personnel record on JPA as established.

0115. Service Personnel (SP). SP may only co-habit with a partner (who is not their legal spouse/civil partner) as defined at para 0111, in service provided accommodation, that being SFA or SSFA, when they are in an established Long-Term Relationship (LTR(E)) as defined in **2024DIN01-061**. This policy does not apply to MOD Civilian personnel who may not cohabit in Publicly Funded Accommodation where they are the license-holder.

- a. SP in a recorded LTR(E) PStat Cat 3, 4 or 5 are eligible to apply for surplus SFA iaw the process at Chapter 9.
- b. SP in PStat Cat 2, as defined in JSP 752, Chapter 2, Section 2 will retain their entitlement to SFA, or its substitute variant, and may cohabit within it when they are in an LTR(E). When applying to cohabit as LTR(E), there will be no increase in entitlement on meeting the criteria for LTR(E). But, SP who are PStat Cat 2 have the right to waive their entitlement to SFA and request an above entitlement surplus SFA under the cohabitation policy, however, this will be deemed to be on an eligible, not entitled, basis.

0116. Unaccompanied Personnel. Unaccompanied personnel occupying SFA or SSFA (and in receipt of unaccompanied allowances) may have spouse/civil partner/family visits for no more than 28 days (aggregated or continuous) in any 61-day period. Personnel who permit spouse/civil partner/family visits for more than 28 days in any 61-day period may, at the discretion of the LSC, be classified as serving accompanied and their unaccompanied status (and the payment of certain allowances associated with that status) may cease. They may also be liable to SFA charges.

Section VI – MOD's High Threat Personnel Policy

0117. Protective Security Measures. Protective Security Measures may be required for individual personnel and their families under MOD High Threat Personnel Policy, with installation authorised by the Directorate of Defence Security in UK and by TLBs overseas. This expenditure is managed on a Cash Risk basis from existing DIO Accommodation budgets within UK. Because personal security is at risk the highest priority must be accorded to the installation of Protective Security Measures, as detailed in EBMS Housing Section 1.10.6.16.

Section VII – Accommodation Charges

0118. Accommodation Charges. Accommodation charges for SFA are recommended by the Armed Forces Pay Review Body (AFPRB) and set in accordance with JSP 464 Volume 3 Parts 1 and 2.

Section VIII – Accommodation Publications

0119. JSP 850. JSP 850 - Building Performance Standards (BPS) provides the technical, functional and spatial standards, along with guidance to MOD on capital and

operational costs of infrastructure projects. BPS 1 covers living accommodation and compromises of BPS 1.1 - Single Living Accommodation and BPS 1.2 - Service Family Accommodation. Hd People-Accommodation is the 'Patron'⁷ of BPS1.

0120. JSP 384. JSP 384 is the Defence Accommodation Stores Policy and Procedures. Sponsorship of JSP 384 rests with Defence Equipment Support.

0121. JSP 456. JSP 456 Defence Catering Manual - Pt 2 Vol 2, Chapter 5 provides instructions on 'messing entitlements and charges' for entitled and non-entitled personnel, including casual meals. Sponsorship of JSP 456 rests with ACDS (Log Ops). DIO are responsible for annually publishing a DIN containing non-entitled accommodation rates.

0122. JSP 752. JSP 752 is the Tri-Service Allowance Regulations and is sponsored by People-AF Remuneration.

0123. JSP 754. JSP 754 is the Tri-Service Regulations for Pay and is sponsored by People AF Remuneration.

0124. DIO Accommodation Decant Methodology. The DIO Accommodation decant methodology is a management tool designed to assist in determining whether occupants of SFA, which is subject to upgrade, should be decanted to another SFA either temporarily whilst the work is being undertaken, or on a permanent basis. The methodology is based on a points system that enables the severity of the work to be assessed in a consistent and objective manner, and which may trigger decant when a score of 10 points or more is accumulated. Subject to any overriding health and safety considerations, ultimately, the decision to decant rests with the occupant in consultation with IPHD. Implicit within the methodology is the requirement to provide maximum notice to occupants of SFA that upgrade work will be undertaken. Wherever possible, IPHD are to give SFA occupants at least 6 months' advance notice of their intention to carry out upgrade work which may or may not require decant, with more specific details as to the extent and timetable of the work to be provided at the 3-month point. In circumstances where IPHD is unable to provide the occupant with 6 months' notice, the occupant is to be advised as soon as the intention to upgrade the SFA is established.

Section IX – Definitions

0125. Summary. A summary of accommodation-related definitions can be found in Volume 1 Part 2 Chapter 1 Annex C.

⁷ Patron – meaning responsible for ensuring that BPS 1 is developed in parallel with developments in personnel policy.

2 Service Family Accommodation (SFA)

Index

SECTION I	LOCATION OF SFA – OUTSIDE LONDON
0201	Radius from Duty Station
SECTION II	LOCATION OF SFA – INSIDE LONDON
0202	Designated SFA locations
0203	MOD London personnel (occupying appointments on the VCDS 45 Minute Travel List)
0204	MOD London personnel (non VCDS 45 Minute List)
0205	Formed units in London
SECTION III	TYPES OF SFA
0206	Types of SFA
0207	Tied/Ex-Officio SFA.
SECTION IV	AGREEMENTS TO OCCUPY SFA
0208	Service Licence to Occupy SFA
0209	Other Occupation of SFA Agreements
SECTION V	APPROPRIATION
0210	Appropriation of SFA
0211	Management, funding and furnishing of SFA as SLA
SECTION VI	MISAPPROPRIATION
0212	Misappropriated SFA
0213	Welfare Provision
0214	Management and Funding of Misappropriated SFA

Section I – Location of SFA - Outside London

0201. Radius from Duty Station. SFA is to be provided as close as possible to the Service person's duty station with Industry Partner Help Desk (IPHD) always attempting in the first instance to offer SFA within 10 miles' radius of the duty station (except for Northern Ireland, where the standard radius is 20 miles to accommodate existing estates. New build will conform to normal rules unless an exception is pre-authorised). SFA outside this radius, up to a maximum of 20 miles, can be allocated only with the agreement of the Local Service Commander, otherwise DIO Accommodation will issue a NAC. When agreement cannot be reached, each case is to be referred to the appropriate single Service Accommodation Colonel. Should local circumstances require the exceptional allocation of SFA in excess of the 20-mile discretionary limit, Local Service Commanders should seek authority from their respective single Service policy staffs.

Section II – Location of SFA - Inside London

0202. Designated SFA Locations. SFA is to be provided in accordance with the proximity to place of duty rules at paras 0203 - 0205.

0203. MOD London Personnel (occupying appointments on the VCDS 45-Minute Travel List). Entitled personnel filling appointments on the VCDS 45 Minute Travel List are to be provided with SFA/SSFA within 45 minutes' travel by the most appropriate means of transport⁸ of their place of duty in accordance with the arrangements at para 0327. This list is to be updated annually by VCDS and is held by VCDS Outer Office. SFA estates may be designated as ex-officio to the VCDS 45 Minute List at DIO Accommodation's discretion, and certain properties may be tied to senior officer's posts.

0204. MOD London Personnel (Non-VCDS 45-Minute List). Entitled personnel serving in MOD London are to be provided with SFA/SSFA within 1½ hrs travel by public transport of their place of duty.

0205. Formed Units in London. Entitled personnel are to be provided with SFA/SSFA within 10 miles of their place of duty, except in the case of the London based Foot Guards battalions who are to be allocated SFA in the Guards Corridor. SFA estates may be designated to support formed units at IPHD discretion and certain properties may be tied to senior officer's posts.

Section III – Types of SFA

0206. Types of SFA. Types of SFA are as follows:

- a. Officers. Type I - V
- b. Other Ranks. Type D - A

A summary of SFA entitlements by Officers and Other Ranks Type is contained in Volume 1 Part 2 Chapter 3 Annex A.

0207. Tied/Ex-Officio SFA.

⁸ Taken to mean travel by surface train, underground/bus/taxi/bicycle

a. **Tied SFA.** Tied SFA refers to specific properties designated for occupation by incumbents (being an entitled person defined in Chapter 3, paras 0301 and 0302) of designated In Command posts for the duration of their appointments only. Entitlement to a Tied SFA starts on the day of assumption of the appointment and ceases on the last day in post. The appointments concerned are to be confirmed by the Service Authority and agreed with DIO Accommodation, thereby enabling particular properties to be 'tied' to respective appointments.

b. **Ex-officio SFA.** Ex-officio SFA is any number of identified properties which have been earmarked for occupation by personnel fulfilling designated appointments at a particular location. Priority for the allocation of ex-officio SFA is to be given to incumbents of the designated posts for the duration of their appointments. Ex-officio SFA should only be occupied by single/unaccompanied personnel when filling an appointment designated as being entitled to occupy SFA on a Virtue of Appointment basis.

Section IV – Agreements to Occupy SFA

0208. Service Licence to Occupy SFA. The Service Licence to occupy SFA is to be signed by all entitled and eligible Service personnel who occupy SFA. See Volume 1 Part 2 Chapter 2 Annexes A and B. In the case of new build SFA provided through PFI/PPP arrangements, the IPHD will attach an addendum to the Licence to Occupy SFA summarising any special arrangements which apply locally.

0209. Other Occupation of SFA Agreements. Entitled and eligible civilian occupants of SFA are required to sign a Civilian Agreement.

Section V – Appropriation

0210. Appropriation of SFA⁹ as:

a. **Single Living Accommodation (SLA)** - In locations where there is a shortfall of SLA and surplus SFA is, SFA may be appropriated as mess/barrack accommodation thereby avoiding the costs of SSSA. Appropriation of SFA as SLA is only to be used for a temporary period and not a long-term solution. The decision as to whether SFA may be appropriated as SLA rests with DIO Accommodation.

b. **Welfare Provision** - Where a written business case is supported, DIO Accommodation will provide SFA from existing core stock for specific uses of welfare living accommodation. The admissible categories together with maintenance and financial arrangements are at Volume 1 Pt 2 Chapter 2 Annex C.

c. **SLA for Seriously Injured/Disabled Single (PStatC3/4/5) Service Personnel.** Once the unit is notified of a requirement for SFA to be appropriated, the unit is to consult with the appropriate IP or for Overseas the appropriate PJOB Housing Provider to identify a suitable property, considering ongoing medical care and welfare support. The target for allocating a property address is within 15 working days of application however this will be dependent on stock availability and the complexity of adaptations required. The seriously injured / disabled Service person

⁹ SFA that continues to be occupied as living accommodation either by single personnel or families (temporarily) that is managed by the TLB but maintained under the housing contract.

(SP) (and any authorised carer / nurse) will occupy the property as an entitlement for the duration of their assignment(s). The SP will pay G2fC SLA charges. The property will be ring-fenced for the duration of need with DIO Accommodation relinquishing the right to request the return of the property. Once adapted, the property should be retained wherever possible for future occupation by other seriously injured / disabled SP or dependants.

0211. Management, Funding, Maintenance and Furnishing of appropriated SFA.

When appropriation is agreed, the SFA provider will hand the SFA over at the contracted move in standard to an administering unit who will act as a proxy occupant and will be responsible for:

- a. **Costs.** Any conversion costs associated with the requirement to support appropriated SFA being occupied by single personnel i.e. in compliance with SLA building regulations, Fire Risk Assessment.
- b. **Adaptations.** Where there is a requirement for appropriated SFA to be adapted to meet the needs of the occupant, this will be delivered by the SFA provider and funded by the relevant TLB.
- c. **Occupation.** Co-ordinating the move in and move out of occupants and ensuring that personnel occupying appropriated SFA abide by the single Service mess/barracks rules.
- d. **Repairs and Maintenance.** Repairs and maintenance will be undertaken by the Industry Partner (IP) under the contractual arrangements for the upkeep of SFA. Repairs are to be requested by either the occupant or named representative via the Occupancy Services helpdesk.
- e. **Utilities.** The payment of utilities (electric/gas/oil) via DIO Utilities but funded by the unit.
- f. **Furnishings.** Providing furniture items to a standard and specification similar to SSSA¹⁰ through their Defence Accommodation Stores (DAS) supplier. Where occupants of appropriated SFA can take meals at a local Service messing facility, e.g. Mess or Cookhouse (which in principle should be within 10 minutes' walk of the appropriated SFA), kitchen appliances/items shown in the SSSA specification should not be provided.
- h. **Cleaning.** Ensuring that suitable cleaning equipment is made available¹¹ to enable occupants to keep the interior of the appropriated SFA to a hygienically clean standard.
- i. **Grounds Maintenance.** Gardening support is to be funded by the unit and will be included in the inter-TLB transfer process. DIO Accommodation will, as required, provide grounds maintenance in line with Level 3 gardening support.
- j. **Access.** Ensuring that appropriate access is granted to enable any maintenance/repairs and mandatory and statutory checks were being to be undertaken.

¹⁰ Annex D to Chapter 7 SSSA Minimum Furnishings and Equipment Specification and Standard.

¹¹ Vacuum cleaner, mop & bucket, dustpan & brush, bin, lavatory brush.

k. **Termination.** At the point of returning an appropriated SFA to the supplier, fund any works to move out standard, including removal of any specialist fire precautions and reinstating any kitchen appliances. The SFA must be handed back at the 'move out' standard.

Section VI – Misappropriation

0212. Misappropriated SFA. SFA is classified as Misappropriated when it is not used for living-in purposes, examples include but are not limited to, Creches, Business Premises, HIVEs etc. These properties are not maintained as housing assets but transferred to the Regional Prime Contractor (RPC) to manage and maintain as a station asset. Where a requirement to misappropriate SFA is identified the requesting unit should submit a written business case via the following link hello@pinnacleservicefamilies.co.uk.¹² The decision as to whether SFA may be misappropriate.¹².

0213. Welfare Provision. SFA misappropriated in support of certain specified categories of Welfare/Community Support and their relevant scales are provided at Vol 1, Part 2, Chapter 2, Annexes C and D, respectively¹³.

0214. Management and Funding of Misappropriated SFA. When misappropriation is agreed, the IPHD/Garrison/Station Housing staff Overseas will hand the SFA over to an administering unit which will be responsible for¹⁴:

- a. **Compliance.** Ensure that the property complies with building and planning regulations.
- b. **Alterations.** Fund any work to meet the buildings use/compliance requirement and provide any specialist fixtures or equipment.
- c. **Statutory Inspections.** Ensure that all statutory and mandatory testing is routinely undertaken in accordance with the buildings use regulations (through the RPC).
- d. **Repairs and Maintenance.** Fund all external and interior works required to ensure that the building is appropriately maintained throughout the period of the misappropriation through the RPC.
- e. **Utilities.** The payment of utilities (electric/gas/oil) via DIO Utilities.
- f. **CILOCT.** Paying the requisite rate of CILOCT via the inter transfer process.
- g. **Termination.** At the point of returning a misappropriated SFA to the supplier, fund and undertake any works to reinstate the property back to SFA.

¹² The offer of SFA can only be made where there is an excess of SFA (typically over 10% void rate) and no requirement for the SFA for approximately 18 months. It should also only be considered as a short to medium term solution.

¹³ JSP 850.

¹⁴ Legacy cases of SFA used as SLA that pre-date the introduction of the appropriations process in 2017 will continue to be maintained and managed by the RPC until such time the property is either handed back or a change in policy dictates otherwise.

3 Entitlement to SFA

Index

- SECTION I - ENTITLED SERVICE PERSONNEL**
- Para 0301 - Entitlement criteria
- 0302 - Entitlement by appointment
- 0303 - Guards Corridor
- 0304 - Gurkha Religious Teachers
- 0305 - Reservist personnel
- 0306 - Foundation Doctors
- 0307 - Foundation Dentists
- 0308 - Adjutant General Corps Military Provost Guard Service (MPGS)
- 0309 - Members of the Armed Forces of Foreign and Commonwealth (F&C) Countries
- 0310 - Single Personnel - Pregnant Single Serviceperson (PSS)
- 0311 - Fostering
- 0312 - Adoption
- 0313 - Both spouse/civil partners are serving members of the Armed Forces
- 0314 - Single parents PStatCat 2 and PStatCat 1 couples when both spouse/civil partners are serving who need to employ a nanny/au pair
- 0315 - Service families evacuated from their permanent duty station Overseas to UK
- 0316 - Service families repatriated to UK for welfare/compassionate Reasons
- 0317 - Service families repatriated to UK/transiting through UK for medical/educational reasons
- 0318 - Service personnel whose entitlement to SFA is lost due to bereavement
- 0319 - Long Service Advance of Pay (LSAP) claimants
Seriously Injured/Disabled Service Personnel Policy Service personnel
- 0320 - Service personnel filling Defence Attaché posts designated 'no child posts'
- 0321 - Changes in Circumstances
- 0322 - Service Personnel Granted Career Intermissions

- SECTION II - WHERE THE ENTITLEMENT MAY BE EXERCISED**
- 0323 - Entitlement at the Duty Station
- 0324 - Armed Forces Chaplains Undergoing Initial Training
- 0325 - Entitlement to retain SFA at a previous Duty Station

- SECTION III - VCDS 45 MINUTE TRAVEL LIST IN LONDON**
- 0326 - Entitlement to accommodation
- 0327 - Application and allocation of SFA within 45 minutes travel
- 0328 - Maintenance of the List

- SECTION IV - SFA ENTITLEMENTS**
- 0329 - SFA entitlements by OSFA and ORSFA Types

- 0330 - SFA allocation for families with three children all aged 10 years and

- over
- 0331 - Entitlements in designated high cost areas
- 0332 - SFA above or below entitlement
- 0333 - Allocation of SFA above entitlement
- 0334 - Request to occupy SFA above entitlement
- 0335 - Allocation of SFA below entitlement (One Down)
- 0336 - Opt Out of One Down
- 0337 - Occupation of SFA below entitlement by choice
- 0338 - Impact on housing entitlement when children no longer qualify as dependant

SECTION V - ENTITLED CIVILIAN PERSONNEL

- 0339 - Entitled civilian occupants
- 0340 - MOD Key Staff
- 0341 - MOD Police – MOD Form 410
- 0342 - Widows/widowers of Service personnel who die in Service
- 0343 - Families repatriated to UK following estrangement abroad
- 0344 - Estranged families in UK

ANNEXES

- A. Policy for the Entitlement to Housing for UK Service Personnel Evacuated from their Permanent Duty Station Overseas to UK
- B. Policy for the Retention of SFA by a Bereaved Spouse/Civil Partner Following the Death in Service of the Service Spouse/Civil Partner
- C. Adaptations for the Seriously Injured Policy

Section I – Entitled Service Personnel

0301. Entitlement Criteria. To be entitled to SFA Service personnel must be:

- a. Aged 18 or over, have completed Phase 1 training¹⁵ and be serving on a regular engagement with the UK Armed Forces, or be a Full Commitment (FC) Reservist as defined in single Service instructions. For those personnel under 18 years of age the parent unit must accept responsibility for their behaviour until the 18th birthday.
- b. In Personal status category (PStatCat) 1 (See footnote¹⁶), 1C, 1S or 2 as defined in JSP 752, Chapter 2 Section 2.
- c. Have at least 6 months to serve at the station where they qualify for SFA apart from the following exception:
 - (1) Those Service personnel who have been selected for compulsory redundancy and have been given 6 months or less notice. In these circumstances, Service personnel will be entitled to SFA at the location where they have been assigned for their last 6 months or less. If there is no SFA available within a 10-mile radius of that location, IPHD will offer SFA further afield; the applicant will not be entitled to SSFA but would be entitled to apply for surplus SFA in accordance with Chapter 9.

0302. Entitlement by Appointment. Some Service appointments require personnel to work either in the home or be accommodated away from subordinates. Accordingly, Service personnel PStatCat 1 and 2 (when serving unaccompanied), and PStatCat 3, 4 or 5 are entitled to SFA in lieu of SLA which meets the requirements of their work, when employed in the following posts. Where SFA is not available for any reason, SSFA is not authorised except for Garrison / Station Commanders / Service Chaplains with unit pastoral care duties. SSSA to the appropriate scale is to be sourced in accordance with JSP 464 Volume 2 Part 1 Chapter 7. Entitlement/provision of furniture, furnishings and white goods are detailed in Chapter 6, Section II.

- a. Officers of OF4 rank and above serving in appointments designated as being In Command which is defined as being able to exercise Command Powers of Punishment in accordance with the Armed Forces Act 2006^{17, 18, 19}.
- b. RAF OF4 Station Executive appointments.

¹⁵ This eligibility includes Service personnel who are currently transitioning to Phase 1 training in another Service or those Service personnel commissioning from the ranks.

¹⁶ Unless they are serving unaccompanied (in accordance with the criteria laid out in JSP 752 Chap 1 Section 1 Annex A) when there is ONLY an entitlement to SLA at the Place of Duty iaw JSP 464 Part 3 Para 0301.

¹⁷ RN Officers in sea command appointments are not entitled to occupy SFA under the provisions of this paragraph.

¹⁸ IPHD will seek Head of Establishment decision regarding prioritisation for the allocation of SFA in the event of limited availability.

¹⁹ Less a very small number of OF3 Army Independent Sub-Unit Command Posts that are designated as 'In Command'. This is not to be confused with Sub-Unit Command where the Unit hierarchy has an 'In Command' OF4 appointment.

- c. Regimental Sergeant Majors (RSMs) of Major Regular Army units²⁰ or RAF Station Warrant Officers.
- d. Service Chaplains undertaking a pastoral responsibility at Unit level.
- e. Serving members of the Army Welfare Service (AWS) employed as Army Welfare Workers (AWW) and serving members of Royal Navy Family and People Support (RN FPS) employed in a welfare case worker post²¹.
- f. Exceptions are to be staffed through the appropriate single Service Accommodation Colonel as casework.

0303. Guards Corridor. Soldiers assigned to one of the Foot Guards battalions in Aldershot, Windsor, Pirbright, Hounslow or Westminster are to be allocated SFA within the Guards Corridor. Subject to consultation between London District, 11 Inf Bde and DIO, the SFA allocated is to be as close as availability permits to the soldier's preferred SFA location within the Guards Corridor. This does not confer an automatic entitlement to SSFA at that specified preferred location should SFA be unavailable there.

0304. Gurkha Religious Teachers. Gurkha Religious Teachers are entitled to Type V SFA but not SSFA. Those recruited in the UK will pay SFA charges at the entitled rate. Those Religious Teachers recruited in Nepal / Overseas will not be liable for accommodation charges, CILOCT or utilities for the first 5 years, after which they will revert to normal 'entitled' SFA charges.

0305. Reservist Personnel. Reserve personnel are entitled to SFA only when they have entered into Full Time Reserve Service – Full Commitment (FTRS-FC). Housing staffs who are in doubt of the status of Reserve applicants for SFA are to verify FTRS-FC status with the appropriate single Service sponsor. Entitlement to SFA exists for FTRS-FC service in excess of 6 months and lasts for the duration of full-time service. Appointment to a Non-Regular Permanent Staff (NRPS) position carries no entitlement to the provision of Service accommodation and NRPS are expected to make their own domestic accommodation arrangements. There are very limited exceptional circumstances where short-term provision of SLA may be granted.

0306. Foundation Doctors. Naval Foundation Doctors and AMS Medical Bursars undertaking Foundation Year (FY) 1 & 2 training are entitled to SFA and/or Substitute variants where SFA is not available and are charged at entitled rates where applicable. RAF Foundation Doctors are eligible for SFA at non-entitled rates (but not SSFA).

0307. Foundation Dentists. Naval Foundation Dentists and AMS Medical Bursars undertaking Foundation Year (FY) 1 training are entitled to SFA and/or Substitute variants where SFA is not available and are charged at entitled rates where applicable. RAF Foundation Dentists are eligible for SFA at non-entitled rates (but not SSFA).

0308. Adjutant General Corps Military Provost Guard Service - AGC(MPGS). AGC(MPGS) are entitled to SFA at the entitled rate. However, due to the specific static

²⁰ This applies to appointments at regimental duty only and not to any other WO1 appointments, including Command Sergeant Majors.

²¹ When more than one of any of these categories of personnel of the same gender are serving in the same geographical location, SFA is to be shared. Co-habitation is not permitted.

employment conditions of service for AGC(MPGS), there is no entitlement to SSFA in the event of SFA not being available.

0309. Members of the Armed Forces of Foreign and Commonwealth (F&C) Countries.

Entitlement to SFA at normal UK Service person's accommodation charges exists only when foreign personnel are serving in official exchange or liaison appointments attached to the British Armed Forces. Any entitlement outside these circumstances should be covered by a Memorandum of Understanding (MOU) which is to be presented by the individual on application. Additionally, entitlement²² also exists for foreign personnel attending the JSCSC who are to be charged non-entitled rates; entitlement lasts for the duration of the course and the period before and after the course must be notified for each individual case to the IPHD by the JSCSC Administrative Office. On expiry of the MOU, i.e. completion of the appointment, attachment or Defence Course, the F&C entitlement to SFA will cease in accordance with Section V of JSP 464. If the F&C Licensee presents an exceptional case, seeking to remain in SFA, the responsible establishment are to notify and engage with SPO and Accn Pol at MOD Head Office and DIO.

0310. Single Personnel - Pregnant Single Serviceperson (PSS). PSS are entitled to SFA from 3 months before the expected due date up to the date of birth (at which point their PStatCat will change from PStatCat 5 to PStatCat 2 provided they meet the PStatCat 2 criteria). The PSS will pay SFA charges and CILOCT (abated for single occupancy) at the appropriate rate for the property occupied from the date of occupation and be responsible for all utilities (less water and sewerage) for the accommodation in accordance with JSP 464 Volume 3 Part 1.

0311. Fostering. All Service personnel (including personnel who are single) who are active foster carers are entitled to SFA or SFA above entitlement, where required, akin to personnel with natural or adopted children. Within the UK, approval as a foster carer and active (or forthcoming) fostering should be confirmed by means of a letter from the relevant Local Authority stipulating the geographical area (as this impacts on whether foster carer status carries over after being posted to a new location) and duration of approved foster carer status.

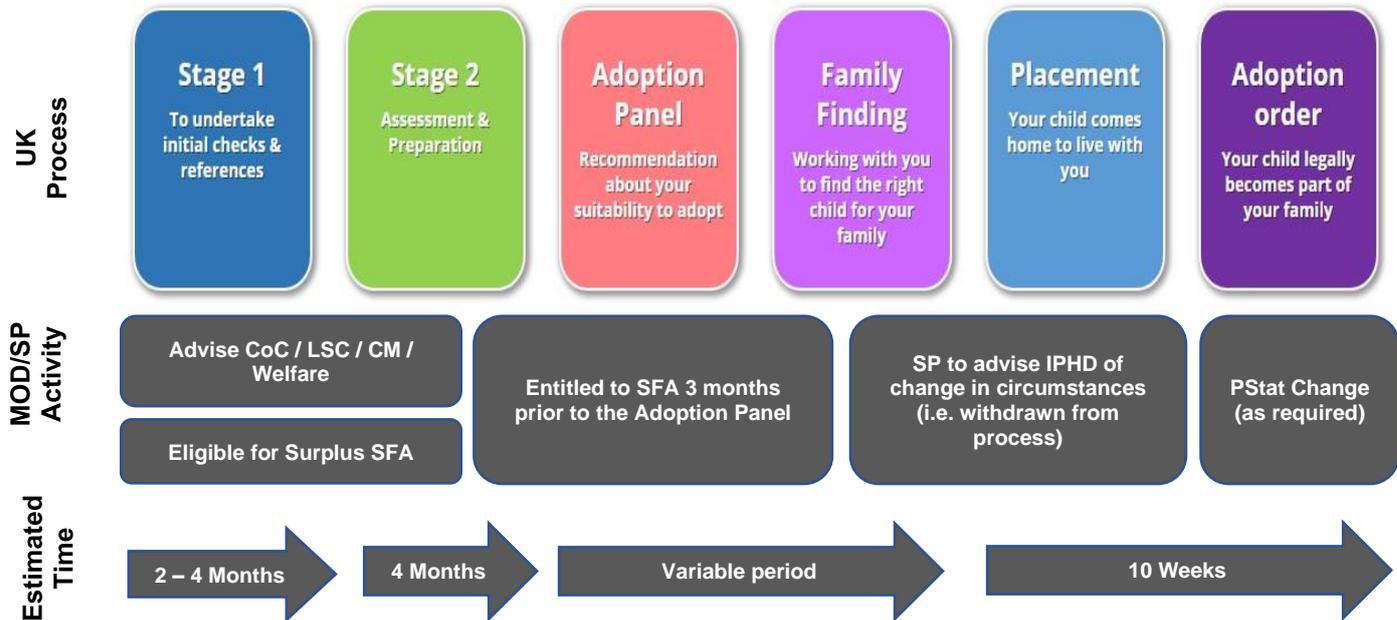
0312. Adoption.

- a. Service personnel who already have an entitlement to SFA and who are entering the adoption process will become entitled to apply for a larger SFA, if the Adoptions Panel (stage 2 of the adoptions process), determines that their current SFA offers insufficient bedrooms for the matched child(ren).
- b. Single Service personnel who are entering a formal adoption process are entitled, by exception, to occupy SFA from 3 months' prior to the date of their Panel Approval at Stage 2 in order to support SP in the adoption process; this does not require a change of PStat Cat at this stage. This entitlement allows SP to establish a home prior to the child(ren) being matched and subsequently placed with the adoption application. The SP's entitlement to SFA should be reviewed by the IPHD 6 months' after the date of SFA occupation to ensure continued entitlement.
- c. In a change of circumstance, SP must seek advice from their sS

²² Exceptionally, SFA has been provided specifically for foreign students at JSCSC and therefore they are entitled to be allocated SFA at that location. This does not mean that they are 'entitled personnel' in the sense of enjoying the terms and conditions of UK Service personnel.

Accommodation Colonel, in respect of their entitlement, should the adoption process cease. The diagram below indicates eligibility and entitlement of accommodation.²³ Full details of the adoption process can be found at DIN201801-0130 Adoption and Fostering.

d. All SP who are single²⁴ are eligible to apply to occupy Surplus SFA in accordance with chapter 9 to this volume, which applies to those entering the adoption process.



0313. Both spouse/civil partners are serving members of the Armed Forces. When both spouse/civil partners are serving members of the Armed Forces (dual serving couples) either at the same or different duty stations, one spouse/civil partner is designated as PStatCat 1s and the other spouse/civil partner is designated as PStatCat5s (as defined in JSP 752 Chapter 2 Section 2):

a. The spouse/civil partner designated as PStatCat1s has the entitlement to SFA which they may exercise at their duty station. The spouse/civil partner designated as PStatCat 5s has no entitlement to SFA (but is entitled to SLA if they declare their intention to serve unaccompanied at a different duty station).

b. When partners are co-located, but the Service person (SP) designated as PStat Cat 1s (the licensee) is assigned away from the duty location before their partner, it is acceptable for the couple to amend their PStat Cat in order to retain an entitlement at that duty location. In these circumstances (with the exception of tied accommodation) there is no expectation that a family must move on the assignment of the licensee, due to a difference in the rank entitlement of a service couple.

(1) **Notification of change in circumstances.** Service couples who seek continued occupation of their SFA by amending PStat Cats, must notify the Industry Partner Help Desk so that the licence can be updated. Personnel

²³ The policy is based upon the generic English/Welsh and SSAFA adoption process it is recognised that there will be variances across Local Authorities as well as in NI and Scotland. Advice may be sought from the IPHD and Accn Policy in such instances.

²⁴ It should be noted that UK adoption policy differs for those in LTR(E) as they must be living together for a period of 2 years prior to commencing the adoption process.

occupying SSFA must also notify Mears. The new licensee will be liable for all accommodation charges and should expect to pay for the occupied grade and band for charge of the allocated SFA/SSFA.

(2) **Tied Accommodation.** Where the partner designated as PStat Cat 1s has been occupying Tied SFA due to their appointment, it is not usually permissible for their partner to take over the licence on their assignment as the expectation is that the tied SFA should be available for the next incumbent. This is in accordance with JSP 464 Vol 1, Pt 1, 0726 (j).

(3) **Retention.** If, on notice of the assignment, the current licensee remains PStat Cat 1s, retention of the SFA will only be permissible under the existing retention criteria covered in JSP 464 Vol 1, Part 1 0726 – Retention of SFA / SSFA.

c. Where a Service couple have duty stations within 100 miles (travelling distance) of each other, the Cat 1s may apply as entitled for SFA at the midway point²⁵ between the duty station of the Cat 1s and the Cat 5s when both of the following criteria are met:

(1) Surplus SFA is available at a location midway between the two duty stations and

(2) Where the location of the SFA at the Cat 1s duty station precludes the Cat 5s from commuting to their place of duty.

If granted, the Cat 1s will occupy the midway SFA until the effective date of their next assignment, when a new application will have to be made or the licence transferred to the partner remaining in situ and taking on Cat 1 status. There is no expectation for the new Cat 1 licence holder to move due to a difference in rank-based entitlement. If there is no SFA available, then the Cat 1s can apply for SSFA. The following restrictions apply:

(1) There will be no entitlement to SLA but at the discretion of the LSC, and where availability permits, permission to occupy SLA at the assigned location on an eligible basis may be awarded to either partner for service reasons²⁶. Under no circumstances should both dual serving SP be allowed to occupy SLA at their respective duty station in addition to SFA at the midway point.

(2) Maximum distances for travel claims will apply (in accordance with JSP 752);

(3) Married Service personnel or those in a Civil Partnership applying for SFA/SSFA at the midway location must have at least 6 months to serve at their respective units.

(4) Applications for SSFA are restricted to the midway point in the vicinity of

²⁵ Midway is defined as halfway between, i.e. if 100 miles (no more than 100 miles) then the midway is 50 miles. SFA or SSFA must comply with RWA policy in JSP 752.

²⁶ E.g. Where the SP is required to work beyond their normal working day or undertake a task that would make the daily commute to the RWA unreasonable.

the SFA, should it have been available.

d. Married Service couples and civil partners who maintain a privately owned/rented family home, the location of which precludes both of them from travelling to and from during the working week, may elect to occupy SLA at their respective duty stations, both on an entitled basis when serving married unaccompanied²⁷.

0314. Single parents PStatCat 2 and PStatCat1 couples when both spouse/civil partners are serving who need to employ a full-time nanny/au pair. Single parents PStatCat 2 and PStatCat1 couples when both spouse/civil partners are serving who need to employ a full-time nanny/au pair in order that they may fulfil the full range of their military duties are to be allocated SFA which has sufficient bedrooms so that the full-time nanny/au pair may be accommodated in their own bedroom. Personnel will pay the appropriate SFA charge for the Type of SFA occupied. Personnel who need to employ a full-time nanny/au pair are to state the requirement on the SFA Application Form and attach a written declaration to that effect.

0315. Service families evacuated from their permanent duty station overseas to UK. See policy statement at Annex A.

0316. Service families repatriated to UK for welfare/compassionate reasons. Service families repatriated to UK for welfare and compassionate reasons have an entitlement to SFA/SSFA at a preferred location in UK as agreed between the overseas losing unit, the gaining unit (or if the family is 'headless' the Local Service Commander in the preferred area of choice) and the IPHD, on a case by case basis and for a predetermined period of no more than one year subject to review.

0317. Service families repatriated to UK/transiting through UK for medical/educational reasons. Service families repatriated to UK or transiting through UK for specific medical or educational reasons which have arisen during the period of overseas duty, have an entitlement to SFA/SSFA within 10 miles/45 minutes of a specialist facility in UK as agreed between the overseas losing unit, the gaining unit (or if the family is 'headless' the Local Service Commander in the required area) and the IPHD, on a case-by-case basis and for a predetermined period of no more than one year subject to review.

0318. Service personnel whose entitlement to SFA is lost due to bereavement. Bereaved Service personnel whose entitlement to SFA would be lost due to bereavement should be offered to retain an entitlement to the SFA that they occupy at the place of duty at the time of bereavement for a period of up to 2 years following their bereavement (or until assigned) to enable them to determine their longer-term housing requirements. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander following endorsement by the appropriate single Service Accommodation Colonel. Bereaved Service personnel will pay entitled charges for the Type and Grade of SFA occupied (which may be liable to change as a result of a CAAS Band change and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy.

0319. Long Service Advance of Pay (LSAP)/Forces Help to Buy (FHTB) claimants. If the Service person, or spouse/civil partner in the case of serving couples, purchases (or extends) a property using the Long Service Advance of Pay Scheme (LSAP), there is no

²⁷ See JSP 464, Vol 2, para 4.103.

entitlement to SFA or SLA at that place of duty, or any other place of duty, within 50 miles or 1 ½ hours of the property, during the period that the LSAP loan is being repaid. Exceptions are detailed in JSP 752 Chapter 5 Section 7. For Forces Help to Buy (FHTB), there is no entitlement to SFA or SLA at that place of duty, or any other place of duty, within 50 miles of the property, during the period that the FHTB advance is being repaid. Where the property has been purchased in excess of 50 miles, which the SP has designated as a SPR, they will be disqualified from occupation of SFA / SSFA (but will be eligible to occupy SLA, at the appropriate charge rate) at their current assignment (and their next assignment, if, at the time of application, they have received official notice of that assignment and it begins in the next 6 months). Full details and any exceptions are detailed at paragraph 1220 of this JSP.

0320. Seriously Injured/Disabled Service Personnel Policy. Where a Service person suffers a serious injury/disablement that renders their current allocated SFA inappropriate, they may need to be relocated. In these circumstances, a transfer should be requested via the SFA Additional Needs and Disability Adaptations (ANDA) process. The target for allocating a property address is within 15 working days of receipt of the application, however this will be dependent on stock availability and the complexity of adaptations required. Wherever possible, an adapted SFA should be retained for future allocation to injured Service personnel or dependants. Costs of required adaptations will be met by DIO Accommodation and family relocation costs will be met by the TLB. The policy is at Annex C. Review to follow for Annex C to Chapter 3.

0321. Service personnel filling Defence Attaché posts designated as ‘no child’ posts. Where, a Service person with dependent children is filling a Defence Attaché (DA) position that is designated as ‘no child’²⁸ they are entitled to apply for SFA in an area of their own choice. Where SFA is not available to entitlement, the IPHD may offer alternatives iaw Part 1 Chp 3 Sect IV in order to meet the SP location needs. There is no entitlement to SSFA. The following restrictions apply:

- a. The Local Service Commander must be made aware of the allocation of SFA.
- b. The SP must nominate a suitable Service proxy who will preferably be within close proximity (Army/RAF may seek assistance from the UWO/SCSO), and inform IPHD in writing, of an individual that will assist with:
 - (i) Visiting and inspecting the property once every month to ensure good order and removal of any build-up of mail.
 - (ii) Acting as a POC for any official access such as MHS for maintenance reasons etc.
 - (iii) Acting as liaison for the family to forward utility bills for payment by the SP.
 - (iv) Ensuring adequate heating is available to protect against burst pipes etc.
 - (v) Ensuring regular gardens maintenance.

0322. Changes in Circumstances. All changes in the circumstances of Service personnel already occupying SFA which affect their entitlement for such accommodation, including circumstances of marital/civil partnership/LTR E breakdown, bereavement and discharge,

²⁸ Details of these specific DA positions are held by [Global Defence Network \(GDN\) managed by UKStratCom](#).

are to be communicated immediately to the DIO Loss of Entitlement Team by the individual concerned and that person's Service Administrative Unit. Service personnel or their spouse/civil partner who have reached the 6 month point of pregnancy are entitled to move at that stage to a property to which they would be entitled at the birth of the child, having applied for SFA at the 4-month stage of the pregnancy. A change in circumstances that alters your entitlement may also affect your SFA charge, which will be recovered from the date when the 'change in circumstance' occurred.

0323. Service personnel granted a Career Intermission. The policy guidance for the entitlement to Service Families' Accommodation, Single Living Accommodation and Substitute Service Single Accommodation for Service Personnel who take a Career Intermission and the related Accommodation charge policy can be found in **JSP 760 Chapter 5 Annex A.**

Section II – Where the Entitlement may be Exercised

0324. Entitlement at the Duty Station. Service personnel may exercise their entitlement to SFA at their duty station (taken to mean the location specified on their assignment order). Personnel who do not choose to take up their entitlement at their duty station are eligible to apply to occupy temporarily surplus SFA at an alternative location elsewhere in UK on the understanding that SFA in their preferred area of choice may not be available, and that they may be required to vacate the SFA on receipt of 93 days' notice should the property be required by an entitled occupant or be subject to upgrade, disposal or required for some other Service reason.

0325. Armed Forces Chaplains undergoing initial training. PStatCat 1 and 2 Chaplains are entitled to SFA at their first Duty Unit while they are undergoing initial Phase 1 military training, provided the respective Career Management Authority has informed the Service Chaplain of their first duty location prior to the commencement of initial training. The entitlement arises 2 weeks prior to the start of initial training.²⁹ This policy does not apply to Chaplains in PStatCats 3, 4 and 5 undergoing initial training, although Chaplains in these PStatCats are already entitled to apply for SFA (see para 0302) where they are undertaking a pastoral responsibility at their duty unit.

0326. Entitlement to retain SFA at a previous duty station (UK only). In certain circumstances, Service personnel are entitled to retain SFA at a previous duty station – para 0726 refers.

Section III – VCDS 45-Minute Travel List in London

0327. Entitlement to Accommodation. Personnel filling appointments on the VCDS 45 Minute Travel list are entitled to occupy accommodation (which may be SFA, SSFA or SSSA) within 45 minutes' travel time by the most appropriate means of transport³⁰ of their place of duty. When applying for accommodation, personnel should make it clear on the

²⁹ Where new entrant chaplains qualifying under this paragraph are subject to the end of a curacy or other ecclesiastical appointment which may affect their housing requirements, a case may be made through the sS Housing authority to seek earlier entitlement to SFA. Earlier entitlement is to be no more than three months prior to commencing initial training. This is to be done on a case by case basis and the following requirements must be met: a. confirmed place on initial training, b. loss of Diocesan House or other church accommodation confirmed by ecclesiastical authority, c. P Stat Cat 1 or 2 and d. sS Chaplaincy Directorates endorse and support the application

³⁰ Taken to mean travel by surface train, underground/bus/taxi/bicycle.

application form that they require accommodation within the 45-minute travel time. VCDS List personnel may seek accommodation outside the 45-minute travel time for personal reasons with the approval of their Director. Their appointment will be removed from the List (held by VCDS's Outer office) and will only be reinstated with the approval of VCDS. MA/VCDS will review the list on an annual basis.

0328. Application and Allocation of SFA within 45 minutes' travel. 45-Minute List personnel opting to serve accompanied and wishing to occupy SFA should contact the Area Housing Manager IPHD to discuss their housing options. SFA Application Forms are to be administered by the IPHD in accordance with the following guidelines:

- a. The IPHD should always attempt to provide SFA to the appropriate entitlement, unless the applicant is prepared to accept below entitlement SFA, within 45 minutes' travel time of the applicant's place of duty (Option 1).
- b. If there is no suitable SFA available within 45 minutes' travel time the IPHD should establish whether the applicant (with their Director's approval) would exceptionally be prepared to accept SFA outside of the 45 minutes' travel time (Option 2) and, if that is acceptable to the applicant, allocate SFA accordingly.
- c. In cases where Options 1 and 2 are not possible, DIO Accommodation should refer the case to Dep Hd People-Accommodation Policy. The case should include a cost analysis showing:
 - (1) The potential costs of SSFA in Central London (Option 4).
 - (2) The availability of suitable SFA outside 45 minutes' travel and the cost of SSSA within 45 minutes travel (Option 3).
 - (3) DIO Accommodation's and the applicant's preferred accommodation solution.
- d. Dep Hd People–Accommodation Policy will determine (if necessary, in consultation with the applicant, DIO Accommodation and MA/VCDS) which accommodation solution is most appropriate. Difficult cases and all cases relating to 2, 3 and 4 Star Officers will, if the need arises, be referred to VCDS.

0329. Maintenance of the List. MA/VCDS will review the list on an annual basis and is responsible for notifying Directors of appointments within their areas of responsibility which qualify for inclusion on the List. Directors who wish to add or remove appointments on the agreed List must inform VCDS, copy to CDP and DIO/DIO Accommodation, providing suitable justification. Amendments to the List may only be made with VCDS' express authority.

Section IV – SFA Entitlements

0330. SFA Entitlements by OSFA and ORSFA Type. A summary of SFA entitlements by Officers SFA and Other Ranks SFA Type is contained in Volume 1 Part 2 Chapter 3 Annex A. SFA is classified by Type in accordance with the space standards and specifications in JSP 850, Scales 21 and 22. The Scales are indicative and some variation between properties which are similarly Typed is to be expected. Deficiencies are reflected in the SFA charge through the application of CAAS/ MOD's 4 Tier Grading Regulations.

0331. SFA allocation for families with three children all aged 10 years and over.

Where there is an entitlement to Type C or Type V SFA, a family with 3 children who are all aged 10 and over, will be entitled to elect to occupy a type D or IV SFA but must pay the type D or IV charges. The exception to this is RAF Warrant officers who are entitled to a type D SFA regardless of their family size. Families with three children under ten may apply to occupy a four-bedroom SFA on an eligible basis. All families with four children are entitled to Type D or Type IV SFA.

0332. Entitlements in designated high-cost areas. In designated high-cost areas³¹, Officers are entitled to reduced scale SFA in accordance with the indicative reduced space standards in JSP 850, Scale 21. Reductions in house size are reflected in the SFA charge through the application of MOD's CAAS/4 Tier Grading Regulations. Other ranks are entitled to full sized SFA in accordance with JSP 850, Scale 22. Designated high-cost areas include London (defined as the area within the radius of the M25). Due to the historical configuration of the SFA Estate in London, the majority of Other Ranks SFA are full sized and may be allocated by the IPHD for estate management reasons.

0333. SFA above or below entitlement. Should the IPHD be unable to allocate SFA appropriate to the applicant's entitlement, alternative accommodation above or below the entitlement will, if available, be offered.

0334. Allocation of SFA above entitlement for Service Reasons. The IPHD housing staff may offer SFA above entitlement on those occasions when SFA of the entitled Type is not available. Above entitlement allocations are to be made on the same basis as allocations to entitlement, in that occupant of above entitled properties will not normally be required to vacate during the course of their tour of duty unless circumstances arise which make the continued occupation of the property inappropriate or impossible (see Chapter 8 Section V). Accommodation charges will be applied iaw JSP 464 Vol 3 Part 1 Section 2 Para 0209. Where the Fuel Subsidy Scheme is applicable, the FSS rate applied is to be based on the type of SFA the occupant is entitled to (see 'Fuel and Light Charges' in Vol 3 Pt 1 Chapter 4). The applicant may decline the offer of above entitlement SFA without penalty and retain their existing position on the Application List.

0335. Request to occupy SFA above entitlement. Service personnel may request as a matter of personal choice to occupy SFA above their entitlement, if available, on the basis that they will pay the accommodation charge for the Type and Band/Grade of SFA which they occupy. Above entitlement allocations arising from personal choice are to be made on the same basis as allocations to entitlement, in that occupants of above entitled properties will not normally be required to vacate during the course of their tour of duty unless circumstances arise which make the continued occupation of the property inappropriate or impossible (see Chapter 7). Continued occupation of Above Entitlement SFA is to be reviewed by the IPHD when a new assignment order is issued, and the licensee wishes to remain in the same SFA. It is the responsibility of the Service person to notify the IPHD of their new assignment.

0336. Allocation of SFA below entitlement (one down) (RN and Army personnel only). The IPHD may only offer SFA one Type below entitlement (One Down) when there is no available SFA of the entitled Type and where the size of the Service person's family allows them to be accommodated in SFA one Type below - see Volume 1 Part 2 Chapter 3 Annex

³¹ A high cost area or location is one where the cost of a comparable house to the appropriate officer SFA, based on statistics provided by the DCLG, is a factor of 1.5 higher than the nation-wide average.

A. When offered SFA below entitlement under the 'one down' rules, the applicant has 2 choices:

- a. The applicant accepts the one down SFA and the SFA charge for the Type and Band/Grade of SFA allocated will be levied.
- b. The applicant declines the one down SFA, and the IPHD will make a 2nd offer within 15 working days if availability permits. The IPHD will also engage with the SP on the flexibility of their required date (where this is well in advance of their assignment date) if it will allow more time to source a suitable SFA. Where it is not possible to make a 2nd offer because there are no properties available to entitlement a NAC will not be issued, and the SP will have to wait for an unlimited period until SFA becomes available.

0337. Opt out of one down. RAF personnel are entitled to SFA of the correct entitlement as a condition of service. On those occasions when SFA one type below entitlement is offered, RAF personnel may exercise their right of opt out and are to be issued with a NAC.

0338. Occupation of SFA Below entitlement by choice. Service personnel may elect to occupy SFA one Type below entitlement as a matter of choice and will pay the accommodation charge for the Type and Band/Grade of SFA which they occupy.

0339. Impact on housing entitlement when children no longer qualify as dependant. When children no longer qualify as dependant in accordance with the definition at JSP 752, Part 2 Chapter 2 Section 1 they no longer qualify under the size of family criteria for the purposes of SFA allocation but may continue to reside in the SFA as non-dependant adult children. In instances where this may impact on subsequent entitlement to SFA (in the case of PStatCat2 personnel) or downsizing to smaller SFA on next assignment (in the case of all families PStatCat 1 and 2), the following management procedures are to apply³²:

- a. PStatCat 2. In instances where the youngest or only child of a PStatCat 2 is no longer classified as dependant resulting in loss of SFA entitlement, PStatCat 2 personnel should continue to be permitted to occupy SFA at their place of duty and should, whenever possible, be provided with SFA at their next and subsequent duty stations subject to agreement between the Local Service Commander and the IPHD (and an appropriate justification attached to the SFA Application Form).
- b. Downsizing – all families PStatCat 1 and 2. Where a reduction in family size may result in the family (whether PStatCat 1 or 2) being downsized to smaller SFA on assignment to the next duty station, the IPHD will (where availability of SFA permits) seek to provide the family with the same sized SFA as they had previously occupied to avoid downsizing.

Section V – Entitled Civilian Personnel

0340. Entitled civilian occupants. SFA may be made available for entitled civilian occupation under the following circumstances only:

0341. MOD Civil Servants Key Staff Status. Occupancy of SFA is permissible at market rates for MOD Civil essential on the grounds of safety, efficiency or general public interest.

³² Agreed at the AFWPSG meeting on 7 Oct 04 – DSPPol/30/2/13 dated 14 Oct 04 refers.

Applications are a Line Manager's responsibility, who are to assess those posts which require designated Key Staff status for the incumbent and seek the approval of the Budget Holder.³³ The need for Key Staff status for each post should be reviewed at regular intervals to ensure that the requirement still exists. The designation of Key Staff applies in a particular designated post, and consequently lapses for that individual on assignment, although their replacement may then be designated Key Staff in their turn. New post incumbents will not be automatically entitled to the previously occupied accommodation and must independently complete the application process. Staff occupying Servants who occupy a designated Key Staff status post as detailed on the job advert or terms of reference and are married, or in a civil partnership and/or have parental responsibility with full residence of the child(ren). MOD Civil Servants must satisfy certain criteria before being designated as Key Staff including a specific liability to carry out extra duties which require them to be on call outside normal working hours, particularly at weekends, and/or official accommodation is SFA, who no longer hold a designated Key Staff post are to be issued with a formal notice to vacate.

0342. MOD Police - MOD Form 410. Current policy concerning the occupation of SFA by MOD Police is as follows:

- a. MOD Police recruited from 1 Sep 94, have no entitlement to the provision of accommodation.
- b. MOD Police recruited prior to 1 Sep 94 who are already accommodated in SFA have reserved rights to free SFA and are entitled to remain in their current accommodation. On moving, however, their right to rent free accommodation lapses, although surplus SFA may be provided on a market-rent basis. In this case, the officer becomes eligible for Replacement Allowance as compensation for the additional housing costs. Should applications for housing be received from MOD Police Officers in post prior to 1 Sep 94, Hd CM(MDP), MDP HQ, Wethersfield is to be consulted.
- c. Where MOD Police are accommodated in SFA, they are responsible for the payment of their council tax direct to the appropriate local authority.
- d. MOD does not provide cookers; carpets or curtains in MDP occupied SFA under the above provisions. However, where MOD Police are granted occupation rights in any otherwise surplus SFA they will benefit from the general conditions of those contracts.

0343. Widows/Widowers of Service personnel who die in Service. See policy statement at Annex B.

0344. Families repatriated to UK from NI/overseas following estrangement. Families repatriated to UK following estrangement abroad have an entitlement to 93 days occupation of the nearest available SFA to their preferred area of choice in UK, or the balance of 93 days if the change of PStat Cat form had been previously signed prior to the families return to UK. The IPHD will notify the DIO Loss of Entitlement Team of the occupation date. At the point of occupancy, the DIO Loss of Entitlement Team will issue a Notice to Vacate and conduct a Proportionality Exercise to establish any continued occupancy beyond the expiry of the 93 day notice to vacate, which should consider factors such as children's schooling,

³³ Applications for Key Staff status is to adhere to MOD Civ HR Policy found at [Change-of-Work-Location-UK.docx \(sharepoint.com\)](#)

relevant welfare and any medical considerations. The Service person's former spouse/civil partner will pay SFA charges for the period of 93 days after the form is signed. The allocation of SFA to an estranged spouse/civil partner after change in personal status category may be construed by Local Housing Authorities (LHA) as re-housing, and as such may prejudice LHA housing allocations. For this reason, it is recommended that the change in personal category status is delayed until the spouse/civil partner returns to UK and is allocated SFA. Occupation of SSFA by estranged families is not permitted in view of the 6-month security of tenure provision in the tenancy agreement which exceeds the 93-day entitlement.

0345. Estranged families in UK. Estranged families already in occupation of SFA in UK have an entitlement to remain in occupation of the SFA for a period of 93 days from the day that the DIO Loss of Entitlement Team issue 93 days' notice to vacate. As soon as the DIO Loss of Entitlement Team is informed of the change of PStat Cat of the Service Licensee they are to conduct the Proportionality Exercise to establish any continued occupancy beyond the expiry of the 93 day notice to vacate which should consider factors such as children's schooling, relevant welfare and medical considerations. After completion of the Proportionality Exercise and consideration of educational needs, welfare and medical issues, the DIO Loss of Entitlement Team will inform the occupant of the outcome of this review

ANNEX A TO CHAPTER 3 – JSP 464 VOL 1 PT 1

POLICY FOR THE ENTITLEMENT TO HOUSING FOR UNITED KINGDOM SERVICE PERSONNEL EVACUATED FROM THEIR PERMANENT DUTY STATION OVERSEAS TO UK

1. Those Service families whose evacuation has been authorised by the Head of Mission after consultation with the relevant FCO department will be entitled to SFA in UK. Any clarification regarding the status of evacuees should in all cases be sought from the single Service nominated points of contact who are responsible for the reception and co-ordination of evacuated families (see para 7).
2. Evacuated Service families who are entitled to SFA will have a choice of where to live in UK and are to submit an appropriate SFA Application Form to the IPHD at the earliest opportunity after return to UK. Up to 30 days' subsistence is available to provide evacuated families with sufficient time to contact the IPHD, submit an Application Form and move into SFA/SSFA. Guidance on the allocation of SFA is as follows:
 - a. **Unaccompanied Service Families.** Those families who return unaccompanied (i.e. the Service spouse/civil partner remains in the overseas theatre) may be allocated housing (SFA or SSFA as determined by the IPHD) in their preferred area of choice. Should they so wish, they can select a location within 50 miles of either the home of an immediate member of their family, or, within 50 miles of their child's school. Whilst the primary requirement is to provide the family with suitable SFA, it is recommended that allocation of a particular property is undertaken in accordance with the rank (in this case the rank of the separated Service spouse/civil partner) and family size criteria in JSP 464 Volume 1 Part 1.
 - b. **Accompanied Service Families.** Where a family returns accompanied by the Service person the location of housing is to be in accordance with any guidance issued by the Service Authorities in respect to any likely or planned employment of the Service person. In these circumstances the family is to be allocated SFA in accordance with JSP 464 Volume 1 Part 1. In the event that there is no identifiable duty station the family may select a location within 50 miles of either the home of an immediate member of their family, or, within 50 miles of their child's school.
3. **Services Cotswold Centre (SCC).** As an alternative to occupying SFA, evacuated Service families may opt to occupy families' accommodation at the Services Cotswold Centre (SCC). This is a tri-service facility, managed and funded by the Army on behalf of the MoD. It provides short-term transit accommodation for families in 60 self-contained chalet style homes including emergency accommodation for families who are evacuated from overseas assignments. Bids for SCC accommodation should be made via The Army Welfare Service at HQ Support Command, Montgomery House, Queen's Avenue, Aldershot, GU11 2JN.

Contact via:

- Normal Office hours – Army PersCap-PersSvcs-Accn-SO2- 01264 886042 / 94393 6042
- Out of hours – via Staff Duty Officer HQLF – 0306 770 2328 / 97760 2328

4. **Licences.** Families should sign an appropriate Licence Agreement on occupation of SFA which may need to be reviewed at the 90-day review point (see para 5). The following is recommended:

- a. Unaccompanied families. The non-Service spouse/civil partner signs either a civilian agreement to occupy SFA, or a Service Licence to Occupy SFA/Licence to Occupy SSFA under a power of attorney granted by the Service spouse/civil partner.
- b. Accompanied families. The Service spouse/civil partner signs a Service Licence to Occupy SFA/SSFA in accordance with TSARs – JSP 464.

5. **Charges.** Accommodation related charges are to be administrated as follows:

- a. Accommodation charges. There will be no liability for charges (meaning accommodation charges and CILOCT) arising out of occupation of public accommodation on arrival in UK for 90 days. The IPHD should therefore take no action to raise SFA charges and CILOCT during this period.
- b. Utility bills. Families occupying SFA are liable for payment of all utility and associated bills during the full period of their occupation of SFA with effect from the date of occupation.

6. **90-day review.** The single Service POCs outlined below and single Career Management Authority, in consultation with the FCO, will be responsible for reviewing the circumstances of evacuated families at the 90-day point. Unless directed otherwise, occupation of SFA beyond the 90-day period will be in accordance with normal UK arrangements and TSARs JSP 464. This includes payment of the appropriate SFA charge and CILOCT.

7. **Points of Contact.** Points of contact are as follows:

<p><u>RN</u> NAVY PEOPLE-PS HEAD OF PS Directorate of Naval Personnel, Rm 139, HMS Temeraire, Burnaby Road, Portsmouth, PO1 2HB</p> <p>Tel: 07773 155253</p>	<p><u>Army</u> SO2 Accommodation Policy Army HQ, DPers Pol Blenheim Building Marlborough Lines Monxton Road Andover Hants SP11 8HJ</p> <p>Tel: Skype Only</p> <p>+44 3001528864</p>	<p><u>RAF</u> SO2 Accn & Families HQ Air Command Hurricane Block RAF High Wycombe Buckinghamshire HP14 4UE</p> <p>Tel: Skype only</p>
--	---	---

ANNEX B TO CHAPTER 3 - JSP 464 VOL 1 PT 1

REVISED POLICY FOR THE OCCUPATION OF SFA BY BEREAVED SPOUSE/CIVIL PARTNERS FOLLOWING THE DEATH IN SERVICE OF THE SERVICE LICENSEE

PURPOSE

1. The purpose of this policy statement is to lay down guidelines for the occupation of SFA by bereaved spouse/civil partners and their families following the death in Service of the Service Licensee. The policy seeks to recognise that bereaved spouse/civil partners should have continued entitlement to SFA for a reasonable period to assist them in coming to terms with their bereavement but, ultimately, that the policy should assist bereaved spouse/civil partners in transitioning out of SFA and integrating back into the civilian community. In view of the sensitivity of the issue, this policy has been endorsed at Ministerial level³⁴.

UK

2. Following a death in service of the Service Licensee, the bereaved spouse/civil partner should be offered an entitlement to stay in their SFA/SSFA for a 2-year period on a Civilian Agreement to enable them to determine their longer-term housing requirements. They will be required to sign the Civilian Agreement that sets out the terms of their occupation. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander in consultation with the respective single Service Accommodation Colonel, welfare, medical and educational authorities and DIO Accommodation. The bereaved spouse/civil partner will pay entitled SFA charges for the Type and Band/Grade of SFA occupied (which may be liable to change as a result of a CAAS Band change or 4 Tier Grading Board and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy. The invoice for SFA charges for the first 3 months should be passed to the bereaved spouse via the Visiting Officer.

3. If during the period of entitlement DIO Accommodation requires the SFA occupied by the bereaved spouse/civil partner for upgrade or disposal purposes, or the lease is terminated on SSFA, it would be appropriate for the bereaved spouse/civil partner to be provided with alternative SFA/SSFA of a similar type at the same location. In these circumstances the bereaved spouse/civil partner would be entitled to relocation at public expense, consisting of furniture removal expenses and the appropriate rate of Disturbance Allowance.

4. If during the period of entitlement, the bereaved spouse/civil partner indicates that they wish to move closer to the home of an immediate member of their family or their child's school, the bereaved spouse/civil partner is entitled to one relocation at public expense within 12 months of the date of bereavement, consisting of furniture removal expenses and the appropriate rate of Disturbance Allowance. The 12-month period may be extended at the discretion of the Local Service Commander in consultation with the respective single Service Accommodation Colonel, welfare, medical and educational authorities and DIO Accommodation. DIO Accommodation is to provide the bereaved spouse/civil partner with SFA/SSFA within a radius of up to 50 miles of their family member or their child's school and continued occupation of that SFA at entitled rates. DIO RD Accommodation is to deal with each application on case by case basis and subject to

³⁴ APS/SofS note to MA/DCDS (Pers) reference MSU 10/8/3C dated 13 Apr 05 refers.

the availability of housing always attempt to provide SFA/SSFA as close as possible to the preferred location.

5. Unless the bereaved spouse/civil partner indicates that it is their intention to vacate the SFA/SSFA within the first 6 months, a review of their intentions should be undertaken by DIO Accommodation in consultation with the sponsoring unit and/or Visiting/Welfare Officer initially, at the 6 month point following the death, and then at each 3 month point thereafter, until the time has been reached when the bereaved spouse/civil partner's longer term housing requirements have become clear (normally within 2 years). When that point is reached, it would be appropriate for DIO Accommodation to give the bereaved spouse/civil partner 93 days' notice to vacate the SFA/40 days' notice to vacate the SSFA, thereby signifying the end of their entitlement to SFA/SSFA. In the event that the Services in consultation with the respective housing provider determine a requirement to withdraw the SFA entitlement either during or beyond the 2-year period against the wishes of a bereaved spouse/civil partner, a case is to be made through the respective single Service Accommodation Colonel to Dep Hd People-Accommodation Policy who will make an appropriate submission to Ministers.

6. On expiry of their entitlement to SFA/SSFA (last day of the notice to vacate period) the bereaved spouse/civil partner would be entitled to be relocated at public expense, consisting of furniture removal expenses and the appropriate rate of Disturbance Allowance, from the SFA/SSFA to alternative and privately arranged accommodation. If required, DIO Accommodation is to provide the bereaved spouse/civil partner with a 'Certificate of Cessation of Entitlement to SFA' to assist in applying for Local Authority housing. Once the bereaved spouse/civil partner has vacated SFA there is no entitlement to re-occupy SFA. However, the bereaved spouse/civil partner may request to occupy temporarily surplus SFA either at the same location or elsewhere as an eligible occupant under a Civilian Agreement on payment of the appropriate market rent.

OVERSEAS

7. Bereaved spouse/civil partners based in overseas locations may either seek repatriation back to UK, or remain in theatre in accordance with the following provisions:

Repatriation back to UK

8. In most cases it is anticipated that a bereaved spouse/civil partner would wish to return to UK as soon as possible after bereavement to be with relatives and friends in order to ease both the grieving process and the transition back into the civilian community. The respective Command is responsible for repatriating the bereaved spouse/civil partner and authorizing the appropriate passage. The bereaved spouse/civil partner would be entitled to be relocated at public expense, consisting of furniture removal expenses within the Furniture Movement Scheme area, or the appropriate rank-based entitlement of unaccompanied baggage from elsewhere, and the appropriate rate of Disturbance Allowance. In addition, any furniture being stored at public expense may remain in store for a period of up to 3 months after repatriation and may then be conveyed at public expense to SFA/SSFA being occupied in UK.

9. The repatriated spouse/civil partner is entitled to SFA/SSFA in UK in a preferred area of choice which may be within 50 miles of either the home of an immediate member of their family or their child's school. DIO Accommodation is to deal with each application on

case by case basis and subject to the availability of housing always attempt to provide SFA/SSFA as close as possible to the preferred location. Whilst the primary requirement is for DIO Accommodation to provide the spouse/civil partner with a suitable home, whenever possible they should be allocated a similarly typed property to the one occupied in the overseas location. The bereaved spouse/civil partner should be offered an entitlement to stay in their SFA/SSFA for a 2-year period on a Civilian Agreement to enable them to determine their longer-term housing requirements. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander in consultation with the respective single Service Accommodation Colonel, welfare, medical and educational authorities and DIO Accommodation. The bereaved spouse/civil partner will pay entitled SFA charges for the Type and Band of SFA occupied (which may be liable to change as a result of a CAAS Band change and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy.

10. If during the period of entitlement DIO Accommodation requires the SFA occupied by the bereaved spouse/civil partner for upgrade or disposal purposes, or the lease is terminated on SSFA, it would be appropriate for the bereaved spouse/civil partner to be provided with alternative SFA/SSFA of a similar type at the same location. In these circumstances the bereaved spouse/civil partner would be entitled to be relocated at public expense under the same conditions as in Paragraph 3 above.

11. Unless the bereaved spouse/civil partner indicates that it is their intention to vacate the SFA/SSFA within the first 6 months, a review of their intentions should be undertaken by DIO Accommodation in consultation with the sponsoring unit and/or Visiting/Welfare Officer initially, at the 6 month point following the death, and then at each 3 month point thereafter, until the time has been reached when the bereaved spouse/civil partner's longer term housing requirements have become clear (normally within 2 years). When that point is reached, it would be appropriate for DIO Accommodation to give the bereaved spouse/civil partner 93 days' notice to vacate the SFA/40 days' notice to vacate the SSFA, thereby signifying the end of their entitlement to SFA/SSFA. In the event that the Services in consultation with the respective housing provider determine a requirement to withdraw the SFA entitlement either during or beyond the 2-year period against the wishes of a bereaved spouse/civil partner, a case is to be made through the respective single Service Accommodation Colonel to Dep Hd People-Accommodation Policy who will make an appropriate submission to Ministers.

12. On expiry of their entitlement to SFA/SSFA (last day of the notice to vacate period) the bereaved spouse/civil partner would be entitled to be relocated at public expense, under the same conditions as in Paragraph 6 above, from the SFA/SSFA to alternative and privately arranged accommodation. If required, DIO Accommodation is to provide the bereaved spouse/civil partner with a 'Certificate of Cessation of Entitlement to SFA' to assist in applying for Local Authority housing. Once the bereaved spouse/civil partner has vacated SFA there is no entitlement to re-occupy SFA. However, the bereaved spouse/civil partner may request to occupy temporarily surplus SFA either at the same location or elsewhere as an eligible occupant under a Civilian Agreement on payment of the appropriate market rent.

Remain in Theatre

13. In some cases (and particularly when family members come from the respective theatre), the bereaved spouse/civil partner may elect to remain in theatre. The bereaved spouse/civil partner should be offered an entitlement to stay in their SFA for a 2-year

period to enable them to determine their longer-term housing requirements. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander in consultation with the respective single Service Accommodation Colonel, welfare, medical and educational authorities. The bereaved spouse/civil partner will pay entitled SFA charges for the Type and Band of SFA occupied (which may be liable to change as a result of a CAAS Band change and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy.

14. Unless the bereaved spouse/civil partner indicates that it is their intention to vacate the SFA within the first 6 months, a review of their intentions should be undertaken by the housing provider in consultation with the sponsoring unit and/or Visiting/Welfare Officer initially, at the 6 month point following the death, and then at each 3 month point thereafter, until the time has been reached when the bereaved spouse/civil partner's longer term housing requirements have become clear (normally within 2 years). When that point is reached, it would be appropriate for the housing provider to give the bereaved spouse/civil partner 93 days' notice to vacate the SFA, thereby signifying the end of their entitlement to SFA. In the event that the Services in consultation with the respective housing provider determine a requirement to withdraw the SFA entitlement either during or beyond the 2-year period against the wishes of a bereaved spouse/civil partner, a case is to be made through the respective single Service Accommodation Colonel to Dep Hd People-Accommodation Policy who will make an appropriate submission to Ministers.

15. On expiry of their entitlement to SFA (last day of the notice to vacate period) a bereaved spouse/civil partner overseas would be entitled to be relocated at public expense, under the same conditions as in Paragraph 6 above, from the SFA to alternative and privately arranged accommodation. Any cases involving bereaved spouse/civil partners overseas should be submitted through the usual channels to the appropriate single-Service policy branch for consideration on their merits.

ANY OTHER CASES

16. Any other cases involving bereaved spouse/civil partners which arise should be submitted through the usual channels to the appropriate single-Service policy branch for consideration on their merits.

SERIOUSLY INJURED LIVING ACCOMMODATION POLICY

INTRODUCTION

1. This policy provides the framework for the provision of suitable MOD Living Accommodation for seriously injured Service personnel following operational / non-operational activities in order to meet their existing conditions of service throughout their remaining service until discharged. All injured Service personnel will follow a designated Patient Care Pathway, although not all personnel leave medical care as fully fit and return back to their Units, some are discharged from the Services (taking into account that this may be some time post hospital/rehabilitation care), or they may enter a transitional medical care programme at Unit level before discharge/retention is considered. The policy addresses the cases where adaptations are required for those Service personnel who continue to be routinely employed by the Armed Forces. While injured personnel continue to be retained by the Armed Forces, it must be sufficiently flexible to cater for individuals needs whether just for a transitional period whilst recovering, or permanently. It sets out the basic entitlements and responsibility for associated costs.

MEDICAL PROCEDURES

2. Responsibility and costs for the medical care of all Regular personnel whilst in the Armed Forces lies with the Defence Medical Services (DMS), and not the National Health Services (NHS), with some provision delivered through NHS / DMS partnering arrangements.

3. Under the circumstances where Personnel return injured from deployment, for the majority, medical treatment is provided at RCDM Birmingham. Others injured on non-operational activities could be treated locally depending upon the circumstances. Once the acute condition has been stabilised, most seriously injured personnel from either group will probably receive further care and rehabilitation at DMRC Stanford Hall which is centrally funded by MOD. This includes Occupational Therapist's assessments for their home environment.

4. Part of the assessment process, that takes place prior to the discharge of a patient back to their Unit, will define the ongoing levels of support required. Where there is a requirement for adaptations to living accommodation, costs will be met by the relevant TLB. Where an SP's clinical needs deteriorate/change during an adaptation, DIO need to re-enforce the OT's study to ensure the SP's clinical needs are captured within the build. The exception to this will be where a medical discharge date is offered, whereupon the relevant PCT will be responsible to fund adaptation costs from the individuals last day of service. However, until the Medical Board has made that decision, it remains the responsibility of the TLBs to fund the interim provision.

5. Where an SP's clinical needs change post discharge after completion of the adaptation, any change requirements will fall to the Local Authority (LA) and not the MOD.

ACCOMMODATION POLICY

6. **Single personnel.** For injured single personnel with low level disabilities, SLA should firstly be considered for suitability and utilised wherever reasonable adaptations, where

required, can be made. Where SLA is unsuitable because of the nature of the disability/adaptations required and/or there is a requirement for nursing/carer facilities, then other suitable publicly funded accommodation is to be sourced. Dependent upon the requirements, a logical solution under these circumstances might be to appropriate SFA as SLA. Accommodation policy already permits a Unit to appropriate SFA, although there are costs that transfer from DIO Accommodation to the Unit as part of the arrangement. These are:

- Utilities,
- Payments to DIO for the accommodation charge
- Council Tax
- Responsibilities for financially maintaining the property

7. On notification of an individual's return date to their Unit, the Unit in consultation with DIO Accommodation will source appropriated SFA in a suitable area that takes account of any ongoing medical care and welfare support. Allocation of an address will be within 15 working days of notification no matter how far in advance of the requirement date³⁵ the application is made. This is to allow the planning and fitting of adaptations prior to occupation. Regardless of location, the financial burden will fall to the individual's Unit TLB for all misappropriation costs. The occupant will pay SLA charges as if in SLA accommodation.

8. In this circumstance, only, DIO Accommodation relinquishes the right to request early vacation of the appropriated property, which will be ring fenced for the period of occupation required by the injured Service person.

9. Single critically injured occupants will be entitled to request, if formally supported by medical authorities that a carer/nurse is permitted to be accommodated in the appropriated SFA. There is no relaxation of the non-co-habitation rules, and all carers/nurses will be required to sign a declaration that they will vacate the SFA when medical authorities advise that their services are no longer required.

10. **Occupants of SFA.** Injured personnel who already have an entitlement to / occupy SFA may need to be relocated to a property that is better suited to their needs because of location issues, or the nature of their disabilities (for example a bungalow may be better suited than a two-storey property). This will be identified by discussion between the OT / DIO Accommodation / the family and Unit at the earliest opportunity before discharge from the medical unit. The Unit TLB will be responsible for any relocation costs incurred, along with any adaptations needed to either the current or allocated SFA.

11. **Family Members in SFA.** Where there is a requirement to supply adaptations for recognised family members (restricted to their spouse / civil partner and children), the dependant (in UK) will be integrated into the NHS by way of registration with a local GP and the PCT. Once an OT (from the PCT) has made an assessment, DIO Accommodation is responsible for implementation and costs of the adaptations – See para 0404 and 0616.

PRIVATE ACCOMMODATION

12. The policy for the provision of adaptations to the private accommodation of SP

³⁵ JSP 464 Chap 5 para 0506 entitles notification of an address within 15 days of up to 4 months in advance of a required date.

injured following operation/non-operational duty is as follows:

- a. **Retained in the Armed Forces.** The decisions and funding for adaptations to private accommodation for Service Personnel who are retained by the Armed Forces are a TLB responsibility, until their last day of service. If adaptations are completed to a parental home, where this is the primary off-duty residence of the injured Service person, adaptations can also be completed to a second property when an injured Service person moves into their own privately-owned property (again, until their last day of Service).³⁶
- b. **Transitioning out of Service.** Policy relating to Adaptations to Private Accommodation for Personnel on Recovery Duty Transitioning Out of Service has been relocated to JSP 100 Defence Holistic Transition Policy.

RESERVISTS

13. **Mobilised Reserves and FTRS(FC).** Reserve Forces personnel are eligible for a full range of DMS³⁷ healthcare on the same basis as regulars when they are mobilised or serving on FTRS(FC). DMS is responsible for medical care and OT assessment costs where the mobilised reservist has sustained a serious injury or disability, with the relevant TLB responsible for adaptations including fitting until termination of service, or when a medical discharge date is offered. Following a period of mobilised service, the reservist will transfer back to NHS care. The accommodation adaption policy for seriously injured FTRS(FC) personnel is the same as for regular personnel.
14. Medical Employment Standards³⁸ determine that a Reservist can be maintained in a downgraded category for a fixed period of at least six months to eighteen months continuously before requiring referral to a Medical Board. Until a medical discharge date is offered, PCTs are dissolved of responsibility for funding/provision of adaptations in Reservists' own homes as it remains the responsibility of the relevant TLB.
15. **Sponsored Reserves.** Sponsored Reserves (SRs) are not entitled to occupy SFA or SLA. When mobilised, the responsibilities for SR medical care will transfer from the NHS to the DMS. DMS is responsible for the medical care and OT assessment costs if the mobilised SR sustained a serious injury or disability, with the relevant TLB responsible for adaptations, including fitting, until demobilisation. Medical care and treatment will transfer back to the NHS upon demobilisation when costs, identification and fitting of adaptations will then fall to the relevant PCT.
16. **Non-Mobilised Volunteer Reserves.** All non-mobilised Reservists injured whilst on duty are eligible for emergency treatment from DMS but within the current structure of both the DMS and the NHS. The majority of reservists who sustain an injury while on duty and require further treatment following emergency treatment will transfer to NHS care. For all non-mobilised reservists, the responsibility for primary health care rests with the NHS, however, those that sustain a significant injury whilst on duty can be considered for treatment within DMS facilities if suitable facilities are not available in the NHS following initial emergency treatment. There is no eligibility to property adaptation through the TLB for non-mobilised reservists as this remains the responsibility of the relevant PCT.

³⁶ Adaptations resulting from operational injuries are an allowable cost against His Majesty's Special Reserve. The funding is for the duration of the Service person's recovery pathway and limited to a maximum of 2 moves/addresses, up to 3 years after the SP's Return to Unit and only for the period during which Operational costs are authorised to be drawn from the Reserve.

³⁷ JSP 751 - Joint Casualty and Compassionate Policy and Procedures Issue 5 dated Sept 07.

³⁸ JSP 346 - PULHHEEMS - Joint System of Medical Classification.

17. FTRS (LC and HC), those serving on Additional Duties Commitment (ADC) and Non-Regular Permanent Service (NRPS) are not entitled to SFA. Exceptionally FTRS (LC & HC) and NRPS are entitled to occupy SLA where their duty station is not within reasonable daily commuting and meet the regulations in JSP752. The period of occupation of SLA by NRPS will not normally exceed 6 months³⁹. There is no liability for Defence provision of SLA adaptations arising from this policy for these groups of reservists.

SUMMARY TABLE

Reservist Type	Lead Provider for Adaptation costs and fitting
FTRS(FC)	DMS / TLB
FTRS (LC & HC) - Non-Mobilised	NHS / PCT
FTRS (LC & HC) - Mobilised	DMS / TLB
ADC - Non-mobilised	NHS / PCT
ADC - Mobilised	DMS / TLB
Volunteer Reservist – Non-mobilised	NHS / PCT
Volunteer Reservist - Mobilised	DMS / TLB until termination of Service or Medical discharge, then NHS / PCT
Sponsored Reservist – Non-mobilised	NHS / PCT
Sponsored Reservist - Mobilised	DMS / TLB

CIVIL SERVANTS

18. Responsibilities of medical care for Civil Servants whilst in theatre will transfer from the NHS to the DMS. If a Civil Servant is injured whilst on deployment, medical care and rehabilitation will transfer back to the NHS on return to the UK⁴⁰. Costs, identification and fitting of adaptations will fall to the relevant NHS PCT.

ALLOWANCES

19. Apart from costs for adaptations, allowance packages currently exist to support those relocating for Service reasons. In the case that the particular circumstances of a severely injured Service person may not fall within the regulations (e.g. DA and Removal of PE at public expense), such cases should be exceptionally represented to the JPAAC PACC for approval.

³⁹ See JSP 464 Volumes 1, 2 & 3 and Single Service Regulations

⁴⁰ JSP 751 – Joint Casualty and Compassionate Policy and Procedures

4 Application and Allocation Process

Index

SECTION I	-	PROCESS OVERVIEW
Para 0401	-	The application, allocation (and vacation) process
SECTION II	-	WHEN AN APPLICATION FOR SFA MAY BE MADE
0402	-	Application points
SECTION III	-	SUBMISSION OF THE SFA APPLICATION FORM
0403	-	Application Form
0404	-	Families with additional needs
0405	-	Accommodation required date
0406	-	Earliest SFA application date
SECTION IV	-	PROCEDURES FOR THE ALLOCATION OF SFA
0407	-	Administration of the SFA Application Form
0408	-	Making the Offer
0409	-	Accepting the Offer
0410	-	Turning down the Offer
0411	-	Changes in the Offer
0412	-	Confirmation of Address
SECTION VI	-	ALLOCATIONS LIST
0413	-	Categories
SECTION VII	-	SFA MOVE IN
0414	-	Timescale
0415	-	Notice of Move In
0416	-	SFA Move In
SECTION VIII	-	MID-TOUR MOVES – RELOCATION PROVISIONS
0417	-	Guidance
0418	-	Publicly funded mid-tour moves
0419	-	Exceptional authority for a publicly funded mid tour move
0420	-	Privately funded mid tour moves

Section I – Process Overview

0401. The application, allocation (and vacation) process. The application, allocation (and vacation – see Chapter 7) of SFA is a self-perpetuating process which is driven by the mobility of Service personnel between duty stations. The purpose of the application and allocation process is to provide Service personnel with appropriate SFA (or SSFA) at their new duty station in accordance with their accommodation required date. IPHD will operate a responsive housing service which is reactive to the submission of the SFA Application Form, and which is configured to provide applicants with maximum notice of address.

Section II – When an Application for SFA may be made

0402. Application points. Service personnel may apply for SFA at the following points:

- a. **On receipt of an Assignment Order.** On receipt of an Assignment Order to a new assignment either at the same duty station, or at another duty station, personnel are to:
 - i. Notify IPHD that they are posted within 14 days of receipt of the Assignment Order (unless they are deployed on operations or at sea when this may not be possible, in which case they are to notify the IPHD within 14 days of their return).
 - ii. If appropriate, submit an application for SFA to the appropriate IPHD (or overseas housing provider) at their new duty station.
 - iii. If appropriate, submit a request for retention of their current SFA to IPHD (in accordance with Para 0726).
 - iv. Operational Deployments - Where the Service person has been assigned to an Operational Deployment of less than 9 months, they retain SFA at their current duty station. If the Assignment is for an Extended Operational Deployment of 9 months or over in duration, the Service person has the option to retain SFA in their current location or apply to move to an area of enhanced support (See 0405b) up to 6 months before the commencement of their Operational Tour.
- b. **On marriage/civil partnership.** Whilst there is no entitlement to SFA prior to the date of marriage/civil partnership, if circumstances and availability permit, the IPHD may be able to make SFA available up to 2 weeks prior to the date of marriage/ civil partnership to assist the Service applicant in moving in furniture and possessions. However, occupation of the property by the Service person and/or their intended spouse/civil partner is not permitted until the date of marriage/civil partnership.
- c. **Early Mover Status.** Early Mover Status (EMS) allows Units effected by a relocation to plan a staggered relocation of families by up to 12 months either preceding or following the expected date of the Unit move. Prior to an application for EMS, Units must liaise with IPHD (or other housing provider if overseas) to ensure that sufficient SFA properties are available at the new location as there is no entitlement to SSFA. Where a Unit has been granted authority by the PACCC to

award EMS, qualifying Service personnel are then permitted to apply for SFA (together with DA and removals) at the new duty station. EMS may also be granted to those assigned to join a Unit that is about to relocate within 12 months, allowing them to relocate directly to the new duty station in order to avoid the need for a double move. Full details are given within JSP 752 (Chapter 12 Section 8).

d. **Change in circumstances.** When requiring re-allocation following a change in circumstances or becoming entitled to SFA due to an impending change of PStatCat, or by virtue of appointment.

Section III – Submission of the SFA Application Form

0403. Application Form. Personnel requiring SFA are to apply electronically using the E1132 available via the Defence Intranet at <https://e1132.domis-r.r.mil.uk>. Where the Defence Intranet is unavailable for Service reasons they are to submit the Application Form at Volume 1 Part 2 Chapter 4 Annex A to the IPHD.

Families with Additional Needs or Disability Requirements.

0404. Where a family has a specific housing need, ie any requirement for adaptations or modification, this is to be articulated on the e1132 application. Applications for SFA from families with additional needs or disabilities will be managed in accordance with the SFA ANDA process (see Annex C to Chapter 6) and will require supporting evidence from a suitably qualified medical professional eg Occupational Therapist (OT), Medical Practitioner.

0405. Accommodation required date. The accommodation required date is to be annotated on the Application Form:

- a. This may be specified at any time up to 4 weeks before, and 4 weeks after, the date of assignment (i.e. within an 8-week window) except for those assigned an extended Operational Tours (see 0405b below). While there is no entitlement to SFA prior to the date of assignment (unless vacating tied/ex-officio SFA or posted in to UK from overseas or the IPHD will make every effort to meet an applicant's required date before date of posting).
- b. Where the Service person has been assigned to an extended Operational Tour of 9 months or more, they will exceptionally be entitled to request to occupy SFA from up to 6 months prior to their date of deployment through to 3 months after their deployment to settle their families at either:
 - i. Their new place of permanent duty if their new assignment order has been issued.
 - ii. An area of their choice prior to their next place of permanent duty irrespective of whether a permanent duty assignment order has been issued. This location is intended to be at the nearest Duty Station where SFA is available where immediate family support or an area of Service affinity might provide additional support to the Service person's family during the Operational Tour. SSFA will only be procured in exceptional circumstances. Entitlement to SFA in this location will cease on the day of their assignment to the next

permanent place of duty (unless the SFA meets the radii criteria for the new permanent duty station).

iii. These moves will be counted as being for Service reasons.

0406. SFA Minimum application date. This policy will apply for SP applying for SFA with an assignment order issued on or after 1 Oct 23.

SP are required to submit an E1132 Application for SFA a **minimum of 2 months prior to the accommodation required date** to provide sufficient time for the administration of the application. When an E1132 is submitted with less than 2 months' notice every effort will be made to allocate suitable SFA/SSFA accommodation, but it cannot be guaranteed this will meet the required date. In the event that accommodation cannot be arranged to meet the required date due to insufficient notice by the individual, MOD will not be responsible for funding temporary family accommodation and SP may be expected to reside unaccompanied in temporary SLA at their assigned location at their own expense.¹

a. **Short Notice Assignments.** Where a short notice assignment order (AO) prevents submission of an E1132 with the required 2 months' notice the E1132 must be submitted immediately upon receipt of the AO, citing the date of the short notice assignment AO as the reason.

b. **Applications received by IPHD more than 4 months before the required date.** The IPHD will, whenever possible, administer SFA Application Forms (see para 0407) received more than 4 months before the required date, but there is no obligation for the IPHD to provide an address until 4 months before the required date.

c. **Applications received by IPHD 4 months, or less, before the required date.** Applications received by the IPHD/ (Garrison/Station Housing Staff overseas) 4 months before the required date, or at any time, thereafter, will be administered by the IPHD within 15 working days of receipt (see para 0407.)

Section IV – Procedures for the Allocation of SFA (UK Only)

0407. Administration of the SFA Application Form. The IPHD has a mandatory period of 15 working days to administer SFA Application Forms; meaning the time between receipt of the fully completed Form and making the offer of an address (the day the offer letter goes in the post or is faxed to the applicant). This period enables the IPHD to identify the most suitable SFA to meet the applicant's preferences and required date, and if necessary, for dialogue to take place with the applicant. If an adapted property is required, the offer of a suitable SFA may fall outside of 15 working days, dependent on stock availability and the complexity of the adaptations required.

0408. Making the Offer. The IPHD are to make one offer in writing to the applicant's entitlement (or above entitlement), taking into account the required date, the preferences expressed on the Application Form, and the outcome of any subsequent dialogue with the applicant. The offer may be based on the pre-allocation of SFA⁴¹. SFA occupied by

⁴¹ Taken to mean the pre-allocation of currently occupied SFA, which, subject to unforeseen changes in the intentions of the existing occupants, will become available for occupation by the incoming family in accordance with their required date.

Irregular Occupants or discharges should not be pre-allocated. If appropriate SFA is not available (**UK Only**), the IPHD is to give the applicant 2 choices:

- a. **To request allocation of SSFA.** If the applicant requests SSFA, the IPHD will issue a Non-Availability Certificate (NAC) so that commercially rented accommodation may be provided by the MOD Contractor (See Chapter 6). Where precedent suggests that SFA would normally become available, the IPHD may, with the approval of the applicant, issue a holding reply rather than a NAC. In the event that a NAC became necessary it should be issued no later than 51 days (for moves in UK) and 65 calendar days (for moves into UK from overseas) before the required date to ensure that there was sufficient time for the SSFA process to be administered. Please note DIO Accommodation are unable to provide adaptations to SSFA.
- b. **To decline SSFA.** If the applicant declines SSFA, they will have to wait for an unlimited period until SFA becomes available

0409. Accepting the Offer. Applicants are required to accept or turn down the offer in writing within 14 days of its receipt.

0410. Turning down the Offer. The applicant may turn down the offer in the following circumstances:

- a. **Offer not to entitlement.** In the event that an offer is not to the applicant's entitlement, the IPHD is to make a further offer within the original 15 working day period (if there is time remaining), or at the earliest opportunity thereafter. In this event, the applicant is entitled to retain SFA in UK at their existing duty station until the further offer to entitlement is made.
- b. **For personal reasons.** In the event that a Service Personnel turns down a 1st offer of SFA to entitlement, for personal reasons, the IPHD will make a 2nd offer within 15 WDs of the 1st offer being rejected. The IPHD should, as far as possible, make an alternative offer to the first but this may not be possible, and the same property may be offered a second time. The IPHD will also engage with the SP on the flexibility of their required date (where this is well in advance of their assignment date) if it will allow more time to source a suitable SFA. Where it is not possible to make a 2nd offer because there are no properties available to entitlement, a Non-Availability Certificate (NAC) will be issued to the SP. A NAC will not be issued where SFA continues to be available.

Second Offer Reviews (UK Only)

- i. Service Personnel are encouraged to accept the 2nd offer. Where SP consider they have exceptional personal reasons for turning down a 2nd offer, they must complete the 2nd Offer Review form which now accompanies all 2nd offers made by the IPHD, outlining the reasons why the offer is being rejected and submit as directed, with all supporting documentation.
- ii. The form must be submitted, reviewed and concluded within 14 WDs of the 2nd offer being made, as outlined in the 2nd Offer Review form. SP have 4 WDs to make an application for a review, with all supporting documentation; The Initial Reviewing Officer has 3 WDs to make an initial review of the application and

determine whether it should be supported or rejected. If the application is rejected by the Initial Reviewing Officer, it should be recommended to the SP to accept the offer; the IPHD notified and no further action taken. If the SP fails to accept the offer, they should understand that the implication is that they are turning down their entitlement to SFA and signalling their intent to make their own accommodation arrangements. The SP has 7 WDs, from the decision date of the Initial Reviewing Officer, to notify the IPHD of their intention.

iii. The sS Accommodation Colonels have 5 WDs to review applications supported by the Initial Reviewing Officer to determine if they agree with the initial review assessment, and to make a final decision. If the application is supported by the sS Accommodation Colonels, a new offer should be made by the IPHD (within 15 WDs of the decision), including issuing a NAC where SFA to entitlement is not available. Where the sS Accommodation Colonels reject the application, the SP has 2 WDs from the decision date to notify the IPHD of their intention. On notification of the review, the IPHD will hold the 2nd offer property until its conclusion.

c. **Exceptional Personal Reasons.** SP must consider their decision carefully before rejecting an offer of SFA. The onus is on the SP to include full details of need on the e1132, recognising that SFA is offered at entitlement and in accordance with JSP 464. If rejecting SFA for personal reasons, the SP should ensure they have full evidence to support the rejection, and that this is submitted with the 2nd Offer Review form.

0411. Changes in the Offer. In the event that it becomes necessary for the IPHD to subsequently change the offer at any time after it has been accepted, the IPHD is to make a further offer of an alternative address or issue a NAC for SSFA. In the case of applicants with school age children for whom arrangements have already been made to attend local schools, the alternative offer is to be in the same school catchment area (unless otherwise requested by the applicant), so as not to jeopardise the school place. If appropriate SFA is not available within the same school catchment area, a NAC for SSFA is to be issued.

0412. Confirmation of Address. The IPHD is to confirm the address of the offered and accepted SFA at the new duty station 28 days prior to the applicant's required date. Exceptionally, if the SFA requires extensive works to meet a family's complex medical needs, this confirmation may fall outside the 28 days.

Section V – Allocations List

0413. Categories. The IPHD is to maintain a number of discrete categories on the Allocations List, which is to be maintained and reviewed by the IPHD on a daily basis:

- a. **Application List.** The List which consolidates:
 - i. New applications (which have been received and which are being administered within the 15-working day period.
 - ii. Previous allocations of SFA which have not been to entitlement and which are subject to a further first offer.

- iii. Applicants who have declined the offer of SSFA.
 - iv. Applicants who have refused the offer of SFA below entitlement (one down) (RN and Army personnel only).
- b. **Allocated List.** The list of those applicants who have received and accepted an offer of SFA (which may be based on pre-allocation), the address of which is to be confirmed 28 days prior to the applicant's required date.
- c. **SSFA List (UK only).** The list of those personnel who have been granted a NAC for SSFA.
- d. **Transfer List.** The list of those personnel already in occupation of SFA who are subject to a DIO initiated mid tour move or request a move for personal reasons.
- e. **Eligible List.** The list of those eligible personnel who seek to occupy temporarily surplus SFA.

Section VI – Takeover and Move into SFA

0414. Timescale. Personnel are to take over and move into the accepted SFA within 14 days of their stated required date.

0415. Notice of move in (UK Only). Under normal circumstances, occupants of SFA are to give the IPHD 21 days' notice wherever possible of their proposed move in date to enable the IPHD to meet the terms of the Service Level Agreement (SLA) for the provision of Accommodation Services Support whereby they are to give the ASU at least 14 days (14 days) notice.

0416. SFA Move In. There are 3 categories of individual who may attend a Move In appointment to an accepted SFA and are as follows:

- a. The entitled person to whom the SFA is allocated. (licensee).
- b. A Service proxy (INCLUDING Civil Servants and Crown Servants) appointed by the Service person.
- c. The Service person's spouse/civil partner.
- d. In all cases where the Service person cannot attend the move in appointment for Service reasons and has nominated a proxy, written authority by way of a Proxy Certificate which must be either, completed and returned via the e1132 application or given by the Service person to the nominee to take over the property and to sign the inventory on the Service person's behalf.

Section VII – Mid-Tour Moves - Relocation Provisions

0417. Guidance. The provisions set out below are for guidance only. Entitlements contained in Tri-Service or single Service relocation regulations have primacy over this guidance.

0418. Publicly funded mid-tour moves. A mid-tour move undertaken for Service reasons should be at public expense – i.e. the individual is entitled to the full relocation provisions and the appropriate rate of DA. It does not matter whether the occupied SFA is below, to, or above entitlement, or whether it was occupied by choice or for Service reasons. Mid tour moves for Service reasons include situations where a move is necessary for DIO Accommodation disposal or upgrade programmes; and where entitlements change as a result of changes in family size or on promotion. Service reasons may also include a move from SSFA to SFA where it will result in a saving to public funds, even if the move was requested by the Service occupant.

0419. Exceptional authority for a publicly funded mid tour move. However, there could be other circumstances that do not fall within the definitions of Service reasons at Para 0418 above, but where nevertheless a move at public expense might be appropriate. Individuals may therefore submit a case for exceptional authority for a publicly funded move, through appropriate channels, to the single-Service branches responsible for considering such cases. Exceptional circumstances might arise where there are compassionate, welfare, or medical reasons for a move. Crucial to informing the decision would be provision of the appropriate supporting evidence from doctors, social workers, SSAFA etc.

0420. Privately funded mid-tour moves. Personnel who decide to move from SFA for personal reasons (e.g. they want to move into their own private house or to better SFA subject to supply and incoming entitled personnel demand) can do so at private expense.

5 Substitute Service Family Accommodation (SSFA) (UK Only)

Index

SECTION I	-	SSFA PROVISION – POLICY OVERVIEW
Para 0501	-	Overview
0502	-	Responsibilities
0503	-	Issue of Non-Availability Certificate (NAC)
0504	-	Cancellation of the NAC
0505	-	Accommodation required date
0506	-	Choice of accommodation
0507	-	Notice of Address
0508	-	Self sourcing of accommodation
0509	-	Lease Agreement and Licence to Occupy
0510	-	Security deposits
0511	-	Accommodation charges
0512	-	Utility bills
SECTION II	-	DURATION OF THE NAC
0513	-	Continuance of the NAC
0514	-	DIO Accommodation Periodic Reviews of the NAC
SECTION III	-	SSFA REGULATIONS
0515	-	SSFA Regulations

Section I – SSFA Provision - Policy Overview

0501. Overview. This chapter focuses/relates to the provision of substitute SFA (SSFA) for UK serving personnel only. SSFA will be found from the commercial rental market by the MOD Accommodation Agency Contractor on those occasions when there is insufficient SFA to meet the demand. The arrangements for the provision of SSFA are to equate, as far as is possible, to the equivalent procedures which apply to SFA. Size and specification of property is to broadly reflect the prospective occupant's equivalent SFA entitlement⁴², and the property is to be located within an appropriate radius of the place of duty⁴³. In High Cost Areas, Officers are to be provided with reduced scale SSFA in accordance with the high cost area methodology operated by DIO Accommodation⁴⁴. SSFA is an expensive option that costs more than normal SFA. It is therefore incumbent on all parties to ensure that in all cases the provision of SSFA is fully justified and that all SSFA sourced complies with JSP 464 with respect to entitlement criteria and contract specification.

0502. Responsibilities. DIO Accommodation is responsible for: funding SSFA; issuing the Non-Availability Certificate (SSFA Application Form 1132A – Volume 1 Part 2 Chapter 5 Annex A); defining the property requirement and specification; and tasking the MOD Contractor. Whilst the MOD Contractor is responsible for identifying suitable property in accordance with DIO Accommodation's tasking, DIO Accommodation is responsible for overseeing the process and verifying that properties meet the requirement and specification before they are shown to the prospective occupant.

0503. Issue of the Non-Availability Certificate (NAC). The IPHD is to issue the NAC a minimum of 51 days (for moves within UK) and 65 days (for moves into UK from overseas) before the applicant's required date (see para 0505), to ensure that there is sufficient time for the SSFA process to be completed. Late applications for SSFA, or delays in the issue of the NAC, may result in the applicant's required date not being met.

0504. Cancellation of the NAC. The NAC may be cancelled at any point up to the time that the applicant is required to sign the Property Acceptance Certificate for a particular property without incurring costs. The NAC may be cancelled in the following circumstances:

- a. The applicant withdraws their application for family accommodation.
- b. Applicants who having accepted a NAC subsequently decline SSFA, preferring to await the availability of suitable SFA.
- c. The IPHD, having issued a NAC, subsequently find that suitable SFA becomes available:

- (1) The IPHD may withdraw the NAC and offer appropriate SFA at

⁴² The property is to have a similar specification in terms of the number and type of rooms. It is to be no smaller than 10% below the indicative square meterage of the equivalent SFA as laid down in the relevant Building Performance Standards - BPS 1.2 Scales 21 (OSFAs) and 22 (ORSFAs).

⁴³ Outside London - up to 10 miles. Inside London: MOD personnel on the VCDS 45 Minute List up to 45 mins travel by public transport; MOD personnel (non VCDS 45 Minute List) up to 1½ hrs travel by public transport; formed units up to 10 miles.

⁴⁴ Officers may be required to occupy reduced scale SSFA which is up to 20% below the indicative sizes BPS 1.2 in high-cost rental areas.

any time up to 51 days (for moves within UK) and 65 days (for moves to UK from overseas) before the applicant's required date (i.e., the latest time that the SSFA Application Form 1132A must be submitted to ensure its timely administration).

(2) Thereafter, the IPHD may only withdraw the NAC if the applicant is prepared to forego SSFA and accept the offered SFA. Disputed cases should be referred to the single Service Accommodation Colonels for decision in consultation with Local Service Commanders.

0505. Accommodation required date. The accommodation required date is to be annotated on the SSFA Application Form 1132A and may only be specified for up to 2 days prior to the Assignment Date, or thereafter. The required date may not be specified prior to the date of posting, unless the applicant is vacating tied/ex officio SFA, or assigned to UK from overseas, in which case SSFA is to be provided to ensure continuity of housing provision.

0506. Choice of accommodation. In accordance with tasking provided by the SAT, the MOD Contractor is required to identify 2 properties to the applicant's entitlement. The SAT is to verify that properties meet the entitlement before the Contractor makes arrangements to show them to the prospective occupant. The prospective occupant is to view properties, preferably within a 24-hour period, and select a preferred property.

0507. Notice of address. Where possible, and subject to the availability of suitable property, the Contractor will provide occupants of SSFA with the following notice of address:

- a. Moving within UK. Normally a minimum of 14 days prior to the applicant's required date.
- b. Returning to UK from overseas. Normally a minimum of 28 days prior to the applicant's required date.

0508. Self-sourcing of accommodation. Self-sourcing of accommodation is not permitted.

0509. Lease Agreement and Licence to Occupy. The MOD Contractor is required to enter into a Lease Agreement with the Agent/Landlord of the property. Under the terms of the Lease Agreement the occupant has no security of tenure beyond the initial 6-month period. The occupant is required to sign a Licence to Occupy which is between the occupant and the MOD Contractor - see Volume 1 Part 2 Chapter 5 Annex B. Occupants of SSFA will not be allowed to vacate SSFA under 6 months other than for Service reasons, or in other exceptional circumstances agreed by the IPHD Area Housing Manager following consultation with the Local Service Commander. Thereafter, the Licence to Occupy may be terminated by either side on giving 40 days' notice.

0510. Security deposits. Contrary to normal commercial practice, MOD does not permit payment of security deposits to Agents/Landlords of SSFA properties.

0511. Accommodation charges. Accommodation charges and CILOCT are in accordance with JSP 464 Volume 3 Part 1. The occupant has no involvement in paying

the rent which is paid to the Agent/Landlord by the MOD Contractor.

0512. Utility bills. The occupant is responsible for paying utility bills except water rates which are paid by the MOD Contractor.

Section II – Duration of the NAC

0513. Continuance of the NAC. Where a family occupies SSFA, wherever possible they will not be required to move to SFA mid tour. Should the occupant be posted to another appointment within the same area at the end of the tour, or in the event that either side terminates the Lease Agreement during the period of the tour, continuance of the NAC is not automatic and SFA is to be reapplied for.

0514. DIO Periodic reviews of the NAC. The SAT will review the NAC after the initial 6 months of the tenancy and annually thereafter. At the review point there are the following options:

- a. **Continuation of the NAC.** The NAC continues and the occupant remains in the SSFA.
- b. **Move into SFA by choice.** The IPHD may offer the occupant SFA to entitlement which has become available. The occupant may accept the offer to move mid tour into SFA at public expense – see para 0424.
- c. **Enforced move into SFA.** Occupants of SSFA may only be moved into SFA mid tour in exceptional cases following consultation by IPHD with the occupant, the occupant's unit and if necessary, the single Service chain of command. Such moves will be at public expense. Factors including the location of the SFA in relation to the SSFA, the impact on children's schooling, relevant welfare and medical considerations and remaining length of tour are to be considered before any decision to move the family mid tour is taken. Should the occupant nevertheless still not wish to move, IPHD is to liaise with the LSC who will make the final decision. Should a move be agreed, IPHD will:
 - (1) Allocate SFA to entitlement (one down is undesirable).
 - (2) Avoid, where possible, moving the family when the licence holder is deployed.
 - (3) Aim to move families into SFA at least as good as their current home and preferably better. Decent Home Plus for condition properties should be allocated where they are available.

Section III – SSFA Regulations

0515. SSFA Regulations.

SUBSTITUTE SERVICE FAMILIES ACCOMMODATION (SSFA) REGULATIONS

INTRODUCTION

1. SSFA will be provided by the MOD Contractor from the commercial rental market on those occasions when there is insufficient Service Family Accommodation (SFA) to meet the demand in accordance with the following regulations. In principle, SSFA will broadly equate to the applicant's equivalent entitlement to SFA, however, because of the unpredictability of the commercial rental market, occupants of SSFA should be made aware that there is no security of tenure beyond the first 6 months of the lease.

ENTITLEMENT TO SSFA

2. Entitlement criteria. Individuals may apply for SSFA on assignment to a new duty unit (but see paragraph 10) subject to the following criteria:

- a. They must be entitled to SFA (in accordance with Chapter 3, TSARs JSP 464 Part 1).
- b. The IPHD must have issued a Non-Availability Certificate (NAC) in respect of the applicant.
- c. They expect to occupy the property for a minimum of 6 months.

3. Non entitled personnel. The following personnel are not entitled to SSFA:

- a. Personnel who own/part own⁴⁵ a property within the appropriate SSFA radius⁴⁶ of their duty Station and unless the property cannot be occupied by the applicant because:
 - i. The property is uninhabitable because it is undergoing renovation or subject to some other building related work (such as underpinning for subsidence).
 - ii. The property is subject to an existing lease and early termination would have financial penalties.
 - iii. The property is not suitable to occupy due to the size of the Service family, subject to SFA entitlements.

⁴⁵ Ownership of a property includes both legal and beneficial ownership. Personnel will be considered to have beneficial (part) ownership of a property if they have contributed to the purchase price by supplying capital (including a deposit payment) and/or by regularly paying/contributing to the mortgage payments.

⁴⁶ Outside London – up to 10 miles. Inside London: MOD personnel on the VCDS 45 Minute List up to 45 mins travel by public transport; MOD personnel (non VCDS 45 Minute List) up to 1½ hrs travel by public transport; formed units up to 10 miles.

- b. If the circumstances at 3a (i) and (ii) above apply, personnel will be provided with SSFA for 6 months at which time the Non-Availability Certificate (NAC) will be reviewed. The privately-owned property is to be occupied as soon as it becomes habitable thereafter and will be treated as a mid-tour move with regards to allowances⁴⁷.
- c. Personnel can refuse the NAC should they wish to await allocation of SFA.
- d. Personnel appointed/drafted/posted to a duty station for periods of less than 6 months.

PROPERTY ENTITLEMENTS

- 4. Property specification. SSFA property will broadly equate to the applicant's equivalent SFA entitlement in accordance with Annex B to Chapter 3 to TSARs JSP 464 Part 1. This is taken to mean that the property is to have a similar specification in terms of the number and type of rooms and is to be no smaller than 10% below the indicative square meterage of the equivalent SFA Type (as per BPS 1.2 Scales 21 and 22). Whilst the property specification is derived from the provisions in JSP 850, applicants should understand that the BPS are not an entitlement but provide indicative guidance only. Fully furnished or unfurnished accommodation can be provided on request.
- 5. Reduced scale property. Officer applicants for SSFA may be required to occupy property which is up to 20% below the indicative sizes in BPS Scale 21 in high-cost rental areas as determined by DIO Accommodation. A high-cost rental area is defined as an area in which the cost of renting property is more than one and a half times the national average cost of renting equivalent sized property.
- 6. Proximity of SSFA from place of duty. SSFA property will normally be provided within the following radii from the place of duty:
 - a. Outside London. SSFA is to be provided within 10 miles radius of the duty station. SSFA outside this radius can be offered only with the agreement of the Local Service Commander and DIO Accommodation SO1 Policy / Customer Liaison. Disputes between the Local Service Commander and DIO Accommodation are to be referred to the appropriate single Service Accommodation Colonel for a decision.
 - b. MOD London personnel (occupying appointments on the VCDS 45 Minute Travel List). SSFA is to be provided within 45 minutes travel by public transport of the duty station.
 - i. Additions to the VCDS 45 Minute Travel List. Additions to the VCDS 45 Minute Travel list require approval at 3* level and should be forwarded to MA/VCDS who sponsors the List.
 - c. MOD London personnel (non VCDS 45 Minute List). SSFA is to be provided within 1 ½ hrs travel by public transport of their place of duty.
 - d. Formed Units in London. SSFA is to be provided within 10 miles of their place

⁴⁷ JSP752 para 12.0413 - mid tour moves for Service reasons.

of duty.

e. High cost rental area (Officer applicants only). Prior to the SAT tasking the MOD Contractor to identify reduced scale property (as per Para 5), the applicant may request the SAT to expand the radius of the search for a full-sized property to 50 miles or 1½ hours. The SAT will task the MOD Contractor accordingly.

f. Non availability of any suitable property (all applicants/all areas). In the exceptional circumstance that the MOD Contractor cannot identify any suitable property, the MOD Contractor will seek the MOD Project Manager's approval, through the Local Service Commander, to expand the radius of the search to 50 miles or 1½ hours. Disputes between the Local Service Commander and DIO Accommodation are to be referred to the appropriate single Service Accommodation Colonel for a decision.

APPLICATION FOR SSFA

7. Issue of the NAC. As soon as it becomes clear that appropriate SFA is not available to meet the applicant's required date, the IPHD will issue the applicant with a NAC. The NAC comprises the SSFA Application Form 1132A (Annex A to Chapter 6 to TSARs – JSP 464 Part 1) together with the 'Rules and instructions for Service personnel occupying SSFA'.

8. Timescale for the issue of the NAC. Whenever possible, the IPHD should issue the NAC a minimum of 51 days (for moves within UK) and 65 days (for moves to UK from overseas) prior to the accommodation required date, in order to ensure that there is sufficient time for the administration of the SSFA Application Form 1132A by the various agencies involved:

- a. The IPHD sends Application Form 1132A to the applicant – 3 days
- b. Applicant completes the Form – 7 days
- c. Applicant returns the Form to the SAT – 3 days
- d. Processing by the SAT and forwarding to MOD Contractor – 5 days
- e. Processing by MOD Contractor and forwarding to the MOD Contractor – 5 Days.
- f. Administration by the contractor (identification and showing of properties) – 14 days.
- g. Notice of address – whenever possible, 14 days (for moves within UK) and 28 days (for moves from overseas).

Delays in the issue of the NAC, or at any point thereafter in the process, may result in the applicant's required date not being met. It should be noted that both MOD Contractor and the MOD Contractor have contracted periods to undertake their responsibilities (as above), however, every effort will be made to expedite the process.

9. Application process. Personnel in receipt of a NAC are to complete Sections 1 – 5 of the SSFA Application Form 1132A and send/fax it immediately to the SAT. The SAT is to forward an instruction to MOD Contractor. The MOD Contractor will advise the SAT that tasking has been initiated.

10. Accommodation required date. Personnel moving within UK should annotate their accommodation required date on the Application Form 1132A. The required date may only be specified up to 2 days prior to the assignment date, or thereafter. The required date may not be specified prior to the assignment date. The only exception is those vacating tied/ex officio SFA or returning to UK from overseas, who may specify an earlier date in order to ensure continuity of family accommodation. Personnel seeking an earlier required date for other reasons are to submit a case to the SAT.

11. Additional Requirements. Applicants are to state the following additional requirements on the SSFA Application Form 1132A:

- a. Disabilities/Additional Needs. If any member of the family is disabled and/or has additional needs which will influence the specification of the SSFA – e.g. access to the property. Please note DIO Accommodation are unable to provide adaptations to a SSFA property.
- b. Pets. If it is their intention to keep pets. Letting Agents / Landlords may terminate the lease if it is discovered that personnel are keeping pets in the property without permission.
- c. Smoking. If members of the family smoke since Letting Agents / Landlords may specify that properties are non-smoking.

12. Action by the MOD Contractor. On receipt of the SSFA Application Form 1132A the MOD Contractor will establish contact with the applicant by telephone in order to:

- a. Confirm the accommodation requirements including any special requirements (as per Para 11).
- b. Confirm the required date and the applicant's availability to view properties.
- c. Identify any personal preferences with respect to location within the radius criteria (as per para 16 - above entitlement). (The MOD Contractor will take into account the applicant's entitlement. However, the applicant should note that by stipulating a personal preference this may restrict the MOD Contractor's ability to source the best-value properties; as a result, the applicant may be liable to be charged a personal contribution in addition to the SFA charge).

The MOD Contractor will despatch the SSFA Accommodation User Guide to the applicant which complements these regulations and contractual obligations.

PROVISION OF PROPERTY

13. Choice of Property. The MOD Contractor is required to provide applicants with a choice of 2 properties in accordance with strict criteria governing size, specification and distance from place of work (as per paragraphs 4, 5 and 6). The applicant may express a preference in respect to location and type of property but there is no guarantee that the contractor will be able to meet personal preferences. Properties will be verified by the SAT as meeting MOD's requirements before being shown to applicants.

14. Viewing and selection of property. Applicants (or their proxy – see para 15) will be required to view properties found by the MOD Contractor at a mutually agreeable time (and preferably within a 24-hour period) and to select a preferred property.

15. Proxy. Personnel may nominate their spouse / civil partner or a Service proxy to view and select a property on their behalf. A proxy certificate is contained in the MOD Contractor's Accommodation User Guide. Decisions taken by the proxy are final and the applicant will have no subsequent redress. Accordingly, personnel should ensure that their proxy is reliable and fully understands their entitlement, and (if applicable) their personal preferences and resulting liability for personal contribution. Proxies should only be used as a last resort.

16. Over entitlement properties. Personnel are not permitted to occupy over-entitlement properties.

17. Personal Interests in SSFA Property. SSFA claimants cannot accept or occupy an SSFA property which they own/part own⁴⁸.

18. Non-selection of property. If an applicant (or their proxy) fails to accept one of the offered properties, or delays making a decision at the time of the final viewing and consequently these properties are no longer available, they will be deemed to have put themselves outside the SSFA scheme, i.e., they will be deemed to have waived their entitlement to publicly funded family accommodation and will be required to make private arrangements at their own expense (but see paragraph 38 regarding appeals).

19. Notification of Address. Wherever possible, subject to the availability of suitable property, the contractor will provide the following notification of SSFA address:

a. Moving within UK. Normally a minimum of 14 days prior to the required date as specified on the SSFA Application Form 1132A.

b. Returning from overseas. Normally a minimum of 28 days prior to the required date as specified on the SSFA Application Form 1132A.

SELF SOURCING OF SSFA

20. Self-sourcing of SSFA is not permitted.

ACCEPTANCE AND SSFA MOVE IN

21. Property Acceptance Certificate. On selection of the preferred property personnel will be required to sign the Property Acceptance Certificate (PAC) which signifies their agreement to the property. Deficiencies, damages, lack of cleanliness and any agreement that remedial work (such as cleaning or redecoration) will be undertaken prior to occupation are to be recorded on the PAC and certified and dated by the MOD Contractor, DIO Accommodation representative (if present) and the occupant. Failure to note

⁴⁸ Ownership of property includes both legal and beneficial ownership. Personnel will be considered to have beneficial (part) ownership of property if they have contributed to the purchase price by supplying capital (including a deposit payment) and/or by regularly paying/contributing to the mortgage payments.

discrepancies may negate later claims. The extent of any personal contribution (paragraph 13) is to be recorded on the PAC. A copy of the PAC will be kept by the MOD Contractor.

22. Licence to Occupy. Personnel will be required to sign a Property Acceptance Certificate which acknowledges their agreement to their Licence to Occupy the property which lays down the terms and conditions of occupancy (Annex B to Chapter 6 to TSARs JSP 464 Part 1). A copy of the Licence will be provided to the Licensee which they will also be required to sign.

23. Property Move In. The MOD Contractor is required to either conduct a full check of the Landlord's inventory of the property at the time of move in or complete a Schedule of Condition for properties where the Landlord does not provide an inventory. This check / Schedule is to include a record of the state of the decoration, carpets, curtains and fixtures and fittings in the property. Personnel are to ensure that the inventory / Schedule of Condition is a true and complete record since it will form the basis of the property check undertaken at move out. A copy of the inventory / Schedule of Condition will be kept by the MOD Contractor.

OCCUPATION OF SSFA

24. Cohabitation. Service personnel may only co-habit in SSFA with a partner (who is not their legal spouse/civil partner) as defined at para 0111, when they have residential responsibility for a child (PStat Cat 2) as defined in JSP 752 Chapter 2, Section 2.

25. Sub-letting. Personnel allocated SSFA are to occupy that property and are prohibited from sub-letting that property. Sub-letting in the context of these regulations is defined as any unauthorised sharing of the property. Personnel must seek permission from the SAT for the occupation of all non-dependent children, aged parents or full-time nannies/au pairs.

26. Redecoration. Occupants of SSFA are not permitted to alter the decoration of the interior or the exterior of the property without the written permission of either the MOD Contractor or the landlord.

27. Visitors. Occupants may have visitors in addition to the permitted occupants to stay at the property on a temporary basis only. These visits are to be no more than 28 days (aggregated or continuous) in any 93-day period unless previously authorised by DIO Accommodation.

28. Absences. Where the property is to be left vacant for periods in excess of 14 days for whatever reason (Service or non-Service) the occupant is to inform the MOD Contractor so that 'empty property checks' may be instigated to ensure the conditions of the Landlord's property insurance policy are not breached.

29. Mid tour moves from SSFA. There are the following mid tour move scenarios:

- a. Review of the NAC. The SAT will review the NAC after the initial 6 months of the lease and annually thereafter. At the review point there are the following options:

i. Reissue the NAC. The SAT reissues the NAC and the occupant remains in the SSFA.

ii. Move into SFA by Choice. The IPHD may offer the occupant SFA to entitlement which has become available. The occupant may accept the offer and move mid tour at public expense into SFA.

iii. Enforced Move into SFA. Occupants of SSFA may be moved into SFA mid tour in certain cases following consultation by the SAT with the occupant, the occupant's unit and if necessary, the single Service chain of command. Factors including the location of the SFA in relation to the SSFA, the impact on children's schooling, relevant welfare and medical considerations and remaining length of tour are to be considered before any decision to move the occupant mid tour at public expense is taken.

iv. Failure to renew the lease. In the event that the Agent/Landlord is unwilling to renew the lease at the MOD Contractor's annual renewal point, the occupant will be required to move into SFA (if available to entitlement) at public expense. If there is no SFA available, the occupant will be required to move to a new SSFA. Factors including the location of the SFA in relation to the SSFA, the impact on children's schooling, relevant welfare and medical considerations and remaining length of tour are to be considered.

b. Early termination of the lease. In the event that the Letting Agent/Landlord seeks vacant possession of the property the MOD Contractor will issue the occupant with 40 days' notice to vacate. Occupants will be required to move at public expense to either SFA (if it is available to entitlement) or to alternative SSFA provided by the MOD Contractor prior to expiry of the notice period.

c. Health, safety and security concerns. If SSFA becomes uninhabitable for health, safety or security reasons the occupant is to notify the MOD Contractor in the first instance and then inform the SAT. The SAT will liaise with the MOD Contractor (and may also consult with the Local Service Commander) to ascertain the extent of the problem and determine whether a temporary or permanent move is necessary.

d. Non-Service reasons. Personnel wishing to vacate SSFA for non-Service reasons are to notify the SAT and provide 40 days' notice to vacate to the MOD Contractor. Personnel vacating SSFA for non-Service reasons may be required to continue to pay the SFA charge as if they were still occupying the property from the date, they vacate the property until the initial 6 months of the lease has expired and/or the 40-day notice period has elapsed. A move to another SSFA for personal choice is not permitted for non-service reasons.

SSFA COSTS

30. Costs falling to DIO Accommodation. DIO Accommodation is responsible for meeting the costs of:

- a. MOD Contractor's fees (as stated in the MOD Contract) for the provision of services.
 - b. Rent for the property.
 - c. Miscellaneous fees (when it is in the interests of the MOD to do so).
 - d. Water/sewerage rates
 - e. Council Tax.
 - f. Dilapidations identified at move out (all of which will be passed on to the occupant by the SAT if caused through negligence – see paragraph 46).
 - g. Initial telephone connection costs if there is not connection already in place at the property (also see para 31b).
31. Costs falling to the occupant. The occupant is responsible for meeting the costs of:
- a. Any personal contribution towards the rent.
 - b. Telephone re-connection costs (if necessary) and phone bills.
 - c. All utility bills except water/sewerage rates and Council Tax. Any bills received by occupants for water/sewerage rates and Council Tax should be forwarded immediately to MOD Contractor at the following address:

MOD CONTRACTOR
Unit 5 Cartel Business Centre
Stroudley Road Basingstoke RG24 8FW

ALLOWANCES AND CHARGES

32. Night Subsistence Allowance⁴⁹ (NS) – Preliminary visits to view properties at a new place of duty in UK. Personnel serving in the UK who are in receipt of a NAC to occupy SSFA at their new place of duty may travel with their spouse/civil partner and dependent children (but not any other member of their family) at public expense on a preliminary visit to view accommodation (see para 14). Travelling expenses and 1 night's NS at the new place of duty may be claimed. This period may be extended by up to 3 further night's (i.e. a total of 4 nights) on approval by the individual's Commanding Officer. Claims for more than 1 night's NS should include a certificate from the claimant's Commanding Officer confirming that the additional nights were as a result of Service reasons.
33. NS - Delays in the provision of SSFA. Payment of up to 7 night's NS is authorised in the event that:
- a. The MOD Contractor is unable to make arrangements for accommodating the family by the accommodation required date.

⁴⁹ Details of Night Subsistence can be found in JSP 752.

- b. Selected SSFA properties subsequently become unavailable
- c. The family is unable to remain in their current accommodation due to Service reasons and short term SFA or other service provided accommodation is not available

If SSFA within this initial 7-day period is not available the MOD Project Manager, in consultation with the SAT, will authorise further periods of NS as appropriate.

34. Accommodation Charges. The payment of SFA charges and Contribution in Lieu of Council Tax (CILOCT) are in accordance with JSP 464 Volume 3 Part 1. The SAT will instigate the start and stop of SFA charges and CILOCT.

35. Re-grading of SSFA. As SSFA is procured by a MOD Contractor on behalf of MOD under strict criteria that equate to Grade 1 SFA (except in High Cost Rental Areas – see para 5 above), it will automatically be charged as Grade 1 accommodation. Where an occupant believes that the property occupied does not warrant Grade 1 charges, an application to re-grade the property may be made to the SAT in accordance with the MOD 4-Tier Grading Regulations (TSARs JSP 464 Part 4). The application must be made within 3 months of occupation. Any personnel still occupying self-sourced SSFA in previous regulations are not entitled to request a re-grade.

36. Home to Duty Travel (HDT). Personnel provided with SSFA are entitled to claim Home to Duty Travel (HDT) in accordance with JSP 752.

CHANGES TO AND CESSATION OF ENTITLEMENT

37. Changes in Circumstances. Personnel are to notify their Commanding Officer and the SAT immediately of any change in personal circumstances which renders invalid any statement made on the initial, or any subsequent, application for SSFA. Personnel are advised that once the NAC is submitted, data submitted may be cross-referenced with JPA records. Disciplinary action may be taken if you knowingly submit incorrect / withhold information that affects your entitlement to accommodation.

38. Promotion/Reduction in Rank. Where promotion or reduction in rank alters the entitlement to accommodation, occupants are to inform the SAT to determine whether a move to new accommodation would be appropriate. Consideration should be given to the remaining length of appointment (if less than 6 months remain a move should not normally be authorised). Similarly, should an individual have served less than the initial 6 months tenancy a move should not normally be approved until after the 6-month point bearing in mind the minimum notice period to vacate and any other mitigating Service factors.

APPEAL / COMPLAINT PROCEDURES

39. Personnel will have the opportunity to appeal to the MOD Contractor, IPHD / MOD Project Manager if they consider that properties, they have been offered by the MOD Contractor do not meet their entitlement. When deciding who to address the appeal to, personnel should consider the following:

- a. The MOD Contractor will attempt to remedy any problem within their power however where this is not possible the MOD Contractor may escalate to the SAT.

Note: an applicant's personal preferences cannot override their basic entitlement. (See para 13 – Choice of Property).

b. In accordance with policy, the SAT will have stipulated the requirement for accommodation on the SSFA Application Form 1132A and will have approved properties prior to these being shown to the applicant by the Contractor. As such, appeals concerning entitlement (as in size, specification and location of property) are to be initially referred to the MOD Contractor who may escalate to the SAT if required

c. The SAT or MOD Project Manager will liaise with the MOD Contractor in order to decide whether a further search for properties is justified.

d. If the SAT and the MOD Project Manager deem that all of the properties shown meet the entitlement, the applicant will be required to choose a property. Failure to choose a property will be treated exactly as if the Service person had rejected the IPHD's offer of SFA (i.e. they will be deemed to have waived their entitlement to publicly funded family accommodation and will be required to make private arrangements at their own expense).

e. Personnel retain their right of complaint through normal Service channels and DIO Accommodation complaints process.

CESSATION OF ENTITLEMENT TO SSFA

40. Personnel will cease to have an entitlement to SSFA on the earliest of the following dates:

a. The date when the family vacates the residence, or it is shared or sublet.

b. The date when a family passage becomes available to enable the family to accompany or join the occupant on an overseas tour of duty.

c. The 28th day following the date the occupant joins a new permanent duty station unless there is an entitlement to retain the SSFA beyond that point.

d. The 93rd day following a change of the occupant's personal status category from PStatCat 1, 1s/c or 2 provided the residence is necessarily retained during the 92-day concessionary period. Guidelines for dealing with cases of estrangement in SSFA are at paragraph 40.

e. The day following the last day of terminal leave or last day of service.

f. If following NAC review (Para 27) suitable SFA is available.

g. The day following the date a Service person ceases to be entitled to SSFA under paragraph 3 of these regulations.

Personnel whose entitlement for SSFA has ceased for the above reasons must make a fresh application to the IPHD for SFA if there is a continued requirement.

GUIDELINES FOR DEALING WITH CASES OF ESTRANGEMENT

41. Occupants of SSFA are entitled to an initial reconciliation period of up to a maximum of 93 days or other specified timeline suitable for the circumstances. During this period, DIO Accommodation will continue to pay rent on the SSFA, and the Service spouse/civil partner (who will in most incidences have moved into single living accommodation) will continue to pay SFA charges and SLA/food charges as per JSP 464 Volume 3 Part 1. The MOD Contractor should be advised of the situation at the earliest opportunity.

42. If there is no reconciliation either during, or at the end of the agreed reconciliation period, the Local Service Commander is to explain the regulatory changes associated with estrangement outlined in JSP 754 with the Service Personnel and estranged spouse and formally notify the SAT of the change in personal status category by the fastest available means. Concurrently, it is also the responsibility of the Licence Holder to notify the SAT of their change in circumstances. The Service person continues to pay the entitled SSFA charge for a further 93 days (effective from the date that the SAT are informed of the change of PStatCat. On receipt, the SAT (in conjunction with the MOD Contractor) should issue the 93 days' notice to vacate to the estranged spouse/civil partner and inform that occupancy of the SSFA will be permitted to equate to the 93 days' notice to vacate for SFA. The SAT are to issue and conduct the Proportionality Exercise at the same time as the 93 days' notice to vacate to establish any continued occupancy beyond the expiry of the 93 day notice to vacate which should consider factors such as children's schooling, relevant welfare and medical considerations. After completion of the Proportionality Exercise and consideration of educational needs, welfare and medical issues, the Housing Provider (in conjunction with the MOD Contractor) may issue a revised notice to vacate. At the same time, it is appropriate for the Housing Provider (in conjunction with the MOD Contractor) to conduct a move out inspection of the SSFA to cease Service person liability for the property and make record of any utility readings. DIO Accommodation will continue to pay rent for the SSFA until the end of any revised notice to vacate date.

43. Unless arrangements to the contrary (between the occupant, the SAT and the MOD Contractor) have been agreed, DIO Accommodation would require the MOD Contractor to terminate the tenancy (unless the Landlord terminates the tenancy at an earlier date), to coincide with the 93rd day (or revised date). The MOD Contractor would require a minimum of 40 days' notice from the SAT to achieve this. On termination of the tenancy there are the following scenarios:

- a. The estranged spouse/civil partner moves out of the SSFA and the property is returned by the MOD Contractor to the Letting Agent/Landlord.
- b. The estranged spouse/civil partner chooses to remain in the property (for which no rent is being paid by DIO Accommodation). In this worst-case scenario, the Letting Agent/Landlord is likely to initiate legal proceedings against the MOD Contractor or the occupant for vacant possession of the property and seek recovery of financial losses. Costs incurred by the MOD Contractor in defending any legal proceedings, and/or satisfying any judgement, should be recovered from DIO Accommodation on submission of itemised bills in accordance with the established invoicing and bill paying procedures (see Contract, Schedule 3, clause 46 –

Reimbursement of Legal Fees).

VACATION OF SSFA

44 Notice to vacate. Personnel are to provide the MOD Contractor with a minimum of 40 days written notice of their intention to vacate SSFA in accordance with the Licence to Occupy which they have signed. (The only exception to this requirement is if there are extenuating circumstances which justify an early move and which the SAT authorises in consultation with the Local Service Commander. This will include: Service reasons, e.g., short notice re-assignments; health, safety and security reasons which make the property untenable; medical and welfare reasons). During the initial 6 months of occupancy this period of notice is extended to preclude move out of the property before the 6-month licence break point. Occupants who fail to give 40 days (or the balance of 6 months where this is appropriate) notice of vacation for non-Service reasons may be required to continue to pay the SFA charge as if they were still occupying the property from the date they move out of the property until the 40-day notice period has elapsed.

45 Preparation of SSFA for move out. On receipt/giving of notice to vacate the MOD Contractor will send the occupant a 'checklist for occupants vacating SSFA' which provides guidance on the cleaning and preparation of the property for move out. Occupants with pets are required, in accordance with their Licence to Occupy, to pay (and provide receipts) for the professional cleaning and fumigation of carpets (or alternative floor coverings) of the property prior to move out.

46 Move out. Occupants (or their proxy) are to attend a move out which will be arranged by the MOD Contractor on a mutually agreeable date prior to expiry of the lease. The primary purpose of the move out is for the occupant to return the property to the MOD Contractor; however, the MOD Contractor may choose to conduct a concurrent hand back to the Letting Agent/Landlord if there is no successive Service occupant. A DIO Accommodation representative will be in attendance. A full inspection of the property will take place against the inventory / Schedule of Condition agreed at the time of move in. The Occupation End Certificate (OEC) is to be signed by the occupant and the MOD Contractor's staff.

47 Dilapidations. Dilapidations (taken to mean damage (including loss) to the property, its fixtures and fittings and the contents supplied by the Letting Agent/Landlord in accordance with MOD's requirements) will be identified and recorded on the OEC. The occupant is to sign the OEC and annotate their agreement (or non-agreement) to the dilapidations identified. Occupants are not responsible for damage arising from fair wear and tear. In all but the simplest cases (which may be resolved at the time of move out by payment to the MOD Contractor or the Letting Agent/Landlord), the MOD Contractor will be responsible for costing dilapidations in accordance with MOD procedures and in consultation with the SAT and the MOD Project Manager before settling with the Agent/Landlord and seeking reimbursement from MOD. In this instance the liability for the dilapidations will be charged to DIO Accommodation.

- a. DIO Accommodation is responsible for seeking reimbursement from the occupant if the dilapidations were a result of the occupant's negligence or the negligence of their family or their visitors or caused by their pets.

b. DIO Accommodation has sole authority to reduce or write off dilapidations costs.

48 Cessation of charges, allowances and costs.

a. Accommodation charges, personal contributions and allowances will cease with effect from the date of formal move out from the property, e.g., date of completion of the OEC and hand back of keys. With the exception of Service reasons which dictate an early move, where the occupant has not given the requisite notice to vacate, they may be liable for charges until the Licence ends.

b. Occupants are responsible for making arrangements to stop the utility services that they have set up. (See para 31c).

FURTHER ADVICE

49 Further advice regarding any aspect of the SSFA scheme may be sought by contacting:

a. The SAT central telephone number: 01480 52451 x 8681 or 95371 8681

b. The SAT Group Mailbox: DIO RD Accn-SubAccn (Multiuser)

c. The MOD Contractor (0800 032 4547)

d. The SA Project Manager: 01480 52451 x 8681 or 95371 8681

6 Rules and Conditions for Occupation

Index

- SECTION I - SERVICE LICENCE**
 - Para 0601 - Issue of Service Licence
 - 0602 - Single Service personnel
 - 0603 - Business/commercial activity
 - 0604 - Payment for damage
 - 0605 - Insurance
 - 0606 - Right of entry into SFA
 - 0607 - Storage of privately-owned weapons in SFA
 - 0608 - Satellite dishes & other encroachments
 - 0609 - Parking and garages
 - 0610 - Temporary absence from SFA

- SECTION II - PROVISION OF FURNITURE AND FURNISHINGS**
 - 0611 - Applying for furniture
 - 0612 - Application of SFA Furnished Rental Charge
 - 0613 - Supply of Get You in Packs (GYIP)
 - 0614 - Furniture Charges for Enhanced Scaling
 - 0615 - Replacement and cleaning at public expense
 - 0616 - Entitlement and Provision of White Goods at Public Expense

- SECTION III - PROVISION OF FACILITIES FOR THOSE WITH ADDITIONAL NEEDS AND DISABILITIES**
 - 0617 - Adapting SFA for those with additional needs and disabilities

- SECTION IV - DECORATION OF SFA**
 - 0618 - Interior/exterior decoration

- SECTION V - GROUNDS MAINTENANCE**
 - 0619 - SFA
 - 0620 - Open estate areas

- SECTION VI - PETS**
 - 0621 - Keeping pets in SFA
 - 0622 - Control of pets
 - 0623 - Cleaning of SFA on move out

- SECTION VII - DE-REGULATION OF UTILITIES**
 - 0624 - Utility provision to SFA and SSFA

- SECTION VIII - REPAIRS**
 - 0625 - Categories of repair

Section I – Service Licence

0601. Issue of Service Licence. IPHD are responsible for issuing each Service occupant or entitled civilian occupant of SFA or hiring overseas with a Service Licence to Occupy SFA which is to be countersigned by IPHD on move in. If the Service person or Head of Household is unable for Service reasons to attend the move in, the signed Licence is to be handed to the Service proxy or spouse/civil partner and will be extant from the date of move in. Where SFA is taken over by a unit representative on behalf of the licensee, the licensee has 14 days after moving in to notify the IPHD of any defects or deficiencies. The IPHD will ensure that the conditions of the Licence are adhered to and will initiate any action required to remedy any breach of conditions. This may result in withdrawal of the Licence.

0602. Single Service personnel. Single Service personnel (entitled or eligible) occupying SFA are to sign the Service Licence to Occupy.

0603. Business/commercial activity. The use of SFA for a business or commercial activity e.g. internet and home working, mail order catalogue; cosmetic representative; kitchenware sale; registered child minding etc is not generally prohibited but prior permission must be sought from the IPHD and supported by the Local Service Commander or an appropriate representative. This is particularly relevant if the SFA is behind the wire where there may be security access considerations or wider SFA patch management concerns (parking etc). Such activities must not be prejudicial to the good order of the SFA estate and the general interest of other occupants. Business or commercial undertakings requiring installation of industrial machinery, storage of heavy, large, toxic or explosive materials, car repairs or constant visits to the SFA by members of the public (e.g. surgery/advice services) are not permitted in SFA, and the unauthorised use of a SFA for such an activity could lead to compulsory eviction.

0604. Payment for damage. The Service Licensee must either make good or instead pay any cost incurred by DIO Accommodation in making good any damage to the property or its fixtures and fittings caused by either negligence or accidental damage by the Licensee or that of any members of the household, including family pets or any invited visitor or their pets. Damage caused by fair wear and tear and acts of God is excepted. On those occasions when consultation between the IPHD and the occupant does not resolve the case, the IPHD is to consult with the Local Service Commander and decide whether to pursue the case through the Civil Court (Small Claims Court or the Sheriff's Court in Scotland). The matter may also be pursued through the Service disciplinary chain where the Local Service Commander would make a judgement based on the findings of a Board of Inquiry which he/she may convene to investigate the circumstances of the damage and to decide whether the Licensee (or members of their family and visitors under those circumstances where the Licensee might have taken reasonable steps to prevent the occurrence) has been responsible for the damage caused. Guidelines for the assessment of charges in respect to damage to MOD furniture and furnishings are contained in JSP 384 Chap 13. Current single Service Regulations will apply with regard to raising debit vouchers.

0605. Insurance. Licensees are strongly recommended to arrange insurance for:

- a. Their potential liability to DIO Accommodation up to a maximum of £20,000. As

personnel occupy Service Family Accommodation & Substitute Service Family Accommodation under a Service Licence to Occupy agreement (known as a Licence to Occupy) they are not classed as a tenant and, therefore, standard home insurance policies do not cover the potential liability. The Services Insurance & Investment Advisory Panel (SIIAP) has provided a web page detailing a number of insurance providers who can organise policies that have been designed specifically for SFA occupants. The web page can be found at www.siiap.org/l2o or here for the SIIAP home page www.siiap.org/home.

- b. Their personal property and that of any spouse/civil partner or child(ren).
- c. Their liability to third parties in respect to injury to them and damage to their property.

0606. Right of entry into SFA. Representatives or agents of the Crown and their contractors have a right to enter SFA for legitimate reasons such as repair and renovation, public economy or safety, or for any other legitimate purpose, at reasonable times on giving at least 48 hours advance notice, or immediately in the event of an emergency. The Crown, represented by the Local Service Commander or other proper authority has a right of entry into SFA for the purpose of inspection or for any other legitimate purpose, having given reasonable notice.

0607. Storage of privately-owned firearms and ammunition in SFA. Ownership of privately owned firearms and ammunition is subject to UK firearms licencing laws. The law requires owners to have a valid firearms/shotgun certificate issued by their local police firearms licencing department. In accordance with JSP 440, Leaflet 7A^[1] it is recommended that firearms are stored in an approved Service armoury or licensed explosive storehouse. However, JSP 440 also accepts that consideration can be made for owners to store their firearm(s) and ammunition in SFA noting that the safe storage of firearms and ammunition is part of the licencing process, including the approval/observation of secure containers by the local civilian police licencing unit. Owners requesting firearms to be stored in SFA must observe the following requirements:

- Where SFA is located within the confines of a military establishment prior written consent from the Local Service Commander (LSC) is required.
- For SFA outside of the confines of a security fence, prior permission from the LSC is not required; however, the LSC must be informed.
- Where SSFA is being provided via the Industry Partner (IP) the storage of Firearms and Ammunition will not be permitted. SSFA is provided from the Private Rental Market, and our tenancy agreements do not allow for the storage of materials that could be dangerous in any sourced SSFA or outbuilding.
- In all cases, inform the nearest Service Police Unit where firearms are permitted to be stored in SFA.

0608. Satellite dishes & other encroachments. Provided permission is sought in advance from the IPHD, occupants will generally be permitted to carry out minor encroachments either on the outside or to the outside of their homes e.g. erecting a greenhouse, garden shed, TV aerial, satellite dish or CB Aerial, house alarms and security lights. Encroachments will be inspected prior to move out and where it is considered that

the encroachment does not provide added value to the property, the occupant will be required to remove and make good. All costs incurred in the removal will be the responsibility of the occupant. Minor Additional Needs and Disability Adaptations (ANDA) to both the outside and inside of SFA, over and above those provided by DIO Accommodation and/or the NHS/Local Authority, may be considered via the encroachment process; however, the occupant will be required without exception, to remove and make good at their own cost on move out.

0609. Parking and garages. Parking facilities for occupants and their visitors exist on most estates. Some estates have garages, parking bays and carports within the boundaries of the SFA, others have communal bays and remote garage sites. Communal parking bays do not have designated parking rights for specific occupants, although exceptions to this rule will be made if occupants or their family members have disabilities. The parking of caravans (includes campervans and motorhomes), boats and trailers is not generally permitted on DIO Accommodation estates; however, occupants who wish to park caravans (includes campervans and motorhomes), boats and trailers must obtain prior permission from the IP and this may be granted in exceptional circumstances where suitable spaces are available. All occupants allocated a garage will be required to sign the garage licence at Volume 1 Part 2 Chapter 6 Annex A.

0610. Temporary absence from SFA. Occupants and their families who are expecting to be temporarily absent from home for more than 3 weeks are advised to inform the IPHD and the local MOD civil, Service or MOD police as appropriate (who may undertake patrols of Service housing areas).

Section II – Provision of Furniture and Furnishings

0611. Applying for furniture. DIO or the contractor will provide carpets, curtains and cookers for SFA under their control. All other scaled furniture will be provided to entitled and eligible SFA occupants where requested. SFA may be occupied in furnished, part furnished, or unfurnished states and the SFA furniture rental charge is adjusted accordingly (see para 0612). The requirement should be stated on the SFA Application e1132 or Form (MOD Form 1132). The DIO/Contractor will then arrange furniture in accordance with the applicant's requirements where possible. Requested furniture will be provided based on JSP464 Volume 1 Part 2 Chapter 6 Annex B. When requesting furniture, care should be taken that items are likely to fit into the SFA type alongside already owned furniture. While in occupancy, requests for additional items or for removal of items (wharfing) should only be made when circumstances change and not to meet temporary requirements. Requests for additional items may increase the furniture rental charge if the total score exceeds the thresholds laid out in 0612. Removal of items may decrease the furniture rental charge if the total score reduces below the thresholds laid out in JSP464 Volume 1 Part 2 Chapter 6 Annex B. Normally, wharfing is only carried out once during a standard occupancy.

0612. Application of SFA Furnished Rental Charge. Application of the SFA Furnished rental charge is to be calculated against the relevant table in JSP464 Volume 1 Part 2 Chapter 6 Annex B. This provides the score thresholds of furniture in each SFA Type. Where the furniture in SFA is calculated to be equal to or within these threshold range, an Unfurnished, Part Furnished or Fully Furnished charge will apply. The unfurnished SFA charge is only applicable to SFA equipped with carpets, curtains, and a cooker, but none of the items at Volume 1 Part 2 Chapter 6 Annex B (unless fitted, for example: built in wardrobes) and any exemptions listed within JSP464 Volume 1 Part 2 Chapter 6 Annex B.

0613. Supply of Get you in Packs (GYIP) GYIP can be requested for a temporary period of 6 weeks for families moving into their first UK SFA, UK to overseas moves (6 weeks ahead of the move), for overseas to UK moves. This is to allow for the period where personal effects are not available. These packs will contain bedding, crockery, and food preparation items. GYIP are not for UK to UK moves or to be retained once received, industry partners will arrange collection of GYIP 6 weeks after move-in or on move-out if requested ahead of a move overseas.

0614. Furniture Charges for Enhanced Scaling. Where occupants are required to undertake official entertainment or representational hosting and an enhanced furniture scale has been agreed, it is considered reasonable that the cost of this enhancement should be entirely at the Department's expense. Therefore, enhanced furniture scaling supplied to Senior Officers to meet official entertainment or representational hosting requirements is not to be counted when assessing furniture status.

0615. Replacement and cleaning at public expense.

a. **Carpets.** The Industry Partner (IP) will ensure that carpets meet the contracted cleanliness standard at move in. Where carpets become unserviceable, either during occupancy or at move out, the IP will continue to replace or repair. The license holder will only be responsible for costs which are not associated with fair wear and tear. No charges will be raised for carpets over 10 years old.

b. **Curtains.** The Industry Partner (IP) will ensure that curtains meet the contracted cleanliness standard at move in. Where curtains become unserviceable, either during occupancy or at move out the IP will continue to replace or repair. The license holder will only be responsible for costs which are not associated with fair wear and tear. No charges will be raised for curtains over 8 years old.

0616. Entitlement and Provision of White Goods at Public Expense. Service personnel occupying SFA on an unaccompanied/single basis by virtue of their appointment⁵⁰ are entitled to provision of white goods a public expense. White goods provision is limited to fridge/fridge freezer, washing machine and tumble dryer which will be sourced via the IP NAMS Supplier. Publicly funded white goods for use by virtue of appointment are to be collected from the SFA at Move Out and disposed of/relocated by the NAMS Supplier as part of the management of DAS furniture. There is no entitlement to the provision of white goods equipment/soft furnishings and non-standard SFA furniture at public expense for the purposes of Official Hospitality (OH); any such items are held on the inventory of the individual SFA, and maintained, replaced or disposed of appropriately as required by the relevant unit.

Section III – Provision of Additional Needs and Disabilities (ANDA)

0617. Adapting SFA for those with additional needs and/or disabilities.

a. DIO consider all adaptation requests regardless of whether the additional need and/or disability is physical, visible or hidden.

b. Where medical opinion confirms that the nature and extent of a dependant's need or disability is such that an accompanied assignment is feasible, a suitable

⁵⁰ JSP 464, Vol 1, Part 1, Chap 3, para 0302.

SFA should be allocated (in regard to ANDA, a dependant is restricted to a spouse, civil partner or child). Adaptations should be requested via the IPHD. In some instances, where DIO Accommodation are unable the appropriate Local Authority Clinical Commissioning Group (CCG UK Only) and Occupational Therapist (OT), may be able to assist in the provision of specialised equipment.

c. All ANDA requests should be accompanied by supporting medical evidence, from a suitably qualified medical professional, setting out all necessary and specific housing requirements, ie an Occupational Therapist (OT) and/or medical report. This information can also be provided by completing the DIO ANDA Assessment Form (found at JSP 464 Volume 1 Part 2 Chapter 6 Annex C). If for any reason the detail of the housing requirement is insufficient for us to progress the request, DIO Accommodation/IP ANDA team may seek clarification from the OT/medical professional or request the occupant provide further evidence.

d. The Guidance at Volume 1 Part 2 Chapter 6 Annex C should be followed to ensure timely completion of adaptations. Families are advised to seek support with their ANDA request from their Welfare teams.

e. The IP will appoint an ANDA Focal Point (ANDAFP) within Occupancy Services to liaise with the Service Person.

f. Wherever possible, an adapted SFA should be retained for future ANDA allocations.

Section IV – Decoration of SFA

0618. Interior/exterior decoration. Interior and exterior decoration is the responsibility of IPHD/Overseas Property Manager. Occupants of SFA for over 4 years are able to request redecoration from the Industry Partner (IP) during occupancy which will be assessed on a case-by-case basis depending on condition in line with fair wear and tear but not when due to occupant generated damage. Self-help interior decorating is not discouraged, but occupants must consult the local IPHD representative beforehand. If the occupant decides to use non-standard colours, or wallpaper, it must be accepted that by doing so the occupant may be liable to pay costs for labour and materials to bring the SFA back to the normal standard on move out. IPHD representative conducting the move out will be the arbiter of whether or not redecoration is required, and to what extent, at the Pre-Move Out Advisory Visit.

Section V – Grounds Maintenance

0619. SFA. The responsibility for the conduct and funding for grounds maintenance work within SFA enclosed gardens is as follows:

a. **Enclosed gardens within occupied SFA.** It is the occupant's responsibility to maintain the garden in a tidy condition including cutting the grass, maintaining the hedges, flowerbeds and existing shrubs, collection of leaves and fallen fruit, and the disposal of garden refuse during the period they occupy the SFA. However, the occupant is not responsible for the maintenance of trees within the confines of the property (see para g).

b. **Gardening support by virtue of Appointment.** For those Service Personnel occupying SFA in lieu of SLA by virtue of appointment DIO Accommodation will provide Gardening Support on a case-by-case basis. The

support provided will normally be limited to grass cutting and hedge trimming. It is incumbent upon the Local Service Commander to notify DIO Accommodation (RD Regional Manager) of any requirements and any changes to requirement under this provision.

c. **Gardening support for those SP in SFA with official hospitality**

function. Where the incumbent, as a result of their appointment, is expected to provide a level of representational hospitality, TLBs are to determine if they are eligible for Domestic Assistance in accordance with JSP 462 Ch15, and DIO RD Accn should provide gardening support, to an agreed level

d. **Gardening Support for oversize gardens (in excess of 0.2Ha/0.5 Acre).**

DIO Accommodation will provide Gardening Support for SFA with enclosed gardens over 0.2Ha/0.5 Acre. The support will normally be limited to grass cutting, hedge trimming, collection of leaves and fallen fruit unless the garden is used for official hospitality, in accordance with JSP 464 Vol 1 Part 1 Chapter 11, or the property is listed in which case an enhanced level of support will be provided. There is no entitlement to Gardening Support for occupants of surplus SFA with oversize gardens and/or occupants of SFA above entitlement **through personal choice** with oversize gardens⁵¹.

e. **Garden Support for families of deployed/detached** personnel (UK and

Germany/UKSC(G)). DIO Accommodation will, consider welfare recommended requests to provide Gardening Support on a case-by-case basis. If approved the support provided will normally be limited to grass cutting, hedge trimming, collection of leaves and fallen fruit.

f. **Void SFA.** DIO Accommodation/Overseas Housing Staff will maintain gardens of all void SFA.

g. **Tree surgery.** Occupants of SFA are not responsible for the maintenance of trees in enclosed gardens. DIO Accommodation will administer and conduct all major maintenance work associated with trees.

h. **Extra Services.** The provision of Gardening Support which exceeds paras' b, c and d (above) and/or SDA Specification is the sole responsibility of the TLB to fund and contract.

0620. Open estate areas. IPHD/ (Garrison/Station Housing Staff overseas) is responsible for all ground's maintenance work in the open estate areas, including unenclosed front gardens.

Section VI – Pets

0621. Keeping pets in SFA. It is recognised that many occupants like to keep pets for comfort and protection. However, the wishes of the occupants to keep pets have to be balanced against the sensitivities of other occupants living nearby, and the availability of suitable facilities within the SFA for the pet. In order to keep a pet in SFA, the occupant is required to seek written permission (Annex B to MOD F1132 – SFA application form) from

⁵¹ Exceptionally where the SP occupies Tied SFA, with an Oversized garden, for Service reasons but does so on a surplus licence due to their LTR status, garden support will be provided.

the IPHD at each duty station before acquiring the pet/bringing the pet into the SFA. The occupant is required to seek written permission from the IPHD for each pet. The IPHD will normally permit small domestic pets except where:

- a. The SFA is considered by the IPHD to be unsuitable for the type of domestic pet (e.g. a dog requires exercise outside and the flat/house has no private garden). Additionally, in hired properties, most Landlords refuse permission to keep a pet in their residences. In this context, families need to be aware that the possession of a pet may delay the allocation of SFA until a suitable 'pet' property becomes available.
- b. The animal is not a generally recognised type of domestic pet. Recognised pets are considered to be dogs, cats, rabbits, caged birds or other small caged animals.
- c. The pet has according to the IPHD/ (GSO/SSO overseas) records, caused a nuisance in the past at previous SFA.
- d. The occupant already has other pets. The IPHD will consider applications to keep further pets on a case by case basis.

0622. Control of pets. Occupants must make certain undertakings including keeping pets under proper control and preventing nuisance.

- a. Failure to keep to these undertakings may mean that permission to keep a pet will be revoked by the IPHD/ (GSO/SSO overseas). Whilst every effort will be made to allocate suitable SFA to pet owners it cannot be guaranteed. Further details for the keeping of pets are promulgated in EBMS Housing section 1.10.6.1.
- b. **Neighbourhood Disputes Regarding Pets.** In the first instance you should consider engaging with your neighbour directly to see if the issue can be resolved amicably. You may wish to contact your Accommodation Officer who will record or log the incidence and your welfare CoC who can offer support or mediation services. If informal action fails to resolve the issue, SFA occupants should contact the Local Authority's Environmental Health Department who deal with noise and nuisance issues including dangerous dogs, incessant barking and persistent fouling outside your house/in your local community. The Environmental Health Department have the appropriate legal powers to both investigate and enforce a resolution regarding neighbourhood disputes.

0623. Cleaning of SFA on move out. Personnel who receive permission to keep a domestic pet(s) in SFA will be required to leave the property to move out standard and provide evidence that the floor coverings and/or soft furnishings have (in the case of cats and dogs) been professionally cleaned or the occupant has self-administered an appropriate pesticide and/or deodorising treatment applied prior to moving out.

Section VII – Utility Provision (UK Only)

0624. Utility provision to SFA and SSFA. Occupants of SFA and SSFA will have the opportunity to either remain with DIO Accommodation suppliers of energy or negotiate their own utility provider for gas and electricity. Occupants entering into private agreements with utility providers are to ensure that the contracts include a caveat enabling

the occupant to terminate the agreement by giving 28 days' notice of ending the agreement and 48 hours' notice of termination. The occupants are to advise the selected supplier in writing (copy to the IPHD) of the final meter reading and the date of vacating the property.

Section VIII – Repairs

0625. Categories of repair. IPHD is responsible for repairs to SFA and employ contractors to carry out the work on their behalf in the UK. Occupants are required to report any defects in the SFA to the appropriate helpdesk (available from your local IPHD) or in line with Standing Orders. IPHD will categorise each repair based on urgency, as follows: -

- a. **Emergency calls** should be responded to and the issue made safe within 2 hours. An emergency is an incident occurring on the affected property which:
 - Threatens imminent risk of injury to persons.
 - Presents a high risk of extensive damage to property or the environment.
- b. **Urgent calls** should be responded to as soon as possible and within 48 hours. Urgent issues include anything that places the family at risk of harm or will cause severe hardship or inconvenience if not fixed quickly. Examples include, but are not limited to:
 - Loss of heating. Please note that where heating failure cannot be resolved immediately, heaters should be provided and if heating and hot water are both lost, alternative accommodation should be provided.
 - A blocked main drain.
 - An unusable toilet if it is the only one available in the home.
 - Total loss of, or a major fault with, the electrical supply within the home.
- c. **Routine Calls** are those that are not classified as Emergency or Urgent and should be responded to within 12 working days.

7 Move Out of SFA

Index

- SECTION I** - **INTRODUCTION**
Para 0701 - Duration of tenure
- SECTION II** - **NOTIFICATION OF ASSIGNMENT**
0702 - Responsibility of the Service person
0703 - Responsibility of the Local Service Commander
- SECTION III** - **TERMINATION OF THE LICENCE – NOTICE TO VACATE**
0704 - Notice to vacate by DIO Accommodation
0705 - Reduced notice to vacate by DIO Accommodation
0706 - Notice to vacate by the occupant
- SECTION IV** - **TERMINATION OF THE LICENCE ON ASSIGNMENT**
0707 - On assignment to another duty station
0708 - On assignment to another appointment at the same duty station
- SECTION V** - **TERMINATION OF THE LICENCE FOR REASONS OTHER THAN ASSIGNMENT**
0709 - The SFA being required for disposal
0710 - The SFA being required for upgrade/modernisation
0711 - Change of Personal Category Status
0712 - Discharge from the Service
0713 - Absent without leave
0714 - Death of the entitled licensee
0715 - Marital/Civil Partnership/LTR(E) breakdown/estrangement
0716 - Estranged Spouse/Civil Partner/LTR(E) Remains in SFA Following Estrangement
0717 - Service Licensee Remains in SFA Following Estrangement/Desertion
0718 - Service Reasons
0719 - Notice to Vacate by the Occupant
- SECTION VI** - **MOVE OUT OF SFA**
0720 - Pre-move out advisory visit
0721 - Confirmation of move out date
0722 - Move Out – End of Licence
- SECTION VII** - **CERTIFICATE OF CESSATION OF ENTITLEMENT TO OCCUPY SFA**
0723 - Issue of Certificate
- SECTION VIII** - **RETENTION OF SFA/SSFA**
0724 - Retention of SFA/SSFA on assignment
0725 - SSFA Licence to Occupy
- Annexes:** A. Format for casework in support of retention of SFA/SSFA

Section I – Introduction

0701. Duration of tenure. Once entitled personnel have taken up occupation of SFA (including above entitlement SFA) at their duty station, they will not normally be required to move out during the course of their tour of duty unless circumstances arise which make the continued occupation of the SFA inappropriate or impossible. In these circumstances, personnel may be required to undertake a mid-tour move at public expense to alternative SFA at the same duty station.

Section II – Notification of Assignment

0702. Responsibility of the Service person. On receipt of an Assignment Order to a new appointment either at the same duty station, or at another duty station, personnel are to:

- a. Notify the IP that they are assigned within 14 days of receipt of the Assignment Order (unless they are deployed on operations or at sea when this may not be possible, in which case they are to notify the IP within 14 days of their return).
- b. If appropriate, submit an application for SFA to the IP at their new duty station.
- c. If appropriate, submit a request for retention of their current SFA to their existing IP.

0703. Responsibility of the Local Service Commander. Where possible, the Local Service Commander is to notify the IP of forthcoming moves out of station for all Service personnel in SFA and SSFA (both unit and individual assignments) on a monthly basis (it is accepted that this may not be achievable in the RN Port Areas and large garrison areas as some SFA/SSFA occupants may not be under command of a Local Service Commander). In addition, the IP is to be informed of any particularly sensitive changes in entitlement, especially the death of a Service licensee or a member of their family.

Section III – Termination of the Licence - Notice to Vacate

0704. Notice to vacate by DIO Accommodation. The Licence may be terminated by either DIO Accommodation in consultation with the Local Service Commander if appropriate, at any time on giving 93 days written notice to vacate.

0705. Reduced notice to vacate by the DIO Accommodation. The DIO Loss of Entitlement Team may give a reduced notice to vacate of 28 days to:

- a. Personnel discharged from the Services for disciplinary reasons.

0706. Notice to vacate by the Occupant. If, after an initial 3 months period, an entitled Licensee wishes to terminate the Licence for any reason, 93 days written notice of termination should normally be given to the IP. However, it is accepted that in certain circumstances, such as short notice assignments where the occupant is obliged to give shorter notice, 93 days' notice may not be possible.

Section IV – Termination of Licence on Assignment

0707. On assignment to another duty station. Personnel will be required to vacate SFA on assignment to another duty station unless:

- a. They are RN personnel in occupation of SFA in a RN Port Area. (see para 0726a)
- b. There is an entitlement to retain for a specified period after the date of assignment as approved by the IPHD, and if appropriate, the Local Service Commander.
- c. Personnel are permitted by the IPHD to occupy temporarily surplus SFA on an eligibility basis.

0708. On assignment to a further appointment at the same duty. Personnel who are assigned to a further assignment at the same duty station are to notify the IPHD. The IPHD will, whenever possible, approve continued occupation of the same SFA. However, personnel who are in occupation of tied or ex-officio SFA by nature of their assignment will be required to move out (thereby freeing it up for the incoming occupant) and be re-housed in alternative SFA at the duty station.

Section V – Termination of the Licence for Reasons other than Assignment

0709. The SFA being required for disposal. Wherever possible, the IPHD is to give SFA occupants at least 6 months advance notice of their intention to dispose of the SFA. Notice to vacate is to be given at the 93-day point. A mid tour move under these conditions to alternative SFA at the duty station will be made at public expense and will attract the appropriate level of Disturbance Allowance.

0710. The SFA being required for upgrade/modernisation. Wherever possible, the IPHD is to give SFA occupants at least 6 months' advance notice of their intention to carry out upgrade and/or modernisation work, which may or may not require decant from the SFA - (see Para 0124). More specific details as to the extent and timetable of the work, and notice to vacate (if appropriate), is to be given at the 93-day point. A mid tour move under these conditions to alternative SFA at the duty station will be made at public expense and will attract the appropriate level of Disturbance Allowance.

0711. Change of Personal Status Category. Other than from PStatCat 1 to PStatCat 2, or vice versa.

0712. Discharge from the Service. When a Service occupant of SFA is due to leave the Armed Forces on discharge, whenever possible that person's Administrative Unit is to inform the IPHD and DIO Loss of Entitlement Team 4 months before the date of discharge. The following periods of notice to vacate SFA will be issued by the DIO Loss of Entitlement Team:

- a. **Normal Discharge.** On normal discharge and on Premature Voluntary Release (PVR), the DIO Loss Of Entitlement Team will issue 93 days' notice to vacate timed

to expire on the last day of service. If occupants need a longer period of notice to support applications for alternative accommodation, they should request that the DIO Loss of Entitlement Team to issue notice accordingly.

b. **Short Notice Discharge.** In cases of short notice discharge, 93 days' notice to vacate SFA will normally be given even if this goes past the discharge date. However, in cases of discharge on disciplinary grounds or misconduct a minimum of 28 days' notice only must be given.

c. **Medical Discharge.** For personnel compulsorily discharged on medical grounds, 93 days 'continued use and occupancy' of the SFA will be permitted after the date of discharge, at entitled SFA charges. Thereafter, extensions of up to 93 days at a time may be granted on compassionate grounds, at the discretion of the DIO Loss of Entitlement Team, in consultation with the appropriate Local Service Commander, at non-entitled SFA charges.

d. **Army's Directed Early Retirement Scheme.** Army 1* Officers who receive less than 93 days' notice that they are to be retired under the Directed Early Retirement Scheme may, exceptionally, be permitted to retain their SFA at the entitled rate for a period of up to 3 months after their date of retirement or until they have secured alternative accommodation whichever is sooner.

e. **Redundancy Discharge.** For personnel compulsory discharged on redundancy grounds with 6 months or less notice, 93 days 'continued use and occupancy' of the SFA will be permitted after the date of discharge, at entitled SFA charges. Thereafter, an extension of up to 93 days may be granted on compassionate grounds, following consultation between the Local Service Commander and DIO Loss of Entitlement Team, at non-entitled charges.

0713. Absent without leave. When a Service person has been formally declared absent without leave (AWOL) (i.e. after 21 days), 93 days' notice to vacate the SFA is served on the spouse/civil partner. During this period, accommodation charges will continue to be debited to the Service person's account. Service Administrative Units are required to notify the appropriate IPHD and DIO Loss of Entitlement Team at the 21-day AWOL point.

0714. Death of the entitled Licensee. See Annex B to Chapter 3.

0715. Marital/Civil Partnership/LTR(E) breakdown/estrangement. Marital/civil partnership/LTR(E) breakdown/estrangement occurs when spouses, civil partners or cohabiting LTR(E) agree to live apart on a permanent basis, or when one party deserts the other. Whilst it is accepted that each case of marital/civil partnership/LTR(E) breakdown may warrant special attention at the local level, the overarching regulatory position in handling cases of marital/civil partnership/LTR(E) breakdown is as follows:

- a. **'Reconciliation' period.** Every effort is made by the Services to support a reconciliation before the SP changes their PStat Cat/LTR(E) status. When requested the Local Service Commander may authorise a reconciliation period up to a maximum of 93 days. Under these circumstances, it is usual that the SP will move into alternative Service accommodation (generally SLA but see 0716.c below) or private accommodation. The 'Reconciliation' period commences when this move takes place.

b. **After 'Reconciliation' period.** After the 'Reconciliation' period or sooner if the couple agree that permanent separation is inevitable, the SP will change PStat Cat or rescind their LTR(E) status. A record of interview, to support those going through estrangement, is contained in AGAI Vol 3 Ch 081 at Annex G⁵².

c. **Notification of Estrangement.** It is the responsibility of both the LSC and the SP identified as the SFA licence holder to formally notify the housing provider DIORDAccn-LOETeam@mod.gov.uk that estrangement has occurred resulting in a change of PStat Cat. Following notification of estrangement, the DIO Loss of Entitlement Team (LOET) will initiate the appropriate action according to who remains in the SFA.

0716. Estranged Spouse/Civil Partner/LTR(E) Remains in SFA Following Estrangement. When the SP has vacated the SFA on estrangement DIO LOET will immediately issue a 93-day notice to vacate (NTV) to the estranged family. At this point they will also conduct a Proportionality Exercise to establish any continued occupancy beyond the expiry of the 93-day NTV period this will consider factors such as children's schooling, relevant welfare or medical treatment. On completion of the Proportionality Exercise and consideration of educational needs, welfare and medical issues, the DIO LOET may approve an agreed period of stay of legal action.

a. **Notice to Vacate (NTV) period.** During the NTV period the SP continues to pay the SFA charge in accordance with Service regulations as per JSP 464 Volume 3, Part 1. It is the DIO LOET responsibility to ensure that the Proportionality Exercise is conducted as soon as possible. At the same time, it is appropriate for the DIO LOET to schedule a Condition Assessment inspection of the SFA to establish liability for the property, utilities, and conduct meter readings. Where possible or relevant, it is expected that the SP will make every effort to jointly complete all forms with the estranged spouse /civil partner/LTR(E) partner and assist them with finding alternative accommodation.

b. **On expiry of the Notice to Vacate period.** Once the NTV period has expired, SFA charges are no longer raised against the SP for the SFA occupied by the family. If, at this point, if the spouse/civil partner/LTR(E) partner and family do not vacate the SFA, they become Irregular Occupants (IO) (See para 0801).

c. **SP with Continued SFA Entitlement.** Where the estranged spouse/civil partner remains in the SFA following estrangement and the SP maintains prime mover status for dependant child(ren) by meeting PStat Cat 2 criteria in accordance with JSP 752 they are entitled to apply for an alternative SFA. The SP will not incur additional SFA charges whilst they have a continued liability to pay their estranged spouse/civil partners/LTRE SFA charges during any reconciliation or 93-day NTV period, Volume 3, Part 1, Chapter 2, Para 0210 refers.

0717. Service Licensee Remains in SFA Following Estrangement /Desertion. Where the SP remains in occupation of the SFA following desertion by their spouse/civil partner/LTR(E), or following estrangement, by mutual agreement, DIO LOE team must be informed in accordance with Para 0715.c. DIO LOE team will determine the appropriate action based on the following 3 scenarios:

⁵² For Army SP this must be completed by the CoC or welfare staff and signed by both parties (SP and spouse /civil partner) prior to the change of SP's PStat Cat.

- a. In the event that the SP's PStatCat changes from PStat Cat 1 to PStat Cat 2 there is a continued entitlement to SFA.
- b. In the event that the SP's PStatCat changes from PStat Cat 1 or LTR(E) to either PStat Cat 3, 4 or 5 there is routinely **no** continued entitlement to SFA. In these circumstances the DIO LOE team is to serve the SP with 93 days' NTV the property from the date of receipt of notification of the PStatCat change. SFA charges will apply throughout the NTV and until the property is vacated. SP in PStatCat 3, 4 or 5 are eligible to apply for surplus SFA may wish to apply for continued occupation of SFA on an eligibility basis – see Volume 1, Chapter 9.
- c. The SP (regardless of PStatCat) has a continued entitlement to SFA in view of their appointment (see para 0302).

0718. Service reasons. The IPHD, in consultation with the Local Service Commander, may terminate the Licence for other Service reasons or failure to comply with the conditions of the Licence.

0719. Notice to vacate by the Occupant. If, after an initial 3 months period, an entitled Licensee wishes to terminate the Licence for any reason, 93 days written notice of termination should normally be given to the IPHD and Unit Welfare Officers. However, it is accepted that in certain circumstances, such as short notice assignments where the occupant is obliged to give shorter notice, 93 days' notice may not be possible.

0720. Armed Forces Members of F&C Countries - MOU Expiry. Those Armed Forces Members of F&C Countries who occupy SFA by virtue of an appointment, attachment or whilst on a Defence Course who remain in SFA on completion of the attachment or their Defence Course, beyond their MOU, on any grounds, including humanitarian, will be subject to Termination of the Licence, the Notice to Vacate process and thereafter considered Irregular Occupants.

Section VI – Move out of SFA

0721. Pre-Move Out Advisory Visit (PMOAV). It is a mandatory requirement for a PMOAV to take place up to 2 months before the expected date of vacation (Move Out). In order to provide sufficient time to prepare the Move Out appointment, and to allow the Industry Partner the opportunity to schedule enhanced works that may be required, it is recommended that the PMOAV is at least 30 days before a booked or potential Move Out. It is the Service Licensee's responsibility to arrange the date of the PMOAV with the IPHD. The IPHD is to seek assistance from the Local Service Commander in cases where it proves difficult for Service reasons (for example the Service Licensee is deployed or is uncooperative) to arrange a PMOAV.

0722. Confirmation of move out date. Occupants of SFA are to give the IPHD a minimum of 21 days' notice, wherever possible, of their confirmed move out date.

0723. Move Out. The licensee (or their proxy) is deemed to have relinquished their responsibilities as defined by their Licence to Occupy only when they have handed all the keys to the property to the appointed DIO Accommodation representative personally at the Move Out appointment. There are 3 categories of individual who may attend a Move Out to hand back an SFA are as follows:

- a. The entitled person to whom the SFA is allocated (licensee).
- b. A Service proxy (INCLUDING Civil Servants and Crown Servants) appointed by the Service person.
- c. The Service person's spouse/civil partner.
- d. In all cases, written authority (Proxy Certificate) must be given by the Service person to the nominee to hand back the property and to sign for any charges for damages and deficiencies on the Service person's behalf.

Section VII – Certificate of Cessation of Entitlement to Occupy SFA

0724. Issue of Certificate. The DIO Loss of Entitlement Team is to issue the Certificate of Cessation of Entitlement to Occupy SFA (JSP 464 Volume 1 Part 2 Chapter 7 Annex A) to any family which requests it in order to assist the family in seeking social housing on expiry of the notice to vacate their SFA.

Section VIII – Retention of SFA/SSFA

0725. Circumstances where SFA/SSFA can be retained on assignment. Whilst the entitlement to SFA/SSFA normally ceases at the previous duty station on the date of assignment, it is admissible in certain circumstances⁵³ and for specified periods of time for personnel to including regular, FTRS(FC) and MPGS personnel to apply to the IPHD to retain their SFA/SSFA at their previous duty station beyond the date of assignment as an extension of their entitlement (Para 0326). The duration of the retention should in all cases be specified, restricted to the minimum period necessary, and not exceed a period of 12 months (except VCDS 45 Minute List personnel and for Naval Port Areas). Personnel may reapply to the IPHD to retain their SFA/SSFA for a further specified period not exceeding 12 months if the circumstances continue to persist. Circumstances and conditions under which personnel are entitled to retain their SFA/SSFA at a previous duty station are as follows:

a. Naval Port Areas⁵⁴.

- (1) **SFA.** Entitled Naval (including RM) families occupying SFA in Port Areas at Portsmouth, Plymouth and Clyde may retain their current SFA for the duration of each new assignment on application to the IPHD.
- (2) **SSFA.** Entitled Naval (including RM) families occupying SSFA in Port Areas at Portsmouth, Plymouth and Clyde may retain accommodation for the duration of each new assignment on application to the IPHD. This is on the understanding that they move, at public expense, from the SSFA to the first SFA which becomes available to their entitlement in the same Port Area.

b. Assignments to MOD London.

Those personnel assigned to MOD Main Building (including OWOB), London on the VCDS 45 Minute List (controlled by MA2

⁵³ See Annex A to Chapter 7 for Format for Casework in Support of Retention as defined in para 0726 above.

⁵⁴ As defined at JSP 464 Volume 1 Part 2 Chapter 1 Annex C.1

VCDS) are entitled to retention of their SFA on application to the IPHD. Personnel will be required to vacate tied / ex officio SFA in accordance with para j below.

c. All other Service personnel assigned to MOD Main Building may apply to retain their SFA on an eligible basis prior to taking up their assignment. If approved, the Service person will be granted a Surplus Licence (93 days NTV) on the effective date of their assignment to MOD Main Building. VOLSEP / INVOLSEP status will be in accordance with the extant regulations in JSP 752 as determined by People-AF REM and the PACCC.

d. **SFA non-availability.** In cases where SFA is not available at or near the new duty station, retention of SFA/SSFA will be authorised for a period of 28 days.

e. **Short notice postings.** Notwithstanding the availability of SFA at a new duty station, when notice of assignment is:

(1) Less than 6 weeks, retention of SFA/SSFA is admissible up to 3 months.

(2) Less than 3 months, retention of SFA/SSFA is admissible up to one month.

f. **Unaccompanied assignments/tours.** In cases where an assignment/post is designated unaccompanied and SFA is not provided for either of the reasons below, retention of the SFA/SSFA occupied by the family in the UK is admissible for the duration of the unaccompanied assignment/tour, or course. SP may also elect to apply for UK SFA in an area of enhanced support up to 6 months before the commencement of their unaccompanied assignment. (Chapter 4, Para 0402 refers).

(1) SFA is not provided at the duty station (e.g. unaccompanied assignments/tours overseas, or short courses of less than 6 months duration).

OR

(2) Following an Assessment of Support Needs for Accompanied Assignments Overseas, it has been deemed that a family cannot be suitably supported overseas but, the SP will be assigned on an unaccompanied INVOLSEP basis (refer to JSP 752). [Assessment of Support Needs for Accompanied Assignments Overseas Policy \(sharepoint.com\)](#)

g. **Welfare.** Where there are cases of considerable hardship including household member(s) with welfare needs, retention of SFA/SSFA is admissible. Cases are to be considered by the IPHD for SFA and DIO Substitute Team, in consultation with the appropriate welfare and educational agencies and the IPHD. Approval will be given for specified periods, after which a further application may be made if necessary.

h. **Medical.** Where there are cases of considerable hardship including household member(s) with serious illness (with current ongoing treatment), impending or recent birth, retention of SFA/SSFA is admissible. Cases are to be considered by the IPHD for SFA and DIO Substitute Accommodation Team, in consultation with the appropriate medical and educational agencies and the IPHD.

Approval will be given for specified periods, after which a further application may be made if necessary.

i. **Educational.** The MOD recognises that there are specific circumstances regarding the education of Service children under which retention of SFA/SSFA is admissible. Parents are to apply directly to the Occupancy Services Team (OST) where they are seeking retention for SFA/SSFA on the grounds of their child's education;

(1) **Recognised Critical Stages of Education.** In cases where a child has commenced/is in the process of completing one of the recognised stages of education detailed below, retention of SFA/SSFA is admissible on the basis that it would be detrimental for the child to transfer their studies to another school/college due to regional syllabus differences or particular Continuous Assessment Work. An application for retention must be supported with verification from the relevant education provider (school/college) confirming that the child is completing a recognised stage of education and include start/end dates of course, impact of transferring. Retention for the specified stage of education will be possible up to the date of the final public examination, (but may be subject to successful re-application after 12 months) after this date families will be expected to move to SP's duty station. These applications must be supported by a letter from the education provider (school/college) confirming that the child has commenced/is in the process of (detail start/end dates of course, impact of transferring) completing one of the recognised critical stages of education. The stages of education recognised under this policy are:

- **GCSEs / Devolved Administration Equivalent.** An application for retention will need to cover this whole stage of education.
- **A Levels / Devolved Administration Equivalent.** Applications for retention will need to be on an annual basis.
- **16 - 18 Education.** (for example, vocational studies: Technical Levels, Diploma). Applications for retention will need to be on an annual basis.
- **Nationally recognised, full time, higher and further education courses up to and including 1st Degree level** (Only where the child continues to live permanently in the SFA/SSFA is unmarried and under 25). Applications for retention will need to be on an annual basis.

(2) **Raising the Participation Age (RPA).** Where a Service child/young person subject to the rules governing RPA (for example engaged in an apprenticeship), in England, has a local offer that cannot be replicated at the new assignment location, an application supported by a letter from the current education/training provider (confirming the child/young person's circumstances) is to be submitted to the OST. In circumstances where the child/young person does not complete the course of education/training, the supporting letter becomes invalid and the Service parent is to inform the OST.

(3) **Special Educational Needs (SEN)/Additional (Learning) Needs - Statutory Assessment.** Where a child who may have special education needs is undergoing statutory assessment at their current school, or the Local

Authority (or equivalent in the devolved administrations) have agreed to go forward with statutory assessment, SFA/SSFA may be retained for 2 academic terms or until the end of the academic year as appropriate. Parents will need to provide evidence of this by way of a letter from school/local authority stating that the child is formally undergoing statutory assessment.

Note: Educational Advisory Team (UK). Where an application for retention on the grounds of a child's education does not fall clearly within the criteria recognised in this policy, parents may seek advice from EAT(UK). For example, a child with an Education Health and Care Plan (EHCP) is likely to be able access support in the new assignment location. This should be transferable between local authorities and does not routinely present a basis for retention. However, there may be specific and particular circumstances for parents who have a child with the highest level of need with bespoke provision (EHCP, CSP (Scotland), IDP (Wales) or Statement (NI)) or in specialist provision), where a holistic and multi-agency view for the whole family is required. This may involve welfare; medical and social care as required and will be considered on a case-by-case basis. In these circumstances Service Personnel should seek educational input from EAT(UK). Service Personnel will then be required to submit this as part of their casework. In such cases Pinnacle may also contact EAT(UK) for SME clarification.

Parents should contact EAT(UK) at:

Email: RC-DCS-HQ-EAT@mod.gov.uk

Bldg183, Trenchard Lines, Upavon, Wilts, SN9 6BE.

j. Tied/Ex-Officio SFA. In cases where it is admissible for personnel occupying either tied or ex-officio SFA to retain, it will be necessary, unless exceptionally agreed by the LSC, for the family to move out of the tied/ex-officio SFA (thereby freeing it up for the incoming occupant) and move (at public expense) to other SFA to their entitlement at that location for the period of retention.

k. Moves of short duration. Retention of SFA/SSFA is admissible in cases where the forthcoming move is to be followed by a second move within 11 months i.e. short notice assignments.

l. Foot Guards Battalion Basing Areas. Entitled families of Foot Guards battalions stationed in Westminster, Hounslow, Pirbright, Windsor and Aldershot may retain their entitlement to SFA in these areas when the battalion to which they are assigned rotates between its paired location.

m. Operational Deployments. Where the Service person has been assigned to an Operational Deployment of less than 9 months, they are entitled to retain SFA at their current duty station, but if they are in ex officio/tied SFA, Para 0726k applies. In cases where the Service person is deployed on an operational tour of 9 months or more, and their next permanent place of duty is not known or they do not wish to move in accordance with the provisions of Chap 4 Para 0405b, then they are entitled to retain their SFA at their previous place of duty, but if occupying ex officio/tied SFA, Para 0726k applies. Entitlement to retention after all Operational

Deployments will cease on the day of their assignment to the next permanent place of duty (unless the SFA meets the radii criteria for the new permanent duty station).

n. **Retention of SFA for Spouses on Adult Educational Courses.** Where a spouse is undertaking adult educational or training courses aimed specifically at improving their skills for work and/or opening up new employment opportunities which was started in the realistic expectation that it would have been completed in the period of the Service person's current assignment (i.e. prior to a declared Future Availability Date on the SP's Assignment Order) but the Service person is instead assigned elsewhere before the end of the course. A case may be made through **Unit HR office** to the IPHD/DIO SAT for the retention of SFA/SSFA. This must be demonstrated with conclusive evidence, including addressing course transferability, supported by Unit HR staff and presented to the IPHD/DIO SAT. Such cases are to be considered by the IPHD/DIO SAT.

o. **Notice Period for Spouses' Employers.** In situations where a short notice posting (as defined in JSP 464, Volume 1 Part 1, Chapter 7) of the Service personnel does not allow for sufficient notice to be given to spouses' employers. A case may be made through **Unit HR Office** to the IPHD/DIO SAT for the retention of SFA/SSFA. Such cases are to be considered by the IPHD/DIO SAT. Retention is only to be granted for the minimum period necessary to give and complete the contracted notice period.

As retention of SFA/SSFA could potentially affect entitlement to allowances e.g. CEA, Service Personnel who seek to retain their SFA/SSFA under these circumstances are advised to check with their unit HR staff on the status of continued entitlement to such allowances. JSP 752 refers.

0726. SSFA Licence to Occupy. Regardless of the reason for authorisation of retention, occupants of SSFA will continue to be subject to the terms and conditions of the Licence to Occupy including 40 days' notice to vacate.

ANNEX A TO CHAPTER 7 - JSP 464 VOL 1 PT 1

FORMAT FOR CASEWORK IN SUPPORT OF RETENTION

PART 1 – PERSONAL DETAILS

Name & Initials:	Service Number:
Rank:	Service/Regt/Corps:
Service Families Accommodation/Substitute Service Families Accommodation Address:	
Phone Number:	E-Mail Address:

Details of family members residing at the address permanently:

Title (Mr/Mrs etc)	Surname	Forename(s)	DOB (or date baby due)	Relationship to Applicant

Current Unit:
Future Unit (if applying for retention on assignment):
Expected End of Tour Date:

PART 2 – RETENTION DETAILS

Retention request is submitted in accordance with the circumstances admissible in JSP 464, Volume 1, Part 1, Chapter 7, Section VIII, para 0726.

Ser	Retention Criteria	Enter X for Reason for Request	Notes/Supporting Documentation Required ¹
1.	Naval Port Area		IP/DIO to verify if necessary.
2.	VCDS List ²		IP/DIO to verify if necessary
3.	SFA non-availability < 6 weeks up to 3 months. < 3 months up to one month		IP/DIO internal verification.
4.	Short notice assignment < 6 weeks up to 3 months. < 3 months up to one month		Applicant to provide copy of Assignment Order
5.	Unaccompanied tour		Applicant to provide copy of Assignment Order showing post is unaccompanied
6.	Welfare		Welfare - Applicant to provide Welfare Case from Royal Navy Royal Marines Welfare (RNRMW), Army Welfare Service (AWS) or

			SSAFA and/or internal/external welfare agency, as appropriate.
7.	Medical		Medical – Applicants to provide support from appropriate medical practitioner, clearly indicating why medical treatment cannot be transferred to new area.
8.	Educational		Applicant to provide verification from the relevant education provider.
9.	Moves of short duration		Applicant to provide copy of Assignment Order/confirmation from Manning Authority
10.	Foot Guards Battalion Basing Areas		IP/DIO to verify if necessary.
11.	Extended duration Operational Deployments		Applicant to provide copy of Assignment Ord/confirmation from Manning Authority
12.	Retention of SFA for Spouse's Education ³		Applicant to provide evidence that course was started with a realistic expectation of being completed prior to a declared Future Availability Date on SP's Assignment Order
13.	Extended notice period for Spouse's employment.		Applicant to provide confirmation that a short notice assignment allows insufficient time to provide notice to employer.

Retention requested until:		(date should not exceed 12 months, except VCDS List and Naval Port Areas)
----------------------------	--	---

¹ For welfare and/or medical casework, please see guidance notes below.

² Assignments to **MOD London**. Those personnel assigned to MOD Main Building (including OWOB), London on the VCDS 45 Minute List (controlled by MA2 VCDS) are **entitled to retention** of their SFA on application to the IP. Personnel will be required to vacate tied / ex officio SFA in accordance with para i below. All other Service personnel assigned to MOD Main Building may apply to retain their SFA on an eligible basis prior to taking up their assignment. If approved, the Service person will be granted a **Surplus Licence (93 days NTV)** on the effective date of their assignment to MOD Main Building. VOLSEP / INVOLSEP status will be in accordance with the extant regulations in JSP 752 as determined by People-AF REM and the PACCC.

³ **Retention of SFA for Spouses on Adult Educational Courses**. Where a spouse is undertaking adult educational, or training courses aimed specifically at improving their skills for work and/or opening up new employment opportunities which was started in the realistic expectation that it would have been completed in the period of the Service person's current assignment (i.e. prior to a declared Future Availability Date on the SP's Assignment Order) but the Service person is instead assigned elsewhere before the end of the course. A case may be made through **Unit HR office** to the IPHD/DIO SAT for the retention of SFA/SSFA. This must be demonstrated with conclusive evidence, including addressing course transferability, supported by Unit HR staff and presented to the IPHD/DIO SAT. Such cases are to be considered by the IPHD/DIO SAT.

Guidance on supporting evidence for welfare/medical casework:

There is no definitive list of what evidence is acceptable in support of welfare/medical casework, however, it is anticipated that the evidence provided will

1. Be current and pertinent to the case;
2. Be provided by an expert or professional, i.e. GP, Consultant, Occupational Health Therapist, Employer on branded stationery/email template;
3. State the facts of the matter, together with a definitive recommendation based on actual need and not the desired outcome of the individual;
4. Where relevant and where known, provide guidance on the pertinent timescales of the case, i.e. recuperation period, end of school term, etc

This list is not exhaustive, and evidence submitted will be considered on a case-by-case basis.

Justification

This is the key part of the submission. The important issue is whether the circumstances of the case fall within the regulations and meet the retention criteria. It is essential to ensure that all supporting documents are attached to the submission as without the required evidence the application will be rejected.

Details of any attachments:

Appeals Process

Individuals who are not content with the decision made by Industry Partner Occupancy Services Helpdesk may have their case reviewed by DIO Accommodation. Full details of the reason for wishing to seek a review should be sent to: diordaccn-homessupportteam@mod.gov.uk

Individuals who remain dissatisfied with the outcome of the DIO RD Accn review may submit an appeal through their Military Chain of Command to the respective single Service Accommodation Col Team (copied to the IP OS Helpdesk (SFA: retentions@pinnacleservicefamilies.co.uk; SSFA: diordaccn-subaccn@mod.gov.uk) for review).

Navy: NAVYPEOPLE-PSACCOMPOL@mod.gov.uk
 Army: RC-Pers-FamSp-0Mailbox@mod.gov.uk
 RAF: Air-COSPers-DelComSptMlbox@mod.gov.uk
 StratCom: UKStratCom-HR-Corp-StratPolSO1@mod.gov.uk
 DES: DESHRJSST-JSAUOC@mod.gov.uk

Appeals will only be considered on the facts presented in the original submission and therefore it is important that all relevant information is included from the outset. The appeal must be submitted, reviewed and concluded within 10 working days of the original decision.

Other Considerations

You are advised to contact your unit HR regarding the retention of SFA/SSFA as your choice to remain in the SFA/SSFA may affect some elements of your pay and allowances. For example, if you are a CEA claimant and choose to retain your SFA/SSFA your eligibility to claim CEA may be affected. JSP 752 refers.

For IP/DIO Use:

Level 1

Ser	Application Status	X	Outcome
1.	Application Rejected		Failure to supply supporting documentation
2.	Application Approved		Expiry Date: Review Date:
3.	Application Refused		Reason for Refusal:

IP Area Manager/DIO RD Accn Substitute Accommodation Manager

Name:	Appointment:	Date:
-------	--------------	-------

Level 2

	X		X	
Decision Endorsed		Decision Not Endorsed		Reason:

DIO RD Accn Deputy Occupancy Manager/DIO RD Accn Substitute Accommodation Delivery Manager

Name:	Appointment:	Date:
-------	--------------	-------

Notes:

8 Irregular Occupancy

Index

SECTION I	-	PROCEDURES
Para 0801	-	Expiry of the notice to vacate
0802	-	Repossession
0803	-	Alternative agreement

Section I – Procedures

0801. Expiry of the notice to vacate. Irrespective of the cause of the loss of entitlement to occupy the SFA, when a Notice to Vacate expires and the family or members of the family remain in occupation of SFA they will become Irregular Occupants. At this stage DIO Loss of Entitlement Team will decide, in consultation with the Local Service Commander and Service/civil welfare, whether to:

- a. Repossess the property, or
- b. Offer an alternative Occupancy Agreement.

0802. Repossession. Repossession of the property will be in accordance with the Irregular Occupancy procedures laid down in JSP464, Vol1, Pt1 Chapter 8. In these circumstances, any Court Costs are sought on a 'Joint and Several' basis against the Licensee, the spouse/civil partner and the Long-Term Relationship - Established (LTR(E)) partner. Court costs can only be awarded against an occupant of the SFA after the licence expires. In cases where the family are still united this will apply to the ex-licensee, the spouse/civil partner, the LTR(E) partner and SP of Armed Forces of F&C Countries. However, where separation has occurred and PStat Cat has changed the Service person is no longer the licensee from the 94th day after the change of PStatCat - which is when IO status begins. This is also applicable to the spouse of Armed Forces Member of F&C countries who occupied SFA for their appointment/Defence Course and remain in SFA when the licensee returns to their country of origin. In these circumstances the costs are awarded against the remaining occupant. Damages for Trespass (Violent Profits in Scotland), which includes Council Tax contributions, will be levied by the DIO Loss of Entitlement Team from the 94th day as part of the claim against the Irregular Occupant.

0803. Alternative Agreement. An alternative occupancy agreement for eligible personnel to occupy surplus SFA may be offered by the IPHD. Market rents payable on the property concerned are to be negotiated by the IPHD with the local DIO Office. In these circumstances the following will apply if applicable:

- a. **Furniture hire.** Current Tri-Service furniture hire charges will continue to be applied.
- b. **Council Tax payment.** This is to be paid direct by the tenant to the local Council.

9 Occupation of Temporarily Surplus SFA by Eligible Personnel

Index

- SECTION I - GUIDING PRINCIPLES**
 - Para 0901 - Provision for eligible personnel to occupy surplus SFA
 - 0902 - Policy for the leasing of temporarily surplus SFA to civilians.
 - 0903 - Availability of surplus SFA
 - 0904 - Security requirements
 - 0905 - Terms of occupation

- SECTION II - ELIGIBLE PERSONNEL**
 - 0906 - Categories

- SECTION III - PROCEDURES FOR THE ALLOCATION OF SURPLUS SFA TO ELIGIBLE PERSONNEL**
 - 0907 - Priorities of allocation
 - 0908 - Criteria for selection
 - 0909 - Occupation agreements
 - 0910 - Size and Type of property to be offered

ANNEXES

- A. MOD's policy for the leasing of temporarily surplus SFA to civilians
- B. Summary of personnel eligible to occupy surplus SFA (UK Only)

Section I – Guiding Principles

0901. Provision for Eligible Personnel to Occupy Surplus SFA. In accordance with DIO Accommodation mandate to reduce the number of voids, provision is made for eligible personnel to occupy surplus SFA both inside and outside of the wire. Eligible personnel include the following:

- a. Entitled Service personnel who waive their entitlement to SFA at their duty station and seek to occupy temporarily surplus SFA at a location other than their duty station for personal choice reasons.
- b. Other non-entitled Service personnel and civilians (including civilian personnel in support of the Services, civilian Key Workers and other civilians) who seek to occupy temporarily surplus SFA at a location of their choice.

0902. Policy for the leasing of temporarily surplus SFA to civilians. MOD's policy for the leasing of temporarily surplus SFA to civilians is at Annex A.

0903. Availability of surplus SFA. The availability of surplus SFA, for occupation by eligible personnel, will be determined by the IPHD.

0904. Security requirements. All applicants for surplus SFA housed inside and outside the wire must comply with extant Service security requirements in accordance with JSP 440.

0905. Terms of occupation. Allocation of temporarily surplus SFA to eligible personnel is made on a temporary basis and move out will be required if an entitled occupant requires the SFA, the SFA is subject to the upgrade or the disposal programme or required for other Service reasons. A minimum of 93 days' notice is to be provided to eligible occupants of temporarily surplus SFA. Additional Needs and Disability Adaptations (ANDA) that would require physical alterations will not be undertaken for occupants of temporarily surplus SFA but the legal right under the Equality Act 2010 to request reasonable adjustments remains.

Section II – Eligible Personnel

0906. Categories. A detailed explanation of those categories of personnel considered eligible for occupation of temporarily surplus SFA in UK and the appropriate accommodation charging regime is at Annex B. Eligible personnel will be liable to pay accommodation charges at either the MOD entitled rate set by the AFPRB, the local market rate advised by DIO, or the non-entitled rate set by DIO Ops Accn.

Section III – Procedures for the Allocation of Surplus SFA to Eligible Personnel

0907. Priorities of allocation. In order to assist the IPHD in allocating surplus SFA, eligible personnel have been grouped into 9 broad priorities as follows:

- a. **Priority 1.** Service personnel who would otherwise be entitled to SFA; e.g. personnel seeking SFA at a location other than their duty station, and personnel serving voluntarily separated overseas.

- b. **Priority 2:** Service personnel (PStatCat 3, 4 and 5), in an established LTR, as defined in Chapter 1 and with dependent children.
- c. **Priority 3.** Service personnel (PStatCat 3, 4 and 5), in an established LTR, as defined in Chapter 1.
- d. **Priority 4.** Service personnel (PStatCat 3 and 4) and PStatCat 5 and Service personnel serving unaccompanied (provided their family is not occupying SFA elsewhere).
- e. **Priority 5.** Recently retired and redundant Service personnel, bereaved spouse/civil partners of Service personnel who died in Service on expiry of their entitlement to SFA and bereaved Service personnel (PStatCat 3, 4 and 5) whose spouse/civil partner has died on expiry of their entitlement to SFA.
- f. **Priority 6.** Estranged families on expiry of the 93 days' notice to vacate. (NOTE: Such families should be advised that a possible consequence of taking an alternative occupancy agreement is that some Local Housing Authorities may interpret this as re-housing and so invalidate requests for LHA housing).
- g. **Priority 7.** Foreign and Commonwealth Service personnel who do not otherwise qualify.
- h. **Priority 8.** Other civilian personnel employed by the Services, limited Commitment/Home Commitment Reservists, MOD Police recruited after 1 Sep 94 and MOD Guard Service.
- i. **Priority 9.** Other civilians (non-Crown employees).

Note: An existing eligible licensee/tenant who is required to move out of surplus SFA because it is imminently required for an entitled Service applicant, is due for upgrade, disposal or for any other pressing reason is to re-apply for a further surplus SFA at the appropriate priority.

0908. Criteria for selection. All applicants must demonstrate a need for the accommodation and be willing to comply with the terms of the Licence or Tenancy/Lease Agreement as appropriate. The Local Service Commander or an appropriate representative/IPHD is responsible for assessing the suitability of eligible personnel to occupy surplus SFA. In the case of civilian families, applications to occupy surplus SFA must be supported by evidence (from the applicant's previous landlord where appropriate) of:

- a. Regular rent payment and no outstanding rent arrears or charges.
- b. Compliance with the terms of the Licence or Tenancy Agreement.
- c. Previous good character.

0909. Occupation Agreements. Eligible occupants of temporarily surplus SFA are to sign the following occupation agreements:

- a. Service personnel. Service personnel occupying temporarily surplus SFA

will be required to sign the Service Licence (as is the case for entitled personnel); see Chapter 2 Annex A

b. Civilian personnel. Lettings to civilian personnel will be made either through block leases with appropriate authorities or through individual Civilian Agreement.

0910. Size and type of SFA to be offered. The allocations process will attempt to ensure a match between the SFA available (size, location and facilities), the needs of the applicant (e.g. size or mobility requirements), and their expressed wishes (e.g. location). Normally Service applicants will be offered the Type of SFA appropriate to their rank, although requests for different sizes and types of SFA may be considered where suitable SFA is available. In the case of other applicants, the IPHD will endeavour to meet the applicant's expressed wishes subject to availability. Applicants under allocation Priorities 2 and 3, who wish to cohabit in surplus SFA, will be offered a property matched to the needs of the applicant wherever practicably possible but this cannot be guaranteed. Cohabiting SP may be offered surplus SFA, regardless of rank and will pay the same as the entitled rate for the property allocated.

Annexes

- A. MOD's policy for the leasing of temporarily surplus SFA to civilians.
- B. Summary of personnel eligible to occupy surplus SFA (UK only)

ANNEX A TO CHAPTER 9 - JSP 464 VOL 1 PT 1

MOD'S POLICY STATEMENT FOR THE LEASING OF TEMPORARILY SURPLUS SFA TO CIVILIANS

MOD supports the leasing of temporarily surplus SFA to eligible civilians in accordance with wider Government policies on empty homes where it is practical to do so. Temporarily surplus SFA may be provided to civilian Key Workers at Eligibility Priority 7, and to other Non-Crown Employees at Eligibility Priority 8. Pepper potting Non-Crown Employees in houses amongst the Service population is to be avoided; however, to assist operational flexibility, the IPHD may, in consultation with the Local Service Commander, permit exceptions to the pepper potting rule on a location and case by case basis. The preferred approach is for the IPHD, in consultation with the Services at the local level, to identify discrete groups of temporarily surplus houses which may be block leased to the appropriate authority, with priority given to Key Workers. This does not exclude the possibility of the IPHD entering into individual Civilian Agreement on the understanding that these tenancies apply only to SFA identified as suitable for leasing to civilians, that all parties are aware of the sensitivity of the co-habitation issue and there are robust arrangements (as far as the law permits) for the termination of the lease when the SFA is required for Service occupation. Charges should be set at market rates in accordance with Government Accounting Rules.

ANNEX B TO CHAPTER 9 - JSP 464 VOL 1 PT 1

SUMMARY OF PERSONNEL ELIGIBLE TO OCCUPY TEMPORARILY SURPLUS SFA (UK ONLY)

1. **The following eligible categories of Service and Civilian personnel may apply to occupy temporarily surplus SFA.** Eligible Service personnel and civilian occupants occupying temporarily surplus SFA are liable to vacate if the SFA is required for an entitled occupant, is for disposal, upgrade or if the Local Service Commander's authority to occupy is withdrawn. Eligible Service personnel will be given a minimum 93 days' notice to vacate in accordance with their licence. Civilian occupants on discretionary contracts should be given the appropriate notice as stated in the Civilian Agreement.

ENTITLED RATES

2. **Single (and unaccompanied) and LTR(E) Service personnel.** Single Service personnel, Service personnel serving unaccompanied (provided their family is not occupying SFA elsewhere), and those in an LTR(E), for whom single living accommodation is available, may apply to occupy surplus SFA in accordance with the following criteria⁵⁵ (the eligibility will not normally apply to RN personnel in the Port Areas):

- a. Applications to occupy surplus SFA should be approved by the Local Service Commander and authorised by the IPHD.
- b. Unaccompanied personnel may have spouse/civil partner/family visits for no more than 28 days (aggregated or continuous) in any 61-day period.
- c. Allocation of SFA Type (furnished, part furnished or unfurnished) is at the discretion of the Local Service Commander in consultation with the IPHD, depending on which SFA are considered to be surplus, the location of the SFA (preferably inside the wire), and taking account of any wider impact on the integrity of the SFA Estate.
- d. Only one authorised single (or unaccompanied) occupant per surplus SFA (no sharing).
- e. The single (and unaccompanied) occupant is to sign the Service Licence.
- f. Single (and unaccompanied) personnel will be given a minimum 28 days' notice to vacate in accordance with their licence (Chap 2 Annex B Clause 5.3) and are required to vacate if absences from the duty station exceed 56 days (unless dispensation to continue to occupy has been granted by the IPHD and the Local Service Commander).
- g. Single (and unaccompanied) occupants pay the entitled rate of SFA charge and SFA CILOCT (abated by 25% to reflect single occupancy).
- h. Single (and unaccompanied) personnel who occupy surplus SFA on assignment are entitled to current relocation provisions in accordance with the appropriate Regulations in JSP 752.

⁵⁵ Annex B to DSPPol1c/30/4/1 dated 26 Apr 99 - Occupation of temporarily surplus SFA by single and unaccompanied personnel policy paper.

i. Failure to observe the terms and conditions of occupancy may result in the Local Service Commander's permission to be withdrawn.

3. **Location other than the duty station.** Service personnel PStatCats 1 & 2 may apply to occupy temporarily surplus SFA at a location in UK other than their duty station. Service personnel whose family intend to occupy surplus SFA and who serve unaccompanied during the working week whilst occupying SLA/SSSA at their duty station are required to notify DIO and seek authorisation from their Chain of Command before submitting Form 1132 Application for SFA and before applying for SSSA. Furthermore, they are also required to inform DIO and their Chain of Command of any change in circumstances. If Notice to Vacate is served for the surplus SFA, then the SP will be required to occupy SFA at their duty station and serve accompanied.

4. **Widowed Service personnel (PStatCat 3, 4 and 5).** Widowed Service personnel PStatCat 3, 4 and 5 may, on expiry of their entitlement to SFA, apply to occupy temporarily surplus SFA at the entitled rate.

5. **Last 6 months service.** Married (or those in a civil partnership) Service personnel posted back to UK for their last 6 months service are entitled to SFA at their new duty station but may apply for a temporarily surplus SFA at the entitled rate in an area close to where they intend to settle in order to facilitate finding employment and housing.

6. **Less than 6 months to serve.** Service personnel with less than 6 months left to serve may apply for temporarily surplus SFA at a preferred location at the entitled rate.

7. **Families who do not wish to serve accompanied overseas.** Families who have an entitlement to SFA overseas but chose for personal reasons to serve unaccompanied have an eligibility to, and may apply for, temporary surplus SFA in UK. Personal preference of location will be taken into account where possible but will be dependent on availability of SFA.

8. **Employees of Recognised Welfare Organisations in Support of the Services.** The following staff are permitted to apply to occupy temporarily surplus SFA on payment of the entitled rate.

- a. **Womens' Royal Volunteer Service (WRVS).** WRVS workers are normally accommodated in SLA to Field Officer standard, free of charge. Where such accommodation is not available or when it is inappropriate for Service reasons for WRVS to occupy SLA, the local Service Commander may approach the IPHD to appropriate surplus SFA and the charges waived. **WRVS personnel for whom suitable SLA is available but who request to occupy SFA may apply to occupy temporarily surplus SFA on payment of the entitled rate.**
- b. **SSAFA Personal Support & Social Work Service (PSSWS).** Due to the nature of their service, SSAFA PSSWS staff are exceptionally permitted on authority from their MOD sponsors (DACOS Com Spt).
- c. **Service Hospital Welfare Department (SHWD).** SHWD staff employed in designated Service Hospital appointments.

- d. **Council of Voluntary Welfare Workers (CVWW).** Employees of those CVWW organisations listed at Annex B to Chapter 10 note 9.

9. **Community Development Workers.** Community Development Workers may apply to occupy temporarily surplus SFA on payment of the entitled rate

LOCAL MARKET RATE

10. **MOD Civil Servants & MOD Trading Fund Agency Civil Servants.** Married (or those in a civil partnership) Civil Servants, deemed suitable by virtue of the grade/nature/clearance of their employment by the Local Service Commander in consultation with the IPHD may apply to occupy temporarily surplus SFA on payment of the market rate.

11. **MOD Civilians - Temporary accommodation whilst house hunting.** Married (or those in a civil partnership) MOD civilian staff who are moving home in the permanent public interests (PPI) of the Department (i.e. on move to an appointment at a new duty station) may be authorised to occupy temporarily surplus SFA, on payment of the market rate, for a maximum period of 6 months for the specific purposes of house hunting. They should not be permitted to occupy if the property they are buying, or selling is within the area of their present duty station. Authority to issue temporary 'house hunting' agreements lies with the IPHD in consultation with the Local Service Commander.

12. **Civil Servants from other Exchequer Departments.** Civil Servants from other Exchequer Departments such as local authorities and emergency services may apply to occupy temporarily surplus SFA on payment of the market rate.

13. **Non-Regular Permanent Staff of the TA (NRPS).** NRPS have no entitlement to SFA (and SLA) at their normal duty station although they are entitled to be accommodated when at camp, on detachments or courses away from their normal duty station. NRPS may apply to occupy temporarily surplus SFA on payment of the market rate.

14. **MOD Police recruited after 1 Sep 94.** MOD Police recruited after 1 Sep 94 may apply to occupy temporarily surplus SFA on payment of the market rate.

15. **Limited Commitment/Home Commitments.** Limited Commitment/Home Commitment Reservists employed under the conditions of the Reserve Forces Act may apply to occupy temporarily surplus SFA at their place of duty on payment of the market rate.

16. **NAAFI employees.** Provision of accommodation for NAAFI employees is laid down in the Service Level Agreement between MOD and NAAFI – DCI GEN 164 2004 refers. Where suitable accommodation of the correct scale is not available, SFA may be provided to NAAFI staff and the rent waived. NAAFI employees may choose to be allocated temporarily surplus SFA as an alternative to their synSDis accommodation. The application is to be supported by HQ NAAFI (Human Resources Directorate) and forwarded to the IPHD for exceptional approval. In these cases, NAAFI is responsible for payment of the market rate.

17. **Widows/Widowers of Service personnel who have died in Service.** Widows of Service personnel whose spouse/civil partners died in Service, may, on expiry of their entitlement to SFA, apply to occupy temporarily surplus SFA at the market rate.

18. **Estranged families in UK on expiry of the 93 days' notice period.** An alternative occupancy agreement at the market rate may be offered to estranged spouse/civil partners on expiry of the 93 days' notice to vacate.

19. **Civilian contractor staff.** Married (or those in a civil partnership) Contract staff employed on Base in a permanent capacity and deemed suitable by virtue of the grade/nature/clearance of their employment, by the Local Service Commander in consultation with the IPHD may apply to occupy surplus SFA on payment of the market rate.

20. **Recently retired or redundant Service personnel.** In order to help with adjusting to civilian life or for the purpose of house hunting, surplus SFA may be allocated to recently retired or redundant Service personnel for a maximum period of 12 months on payment of the market rate.

21. **Other Civilians (non-crown employees).** At the discretion of the IPHD in conjunction with the Local Service Commander, individual lettings of surplus SFA may be made to any acceptable civilian applicants with resident families. These essentially 'civilian lettings' will be in accordance with the terms and conditions of the appropriate occupancy agreement.

NON-ENTITLED RATE

22. **Foreign and Commonwealth Service Personnel.** Foreign and Commonwealth personnel pay the non-entitled rate (as set by DIO), unless they are on exchange appointments with UK Forces or subject to reciprocal training agreements or Memoranda of Understanding which specify that charges other than the non-entitled rate will apply.

10 Allocation of SFA to Entitled and Eligible Personnel

Index

SECTION I - SUMMARY

Section I – Summary

1001. For ease of reference, a summary of all entitled and eligible Service and Civilian personnel who may occupy SFA in UK is detailed at Annex A.

Annex

A. Table – Summary of personnel entitled and eligible to occupy SFA in UK

ANNEX A TO CHAPTER 10 - JSP 464 VOL 1 PT 1

SUMMARY OF PERSONNEL ENTITLED AND ELIGIBLE TO OCCUPY SFA IN UK

Ser	CATEGORY	ENTITLED	ELIGIBLE FOR SURPLUS SFA		PRIORITY FOR SURPLUS SFA (See JSP464 Vol 1 Pt 1 Chap 9 Para 0907)	CHARGING RATE AND POLICY BRANCH (for setting the appropriate charging regime)	CHARGING RATE SET BY	REMARKS
			Inside the wire	Outside the wire				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
	UK Regular Armed Forces/Full Time Reserve Service – Full Commitment (FTRS-FC)							
1	a. Service Personnel in PStatCat 1, 1C, 1S or 2 b. Pregnant single Service women within 3 months of expected due date. c. Adjutant General's Corps Military Provost Guard Service - AGC(MPGS) d. Gurkhas e. Gurkha Religious Teachers (Note 1)	✓ ✓ ✓ ✓ ✓				Entitled rate (People-Accommodation) (see Notes 1 & 2)	AFPRB (Note 1) Published in annual letter	No entitlement to SSFA for MPGS
2	Service personnel PStatCat 1 serving unaccompanied and in PStatCat 2, 3, 4 or 5 when employed in the following posts: a. Officers of OF3 rank & above serving in appointments designated by the MOD as being In Command b. RAF OF4 Station Executive Appointments c. RSM of major Army units or RAF Station Warrant Officers d. Service Chaplains e. Serving Army Welfare Workers and serving RNRMW personnel f. Single personnel on approval of registration to adopt	✓ ✓ ✓ ✓ ✓				Single Living Accommodation Charge (People-Accommodation)	AFPRB Published in annual letter	
3	Service Personnel PStatCat 3,4 and 5 in an established LTR(E) (as defined in Chapter 1) and with dependent children		✓	✓	○			
4	Service Personnel PStatCat 3,4 and 5 in an established LTR(E) (as defined in Chapter 1).		✓	✓	○			
5	Single Service personnel PStatCat 3, 4 and 5 (and unaccompanied personnel provided their family is not occupying SFA elsewhere)		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual Letter	

Ser	CATEGORY	ENTITLED	ELIGIBLE FOR SURPLUS SFA		PRIORITY FOR SURPLUS SFA (See JSP464 Vol 1 Pt 1 Chap 9 Para 0907)	CHARGING RATE AND POLICY BRANCH (for setting the appropriate charging regime)	CHARGING RATE SET BY	REMARKS
			Inside the wire	Outside the wire				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
6	Service Personnel PStatCat 1 & 2 may occupy surplus SFA at a location other than their duty station. This includes Service Personnel in PStatCat 1S who have requested to occupy midway SFA iaw Vol 1 Pt 1 para 0311.		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
7	Service Personnel in PStatCat 1 & 2 posted back to UK for their last 6 months of Service (Note 2)	✓	✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
8	Married (or those in a civil partnership) Service Personnel with less than six months to serve		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
9	Families of Service personnel whose post is designated unaccompanied and SFA is not provided at their duty station (e.g. unaccompanied tours overseas, or short courses of less than 6 months' duration) are entitled to retain their SFA/SSFA in UK for the duration of the unaccompanied tour or short course	✓				Entitled rate (People-Accommodation)	AFPRB Published in annual letter	Families are entitled to retain their current SFA or eligible to apply for temporarily surplus SFA elsewhere
10	Families who have an entitlement to SFA overseas but choose for personal reasons to serve unaccompanied are eligible to, and may apply for, temporarily surplus SFA in UK. Personal preference will be taken into account where possible but will be dependent on availability of SFA		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
11	Service families evacuated from their permanent duty station overseas to UK (Note 3)	✓	✓	✓		Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
12	Service families repatriated to UK for welfare/compassionate reasons (Note 4)	✓	✓	✓		Entitled rate (People-Accommodation)	AFPRB Published in annual letter	

Ser	CATEGORY	ENTITLED	ELIGIBLE FOR SURPLUS SFA		PRIORITY FOR SURPLUS SFA (See JSP464 Vol 1 Pt 1 Chap 9 Para 0907)	CHARGING RATE AND POLICY BRANCH (for setting the appropriate charging regime)	CHARGING RATE SET BY	REMARKS
			Inside the wire	Outside the wire				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
13	Service families repatriated to UK/transiting through UK for medical/educational reasons (Note 5)	✓	✓	✓		Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
14	Bereaved Service Spouse/Civil Partner (Note 6)	✓				Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
15	Service personnel filling Defence Attaché posts designated as 'no child' posts (Note 7)	✓				Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
16	Limited Commitment/Home Commitment Reservists		✓	✓	○	Market rate (People-Accommodation)	DIO	(For definitions see Note 8)
Other MOD personnel & Crown employees								
17	Foundation Doctor, RN and Army (Note 13)	✓.	-	-	○.	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
18	Foundation Doctor, RAF (Note 13)	-	✓.	✓.	○.	Non-entitled rate (People-Accommodation)	DIO (Annual DIN)	
19	Foundation Dentist, RN and Army (Note 14)	✓.	-	-	○.	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
20	Foundation Dentist, RAF (Note 14)	-	✓.	✓.	○.	Non-entitled rate (People-Accommodation)	DIO (Annual DIN)	
21	MOD key staff	✓				Market rate (People-Accommodation / DBS Civ)	DIO	(For definitions see Note 8)
22	MOD Civil Servants & MOD Trading Fund Agency Civil Servants		✓	✓	○	Market rate (People-	DIO	

Ser	CATEGORY	ENTITLED	ELIGIBLE FOR SURPLUS SFA		PRIORITY FOR SURPLUS SFA (See JSP464 Vol 1 Pt 1 Chap 9 Para 0907)	CHARGING RATE AND POLICY BRANCH (for setting the appropriate charging regime)	CHARGING RATE SET BY	REMARKS
			Inside the wire	Outside the wire				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
						Accommodation / DBS Civ)		
23	MOD Civilians – Temporary accommodation whilst house hunting for permanent accommodation during a PPI move.		✓	✓	○	Market rate (People-Accommodation /DBS Civ)	DIO	
24	Civil Servants from other exchequer departments and employees of Local Authorities & Emergency Services		✓	✓	○	Market rate (People-Accommodation / DBS Civ)	DIO	
25	Non-Regular Permanent Staff of the TA (NRPS)		✓	✓	○	Market rate (People-Accommodation / DBS Civ)	DIO	
26	MOD police recruited before 1 Sep 1994	✓				Rent free (People-Accommodation / Hd of CM (MDP))	N/A	
27	MOD Police recruited after 1 Sep 1994 Military Guard Service		✓ ✓	✓ ✓	○ ○	Market rate (People-Accommodation / Hd of CM (MDP))	DIO	
	Foreign & Commonwealth, NATO and other overseas personnel							
28	Foreign & Commonwealth (F&C) – See Vol 1 Pt 1 0307 a. F&C Personnel serving in official exchange or liaison appointments attached to the British Armed Forces b. F&C Personnel on exchange appointments with UK Forces subject to reciprocal Training arrangements or Memorandum of Understanding which specify that charges other than entitled rates will apply NATO and other overseas personnel	✓ ✓ ✓ ✓				a. Entitled rate (People-Accommodation) b. As stated in the Agreement/MOU c. Non-entitled rate (People-	a. AFPRB Published in annual letter b. Published in Agreement / MOU c. DIO (Annual	

Ser	CATEGORY	ENTITLED	ELIGIBLE FOR SURPLUS SFA		PRIORITY FOR SURPLUS SFA (See JSP464 Vol 1 Pt 1 Chap 9 Para 0907)	CHARGING RATE AND POLICY BRANCH (for setting the appropriate charging regime)	CHARGING RATE SET BY	REMARKS
			Inside the wire	Outside the wire				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
	c. Foreign Personnel attending JSCSC d. Personnel serving with Partner Nations in accordance with Op BORONA and NATO Personnel serving at NATO Headquarters within the UK under a Memorandum of Understanding specifying Entitlement to SFA. ⁵⁶ e. NATO Personnel serving at NATO Headquarters or within the UK under Status of Forces arrangements.		✓	✓		Accommodation) d. Entitled rate (People-Accommodation) e. Entitled rate (People Accommodation)	DIN) d. AFPRB Published in annual letter e. AFPRB Published in annual letter	ARRC MARCOM, JEWIC, SHAPE J2 T, NIFC
	Other Civilians including Service sponsored organisations							
29	Staff Council for Voluntary Welfare Work organisations (CVWW) (Note 9)		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
30	WRVS (Note 10)		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	appropriate d surplus SFA as SLA, charges are waived
31	SSAFA Forces Help		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
32	Service Hospital Welfare Dept staff (SHWD)		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
33	Community Development Workers		✓	✓	○	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
34	NAAFI employees		✓	✓	○	Market rate	DIO	

⁵⁶ MOU dated 23 Oct 08.

Ser	CATEGORY	ENTITLED	ELIGIBLE FOR SURPLUS SFA		PRIORITY FOR SURPLUS SFA (See JSP464 Vol 1 Pt 1 Chap 9 Para 0907)	CHARGING RATE AND POLICY BRANCH (for setting the appropriate charging regime)	CHARGING RATE SET BY	REMARKS
			Inside the wire	Outside the wire				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
						(People-Accommodation)		
35	Bereaved Spouse/Civil Partner of Service personnel who die in service (Note 11)	✓	✓	✓	○	Entitled rate (People-Accommodation)	AFRPB Published in annual letter	
36	a. Estranged families in UK (for 93-day notice period) b. Families returning from abroad after estrangement (for 93-day notice period) c. Estranged families within the UK once the 93 days' notice to vacate has expired	ü ✓	✓	✓	○	a. Entitled rate b. Entitled rate c. Market rate (People Accommodation)	a & b. AFRPB Published in annual letter c. DIO	
37	Civilian contractor staff		✓	✓	○	Market rate (People-Accommodation)	DIO	
38	Recently retired or redundant service personnel			✓	○	Market rate (People-Accommodation)	DIO	
39	Other Civilians (non-crown employees) (Note 12)			✓	○	Market rate (People-Accommodation)	DIO	
40	Irregular Occupants (or equivalent)	-	-			Damages for Trespass or equivalent (People-Accommodation)	DIO	

Notes

1. Gurkha Religious Teachers are entitled to Type V SFA but not SSFA. Those recruited in the UK will pay SFA charges at the entitled rate. Those Religious Teachers recruited in Nepal / Overseas will not be liable for accommodation charges, CILOCT or utilities for the first 5 years, after which they will revert to normal 'entitled' SFA charges.
2. Service personnel in PStatCat 1 & 2 posted back to the UK for their last 6 months of Service are entitled to SFA at their new duty station. However, they may apply for surplus SFA in an area close to where they intend to settle, in order to facilitate finding employment and housing.
3. Service personnel and their families whose evacuation from their permanent duty station overseas has been authorised by the Head of Mission after consultation with the relevant FCO department, are entitled to SFA in UK. The entitlement may be exercised at the Service person's new duty station in UK, or in the absence of an identified duty station, the family may select a location within 50 miles of either the home of an immediate member of their family, or, their child's school.
4. Service families repatriated to UK for welfare and compassionate reasons are entitled to SFA at a preferred location in UK as agreed between the overseas losing unit, the gaining unit (or if the family is 'headless' the Local Service Commander in the preferred area of choice) and the IPHD, on a case by case basis and for a predetermined period of no more than one year subject to review.
5. Service families repatriated to UK or transiting through UK for specific medical or educational reasons which have arisen during the period of overseas duty are entitled to SFA within 10 miles/45 minutes of a specialist facility as agreed between the overseas losing unit, the gaining unit (or if the family is 'headless' the Local Service Commander in the required area) and the IPHD, on a case by case basis and for a predetermined period of no more than one year subject to review.
6. Bereaved Service Personnel whose entitlement to continued occupation of SFA would be lost due to bereavement should be offered an entitlement to SFA at their place of duty for a period of up to 2 years following their bereavement to enable them to determine their longer-term housing requirements. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander. Bereaved Service Person will pay entitled charges for the Type and Band / Grade of SFA occupied (which may be liable to change as a result of a revised CAAS assessment / 4TG Board and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy.
7. Where a Service person with dependent children is filling a Defence Attaché (DA) position that is designated as 'no child'⁵⁷ they are entitled to apply for SFA in an area of their own choice. Where SFA is not available to entitlement, the IPHD may offer alternatives iaw JSP464 Vol 1, Part 1 Chapter 3 Sect IV in order to meet the SP location needs. There is no entitlement to SSFA.

⁵⁷ Details of these specific DA positions are held by MOD (International Policy & Planning – Overseas Support – Defence Sections (Personnel)).

8. Market rate. The rent that would be charged on the open market for that property in that area, as calculated by Defence Infrastructure Organisation Land Management Services (LMS) via the IPHD.
9. CVWW is a group of organisations with similar aims, members are listed below.
 - a. Salvation Army
 - b. Soldiers' and Airmen's Scripture Readers Association (SASRA)/ Miss Daniels' Soldiers' Homes (MDSH)
 - c. Church of England Soldiers', Sailors' and Airmen's Clubs (CESSAC)
 - d. Methodist Church Forces Board (MCF)
 - e. Aggie Weston's
 - f. Army Roman Catholic Trust (ARCT)
10. WRVS are normally accommodated in SLA free of charge. If it is considered inappropriate to occupy SLA, or if SLA is unavailable, the Local Service Commander may appropriate surplus SFA and all charges are waived. WRVS personnel who request to occupy SFA are charged the entitled rate.
11. Following a death in service of the Service Licensee, the bereaved spouse/civil partner should be offered an entitlement to stay in their SFA/SSFA for a 2-year period to enable them to determine their longer-term housing requirements. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander in consultation with the respective welfare, medical and educational authorities and the DIO Accommodation. The bereaved spouse/civil partner will pay entitled SFA charges for the Type and Band / Grade of SFA occupied (which may be liable to change as a result of a revised CAAS assessment / 4 Tier Grading Board and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy. On expiry of the entitlement, the bereaved spouse/civil partner may apply to occupy surplus SFA under a civilian lease/tenancy agreement on payment of a market rate.
12. See policy for the leasing of temporarily surplus SFA to civilians in JSP 464 Vol 1 Pt 1.
13. Foundation Doctors are defined as individuals who graduated from medical school, granted a probationary commission in the DMS, provisionally registered with the GMC and undertaking the two-year statutory foundation programme leading to full registration with the GMC at the end of year one. During the probationary commission, they are given the rank of OF1 during FY1 and the rank of OF2 during FY2, i.e. post full GMC registration. It should be noted that medical cadets (defined as an undergraduate medical student, granted a probationary commission in the DMS with the rank of OF1 (Undergraduate Cadetship) for up to three years prior to graduating) have no entitlement to SFA or SLA.

14. Foundation Dentists are defined as individuals who graduated from medical school, granted a probationary commission in the DMS, provisionally registered with the GDC and undertaking the one-year statutory foundation programme leading to full registration with the GDC. During the probationary commission, they are given the rank of OF1. It should be noted that medical cadets (defined as an undergraduate dental student, granted a probationary commission in the DMS with the rank of OF1 (Undergraduate Cadetship) for up to three years prior to graduating) have no entitlement to SFA or SLA.

11 Domestic Assistance (DA) Policy

Index

SECTION I	-	SCOPE
Para 1101	-	Scope
SECTION II	-	TERMINOLOGY
1102	-	Terminology
SECTION III	-	PRINCIPLES
1103-		Overview
1104-		Responsibility for Authorisation of Official Hospitality
1105-		Transferring OH Authorisation
1106-		Hosting at Venues other than SFA
1107-		Private Arrangements for DA
1108-		Flexing of DA Subcategories
1109-		Furniture and Equipment (F&E)
SECTION IV	-	DA CATEGORIES
1110-		Cleaning Support of OH Events
1111-		Cleaning Support for Large SFA
1112-		Cleaning Support for Command Appointments
1113-		Catering Support (Waiting Staff & Chefs)
1114-		Uniform Maintenance & Preparation
1115-		House Managers
1116-		Stewards
1117-		Grounds & Gardens
1118-		Fuel Subsidy Scheme (FSS)
SECTION V	-	IMPLEMENTATION, AUDIT & ASSURANCE
1119-		Responsibility for Auditing

Section I – Scope

1101. This chapter covers the elements of Domestic Assistance (DA) policy that have been agreed at a tri-Service level. It supersedes the relevant sections of pre-dated single Service policy documents⁵⁸.

Section II – Terminology

1102.

- a. The status 'Official Service Residence' (OSR) has been discontinued, with effect from 1 Apr 11.
- b. The term 'Representative Hosting' has been discontinued.
- c. The term 'Official Entertainment' has been replaced by 'Official Hospitality' (OH).
- d. 'Authorised' individuals are those to whom a TLB agrees to provide DA on a case by case basis, for a single OH event or on an enduring basis in line with policy.
- e. **Domestic Assistance (DA).** This is support provided in order to allow authorised individuals to carry out Official Hospitality (OH). It may include and is limited to: cleaning; catering (waiting & chef); house manager and stewards; uniform maintenance & preparation; gardening; fuel subsidy (through Fuel Subsidy Scheme). Additional gardening and cleaning support may also be provided in certain other circumstances. Eligibility for Fuel Subsidy Scheme may also exist under wider eligibility.
- f. **In Command**⁵⁹. Officers are defined as being 'In Command' if they meet all of the following criteria:
 - 1 (1) Are of minimum OF4 rank.⁶⁰
 - 2
 - 1 (2) Serve in an appointment where they are able to exercise Command
 - 2 powers of punishment in accordance with the Armed Forces Act 2006.⁶¹
 - 3
 - 1 (3) Hold responsibility, accountability and authority for a particular
 - 2 Command.
 - 3
 - 4 (4) Are serving in an appointment recognised as 'command earning' by
 - single Service Career Management Authorities. This ensures the term is not
 - used simply as a means of securing DA.
- (5) Are otherwise recognised as In Command by the relevant TLB,

⁵⁸ RN-FLAGO (BRd 9467) Art 2106; Army-AGAI Vol 3 Ch 086; RAF-AP3390 Vol 2, Pt 2, Ch 9.

⁵⁹ TLBs will provide DIO soft FM with a list of appointments which are eligible for DA.

⁶⁰ Less a very small number of OF3 Army Independent Sub-Unit Command Posts that are designated as 'In Command'. This is not to be confused with Sub-Unit Command where the Unit hierarchy has an 'In Command' OF4 appointment.

⁶¹

supported by chain of Command recommendation (e.g. for COs of joint units).

Section III – Principles

1103. Overview. In general, DA is authorised against a requirement to conduct OH. There are some exceptions, and these are dealt with against each of the main subcategories of DA below. If individuals are both In Command and occupying large SFA, the basic provision of DA (not including OH events) is determined by the largest of either category and should not exceed 10hrs without authority of the TLB and confirmation of funding availability.

1104. Responsibility for Authorisation of Official Hospitality. TLBs are responsible for authorising the frequency of OH and any restrictions on costs. Recommendation from the chain of command should be sought as necessary. As a general principle, the size of a Command impacts only on the decision to authorise OH and does not in itself attract DA.

1105. Transferring OH Authorisation. OH, may be undertaken by another individual on behalf of the authorised individual. In this event, the DA supporting the OH event must be transferred to the new host. Any valeting or cleaning support allocated by exception, e.g. due to occupation of a large SFA, cannot be transferred.

1106. Hosting at Venues other than SFA. There is no DA provision for OH events at venues other than MOD owned or MOD funded properties⁶². This does not preclude authorised personnel using OH funding for events at commercial venues.

1107. Private Arrangements for DA. An authorised individual who replaces MOD DA provision with a privately funded alternative will be personally responsible for the cost of such alternative support.

1108. Flexing of DA Subcategories. No routine flexing of funding across DA subcategory is permitted e.g. using less cleaning in order to get more gardening. Any request for such flexing must be made to DIO soft FM on a case by case basis.

1109. Furniture and Equipment (F&E). The regulations governing provision of F&E, including former OSR F&E, are contained in JSP 384.

Section IV – DA Categories

1110. Cleaning Support for OH Events.

a. **Scale.** When an individual is authorised to conduct OH, that authorisation may attract a level of cleaning support. Four hours of cleaning for an OH event of 1 to 15 guests and six hours for OH events with more than 15 guests. This cleaning support may be incorporated into a larger OH package that includes waiting staff, chefs, house managers and selected menus which require no personal outlay by the hosting individual. The scale of cleaning support to OH events is at Volume 1 Part 2 Chapter 11 Annex A.

c. **Public Space.** Only public space in the property is to be cleaned against the OH event.

⁶² Except under the provisions of para 1112.

Note: Public space means those areas of a property used for the provision of OH such as kitchens, sitting and dining rooms and guest bedrooms. The spirit of the scale would also include the foyer/hall, downstairs corridors between hosting rooms, the downstairs toilet but not attic rooms, family and en-suite family bathrooms, sculleries or outhouses. Normally it should be assumed that only 2 guest bedrooms are in regular concurrent use⁵. TLBs may increase or reduce these provisions according to individual circumstances and have the discretion to take into account additional guest bedrooms where more than 2 are in regular concurrent use⁶³. For unaccompanied officers' resident in SFA, the allocation of cleaning support should recognise their situation as being analogous to living in a Mess and therefore will be based on the area of public space in the property plus the area which is deemed as private living space for the officer. The total area will not necessarily equate to the whole floor area of the property, particularly in those properties with a large number of bedrooms, as the provision of assistance should not be based on a need to clean the entire house on every occasion.

1111. Cleaning Support for Large SFA. Cleaning may be provided for occupants of large SFA irrespective of a need to conduct OH, because some allocated SFA is disproportionately large compared to entitlement and incurs a significant cleaning burden. In the UK, large SFA is defined as larger than 160m². Due to historic differences in building norms, for overseas locations⁶⁴ large SFA is defined as larger than 200m². Cleaning for large SFA is provided at the rate of 1 hour of DA (cleaning) for every 10m² above the threshold, with a minimum of 4 hours per week⁶⁵, to a maximum of 10 hours per week. Officers who live in their own properties are not eligible for this assistance because the size of property occupied is voluntary. DIO soft FM, with the agreement of TLBs, may remove or reduce the provision of cleaning support for large SFA at their discretion⁶⁶. Cleaning authorised for those in large SFA is to be limited to the areas of public space⁶⁷ in the property as defined in para 1110.b above. There is no entitlement to Cleaning Support for occupants of surplus large SFA and/or occupants of large SFA above entitlement through personal choice.

1112. Cleaning Support for Command Appointments. There is no immediate entitlement to cleaning provision for those in Command appointments. However, the unique and demanding nature of such appointments is recognised, such as, the increased productivity required of the post and the confluence of private space with work environment which exists for the Commander and their dependants. Therefore, TLBs may at their discretion make provision for DA to Commanders funded to the equivalent of 5 hours cleaning per week per commander⁶⁸. This includes those who live in their own properties, provided that the property is within 10-mile radius, or 20 miles by exception from the Duty station⁶⁹. Commanders are those defined as 'in Command' at Para 1102.f above. Cleaning authorised for those in Command appointments is to be limited to the

⁶³ This does not confer rights to a larger than entitlement property.

⁶⁴ This limit has been based on Germany SFA and may not be indicative of all overseas locations.

⁶⁵ A minimum of 4 hrs p/w is recommended by DIO of FM as contracting for 1 hour is impractical.

⁶⁶ Cleaning sp for larger SFA remains a discretionary allowance. SFA & SSFA licences contain the following: (Para 6.1.5) '*You must keep the property clean and the garden tidy and free from weeds with lawn cut and hedges trimmed*'.

⁶⁷ The Public Space criterion is necessary to limit HMRC tax liability to MOD.

⁶⁸ The distribution of DA for commanders is at TLB discretion, within funding limits, although TLBs should observe the 4 hrs minimum in note 53.

⁶⁹ law the allocation of SFA up to 10-mile radius of the Duty Station, or 20 miles for exceptional circumstances agreed by the Local Service Commander. Accommodation Colonel approval is required for Local Service Commanders seeking their own provision out to 20 miles.

areas of public space in the property as defined in para 1110.b above.

1113. Catering Support (Waiting Staff & Chefs). The scaling for catering support to OH events is at JSP 456, Ch 6.

1114. Uniform Maintenance & Preparation. Uniform maintenance & preparation is embedded in DA provision and as detailed in table 1 below. Bids for uniform maintenance & preparation for serials 2 and 3 must be made to TLBs for authority. TLBs may remove or reduce the provision of uniform maintenance & preparation at their discretion.

Ser	Officer	Uniform maintenance & preparation provision (hrs p/w)
(a)	(b)	(c)
1	Officers with either: a) dedicated or pooled house staff, or b) dedicated drivers c) DA for Command or Large SFA	No additional provision
2	1* officers and above, not covered by ser 1	4 hrs max with TLB authority
3	OF5 in Command appointments, not covered by ser 1 ⁷⁰	4 hrs max with TLB authority
4	All other officers	No provision

1115. House Managers.

a. House manager posts are to be pooled where possible and dedicated to one principal officer only when authorised by DIO Soft FM as an exception. As a guide, this is likely to be for reasons of geographical isolation, very strong security considerations or an enduringly high frequency of OH event at the property.

b. House manager posts are to be civilian appointments. Service house managers are only to be appointed with TLB authorisation as an exception and justified annually under TLB audit and assurance mechanisms. As a guide for TLBs, this is likely to be as a result of very strong security considerations, reputational reasons e.g. principal officer in a UK representational post, or where a high degree of flexibility in delivery of the house manager function is required on an enduring basis. All house managers are to have clear Terms of Reference driven by the business need for the appointment. Service house managers appointed for security reasons are reminded of the need to comply with the relevant sections of and responsibilities detailed in JSP 440 (Security policy).

c. Where no dedicated house manager post exists, and an authorised individual

⁷⁰ The Army's Corps Cols are authorised to have 4 hrs uniform maintenance and preparation provision per week.

conducts an OH event requiring such a post, TLBs may consider authorising use of a house manager for the event in addition to waiting staff.

1116. Stewards⁷¹. House steward posts are to be pooled where possible and where this offers best value for money. Staff are dedicated to one principal officer only when authorised by a TLB as an exception. As a guide for TLBs, this is likely to be for reasons of geographical isolation, very strong security considerations or an enduringly high frequency of OH event at the property.

1117. Grounds & Gardens. Grounds and garden maintenance are detailed in JSP 464, Vol 1 Part 1 Ch 6, Sect V. The policy is reviewed periodically by the Living Accommodation WG. It details the support to Service personnel occupying SFA with gardens in excess of 0.5 acres.

1118. Fuel Subsidy Scheme (FSS). The FSS is a mechanism for MOD payment of the additional element of utilities bills accrued as a result of occupancy of particularly large properties or those properties with excessive fuel costs. There is an ongoing study by DIO into the FSS. It will examine costs and eligibility and take into account a potential tax liability. Findings will follow in an amendment to this JSP.

Section V – Implementation, Audit & Assurance

1119. Responsibility for Implementation, Audit and Assurance. The audit of DA policy costs and assurance of policy implementation are the responsibility of DIO and TLBs. Costs are to be collated and audited annually in order to ensure coherence with policy and identification of any excessive expenditure on sites. Any further requirement to collate TLB costs into a single coherent MOD return to the HMRC remains the responsibility of DCDS (Pers&Trg) Secretariat. Costs of the DA policy will also inform any Centre-led judgement on continuing to fund a Defence capability to host 'at home'.

⁷¹ RAF use 'caterer' to mean steward. Not to be confused with para 1113 which deals with chefs and waiting staff.

12 Forces Help to Buy Scheme (Including Self Build)

Index

- SECTION I - GENERAL**
 - Para 1201 - Aim
 - 1202 - Policy Design
 - 1203 - Linkage to LSAP
 - 1204 - Compatibility with other Government Schemes
 - 1205 - Income Tax
 - 1206 - National Insurance Contributions

- SECTION II - DEFINITIONS**
 - 1207 - Property Ownership
 - 1208 - Terminal Benefits
 - 1209 - Letting
 - 1210 - Relevant Authorities

- SECTION III - ELIGIBILITY**
 - 1211 - Eligible Service Personnel

- SECTION IV - ENTITLEMENT**
 - 1212 - Amount of FHTB
 - 1213 - Changes in amount of FHTB

- SECTION V - QUALIFYING CRITERIA**
 - 1214 - All Loans
 - 1215 - Purchase where applicant currently owns, or has previously owned a property
 - 1216 - Self Build
 - 1217 - Joint Purchase
 - 1218 - Extenuating Medical/Family Circumstances

- SECTION VI - ENTITLEMENT TO SERVICE ACCOMMODATION**
 - 1219 - Nomination of purchased property status
 - 1220 - Entitlement to Service accommodation

- SECTION VII - LETTING, SALE AND REMORTGAGE OF PROPERTIES**
 - 1221 - Permission to Let
 - 1222 - Letting and Interest Charges
 - 1223 - Commencement or Termination of Letting
 - 1224 - Sale of FHTB Property
 - 1225 - Transfer of a FHTB Balance to a New Qualifying Property
 - 1226 - Further Advice – Increase in Mortgage Loan
 - 1227 - Re-Mortgage – Change of Mortgage Provider
 - 1228 - Second Mortgage
 - 1229 - Refund of Legal Expenses (RLE) for Purchase and Sale of Property

SECTION VIII - CHANGES IN PERSONAL CIRCUMSTANCES

- 1230 - Transfer of FHTB to a Second Qualified Service Person –Early Termination or Change of Personnel Circumstances
- 1231 - FHTB during Career Breaks (CB) and Secondment
- 1232 - FHTB during AFOMS, AFSPS and AFOALS
- 1233 - Transfer Between Services
- 1234 - Application for Early Termination or Transfer to a Shorter Engagement
- 1235 - Other Service Debts
- 1236 - Premature Discharge or Release – Disciplinary or Administrative Grounds (Not at Own Request)
- 1237 - Effects of Divorce/Dissolution of Civil Partnership – Sale or Transfer of FHTB Property
- 1238 - Effects of Divorce/Dissolution of Civil Partnership – Continued Ownership
- 1239 - Change of Circumstances – Periodic Spot Checks

SECTION IX - PAYMENT AND REPAYMENT OF FHTB ADVANCE

- 1240 - How to apply for a FHTB Advance
- 1241 - Payment of FHTB Advance
- 1242 - Repayment of the FHTB Advance
- 1243 - Voluntary full or part repayment
- 1244 - Breach of Regulations – Impact on Interest Charges

SECTION X - WAIVER OF RECOVERY

- 1245 - FHTB Insurance Premiums
- 1246 - Circumstances in which recovery of an advancement may be waived
- 1247 - Casework Procedure

SECTION XI - RATES

- 1248 - FHTB Rate
- 1249 - Rate of FHTB Insurance Premium
- 1250 - Rate of Interest Charges

SECTION XII - Refund of Legal Expenses (New Buyer)

Section I – General

1201. Aim. The aim of the Forces Help to Buy (FHTB) scheme is to encourage and support home ownership and to enable the option to Self-Build amongst eligible Service personnel.

1202. Scheme Design. The FHTB scheme is designed for first-time buyers or for those needing to move to another property, either because they are assigned elsewhere or as a result of certain extenuating family or medical circumstances. In the latter case, an advancement may be used to extend or modify a currently owned property. A property for which FHTB has been claimed must be intended for the Service person's own immediate occupation, or that of their immediate family. It is not intended for the purchase of 'buy-to-let' properties, any other second property or to extend or modify a second property. FHTB is intended to assist towards the balance of the purchase price (taking into account, for example, deposit, legal, surveyor's, land registration and estate agent's fees) when buying a property for which a mortgage lender (authorised by the FCA) is willing to advance a mortgage. Approval for a FHTB Advance is no guarantee that a mortgage lender will advance a mortgage. If deciding to advance a mortgage, those entities will take into account the applicant's wider financial situation and may place restrictions on the amount of money an applicant can obtain through FHTB (see paragraph 1212). **Only one FHTB advance may be made over a Service persons career unless applying under 'extenuating family or medical circumstance' clause at para 1218.**

1203. Linkage to LSAP. If moving home or extending or modifying a currently owned property as a result of extenuating family or medical circumstances, existing LSAP recipients may be able to apply for a new FHTB Advance, providing they meet all the qualifying criteria, but that loan will be abated by the outstanding balance of the previous LSAP loan. (For LSAP policy, refer to JSP 752, Chapter 5, Section 7).

1204. Compatibility with other Government schemes. FHTB is not related to other Government funded Help to Buy schemes but can be used in conjunction with Help to Buy (Scotland) and Help to Buy (Wales) and shared ownership schemes.

1205. Income Tax. In accordance with ITEPA 2003 Section 180, Advances of Pay will attract an individual liability to tax (because such an advance is classed by HMRC as being a beneficial loan) if the total amount outstanding on this plus any other concurrent beneficial loans during a tax year exceeds £10,000 at any time. The amount liable to tax equates to the notional interest that would have been paid by the recipient had they taken the loan from a commercial lender (a rate set by HM Treasury). Where applicable, tax is normally collected by adjusting the individual's PAYE tax code.

1206. National Insurance Contributions (NICs). Employee NICs are not payable on the FHTB total amount.

Section II – Definitions

1207. Property Ownership. An applicant is deemed to own or have owned a property if, by virtue of purchase, inheritance, gift or other circumstance, their name appears or

appeared on the deeds of a property.

1208. Terminal Benefits. Terminal benefits (according to membership of the relevant Armed Forces Pension Scheme) are defined as any retired pay or pensions, gratuities, resettlement grants, special capital payments, compensation lump sum, invaliding pensions/gratuities, Early Departure Payments (EDP), Ill-Health pensions, Ill-Health lump sums or other emoluments, which are paid upon exit from the Service.

1209. Letting. For the purpose of this scheme (except under the circumstances described at paragraph 1238), an individual will be considered to be letting the property when they receive rent under a formalised rental agreement, as with a Short Term Let, a Short Hold Tenancy Agreement, a Holiday Let, rentals under the 'Rent a Room Scheme' or under any other formal tenancy agreement.

1210. Relevant Authorities. The relevant authorities are:

- a. For matters other than the FHTB Insurance Premium:

Defence Business Services
Military Personnel
FHTB Section
Centurion Building,
Grange Road,
Gosport,
Hants
PO13 9XA

Email: fhtb@dbspv.mod.uk

Tel: Internal – 94560 3600 Option 4

External – 0141 224 3600

Fax: Internal – 93844 2828/ 2506

External: 02392 70 2828/2506

- b. The authority is DBS Mil Pers (formerly SPVA) Debt Management, Recoveries and Write Offs.

Section III – Eligibility

1211. Eligible Service Personnel. A Service person is eligible for a FHTB advance provided they have completed 12 months service from the date of enlistment **AND** completed Phase One Training.

- a. **All Personnel:**

- (1) They are not a reservist or a member of the Military Provost Guard Service;
- (2) They have not yet drawn any terminal benefits;
- (3) They have not given notice or applied for early termination unless they

have qualified for a terminal grant which is greater than the FHTB amount, and from which, the advance can be repaid (see paragraph 1242);

(4) At the point of application, they have more than 6 months remaining before termination from the Services (although alternate schemes with different criteria may be created for those leaving as part of an organised programme of redundancies; separate guidance will be issued in such cases);

(5) They are not under warning for discharge (RN), or Final Warning for discharge (Army and RAF);

(6) They are considered suitable in all respects by their CO to receive a FHTB advance (see Qualifying Criteria paragraphs 1214-1216);

(7) Their Joint Medical Employment Standard (JMES) grading is at, or above, the minimum standard where single Service policy allows the SP to serve without medical retirement/discharge action being undertaken. Unit HR staff are to confirm the applicant's JMES as stated on JPA. In cases where a claimant's medical deployability standard is Medically Non-Deployable (MND), either permanent or temporary, certification from the UMO is required. Those that have been downgraded for reasons of pregnancy are eligible, but this must be evidenced by a JMES E grading of E6 or a copy of form Mat B1. Unit HR should check with their single Service Manning Authorities if they are in doubt. Those undergoing medical retirement/discharge action who are nonetheless able to obtain a mortgage offer in principle, may make an exceptional case through their CO and DBS Mil Pers to PACCC (who may consult with People-SPSupport-Accom). However, a FHTB advance is only likely to be granted in exceptional cases where it would be able to be recovered from terminal benefits due to the applicant. Irrespective of JMES grading, at the time of the FHTB application, the applicant is required to acknowledge on the application form that, should they later have a medical condition that leads to invaliding or discharge from the Service, then recovery of the FHTB advance may only be waived following submission of casework to the PACCC in accordance with para 1247.; and

(8) Where an individual Commissions from the Ranks, they will retain their eligibility for FHTB if they had been eligible prior to their Commissioning. Where there is a time served requirement (i.e. for Army and RAF personnel), the time served can be accumulated between an individual's non-commissioned and commissioned service.

(9) Only one application for FHTB may be made unless applying under the 'extenuating family or medical circumstances' clause at paragraph 1218.

(10) They do not have an outstanding Crown Debt.

Section IV – Entitlement

1212. Amount of FHTB. Applicants who meet all of the applicable criteria at paragraph 1211 will be permitted an interest free FHTB advance recoverable from pay and, if necessary, terminal benefits. The amount of the FHTB approved will be limited to the lowest of the following calculations:

- a. 50% of gross basic pay including all forms of Recruitment and Retention pay (formerly specialist pay) (this excludes allowances); or
- b. £25,000; or
- c. The purchase price of a property, less the mortgage amount, incentives being offered, shared ownership or Government Help to Buy schemes (see para 1204), plus associated legal, surveyors and land registration fees, plus the cost of any repairs, which are an explicit condition of a mortgage obtained. In the case of Flexible mortgages, the “mortgage obtained” will be regarded as a maximum sum that may be borrowed under the flexible mortgage arrangements.
- d. When the applicant is selling a property or has sold a property in the last 12 months, the difference between the maximum mortgage obtained and the purchase price of the new property, abated by any capital realised from the sale of the previous property. The purchase price of a property, less the mortgage amount, incentives being offered, shared ownership or Government Help to Buy schemes (see para 1204), plus associated legal, surveyors and land registration fees, plus the cost of any repairs, which are an explicit condition of a mortgage obtained. In the case of Flexible mortgages, the “mortgage obtained” will be regarded as a maximum sum that may be borrowed under the flexible mortgage arrangements.
- e. When moving home, if the applicant already has a FHTB advance or a LSAP loan that they have not yet repaid in full, the amount of the new FHTB advance will be abated by the outstanding balance of the previous loan/advance. This will be shown as a full repayment of the previous FHTB/LSAP in the applicant's pay/FHTB record, followed by a full credit of the new FHTB amount; or
- f. In the case of an applicant buying equity in an already owned property the amount of mortgage obtained on behalf of the applicant in order to purchase a share in the property. On completion of the transaction the applicant must own a portion of the property.

1213. Changes in amount of FHTB. Should the SP wish to make an amendment to the FHTB amount during the period in which their application is being processed, they must notify DBS Mil Pers, FHTB Section in writing. Provided it remains within their threshold, this will allow the amended amount to be processed.

Section V – Qualifying Criteria

1214. All loans. Use of a FHTB advance must meet all of the following criteria:

- a. The property to be purchased or self-build is intended for the applicant's own immediate occupation or that of their immediate family. In the case of
- (1) Single personnel or where
 - (2) Both spouse/ civil partners are serving members of the Armed Forces and/or
 - (3) Service personnel who are serving overseas or in Northern Ireland who will be unable to occupy the property during the working week, occupation at weekends and/or during periods of leave is deemed to qualify;
- b. The property to be purchased or self-build will be wholly or partially owned by the applicant, (also including the purchase of shared ownership properties);
- c. The property to be purchased is not a mobile home, houseboat or caravan;
- d. The property to be purchased or self-build will not be a dedicated business premises or residential accommodation with integral business premises, e.g., a shop with an upstairs flat. The property may also be one that is purchased for renovation or as a conversion, either as part of a "Brown Field Site" or as an agricultural or commercial property conversion to residential accommodation. Planning permission for the conversion as well as permission for the change of function must have been obtained before a FHTB can be approved;
- e. The property to be purchased or self-build is situated in the UK or, for those recruited in the Republic of Ireland, or of Republic of Ireland parentage, the Republic of Ireland;
- f. The property to be purchased is one on which a mortgage lender (authorised by the FCA) is willing to advance a mortgage. This applies even if a mortgage is not required; in these circumstances, a FHTB application would need to be supported by a valuation report that demonstrates a mortgage would be available on the property.
- g. The property to be purchased or self-build is one on which the applicant has agreed to sign a Promissory Note agreeing to repay the FHTB advance. This will be forwarded to the applicant's solicitor once entitlement has been established. The Solicitor will forward this to the Service applicant prior to the payment of the FHTB. Failure to sign and return the Promissory Note will result in non-payment of the FHTB.
- h. No part of the FHTB may be used towards the cost of furnishings and fittings.
- i. A FHTB advance may not be used to improve a property already owned by the applicant unless they meet the criteria in paragraph 1218.

1215. Purchases where applicant currently owns or has previously owned a property.

a. No FHTB advance will be given for the purpose of purchasing a second property, regardless of the location, occupancy or usage of either property. If the applicant owns a property at the time of application, that property must be sold before (or on the same day as) purchasing a new property. Mobile homes, houseboats and caravans will not be counted as a first property for the purpose of this scheme.

b. No FHTB advance will be given for the purpose of purchasing a property within 50 miles of a property wholly or partly owned by the applicant (in accordance with JSP 752 Chapter 1) within the previous 12 months except where there are extenuating medical/family circumstances (see paragraph 1218).

1216. Self-Build. Land, with outline planning permission to build a suitable property, may be purchased under the FHTB scheme for the purpose of housing the applicant and their immediate family as soon as the property is habitable. However, occupation should take place within 12 months of the full FHTB application approval and during the assignment which the FHTB advance was awarded. If circumstances change and it is looking unlikely that this requirement will be met, applicants should notify DBS Mil Pers, FHTB Section at the earliest opportunity so that they can decide a course of action. Once habitable, the property must be for the immediate occupation of the applicant or their immediate family; it must be wholly or partially owned by the applicant and it must be solely residential accommodation. The options to facilitate the build are:

a. A payment to purchase the land, either in full or as part of a mortgage.

b. On presentation of an invoice, monies may be paid directly to the builders (or paid to the applicant if they are making staged payments to builders, followed up by corresponding receipts) or if the applicant carries out the work themselves, payments of FHTB will be limited to the cost of building materials necessary to complete the undertaking and receipted invoices are to accompany the claim. A mixture of payments direct to a builder and to the applicant is also permissible, within the maximum amount calculated for the FHTB.

c. A combination of sub-paragraphs a and b above.

1217. Joint Purchase. Two or more Service applicants may each obtain a FHTB for the joint purchase of the same property, however, this is no guarantee that a mortgage provider will accept two FHTB amounts towards the purchase of a property.

1218. Extenuating Medical/Family Circumstances. The following apply if the applicant wishes to use a FHTB advance to improve a property they already own. In addition, a Service person who would normally be disqualified from receiving a FHTB advance to move properties by virtue of paragraph 1215b may nonetheless qualify for a FHTB advance if able to meet the conditions in sub-paragraphs a and b below:

a. Applicable Circumstances. One of the following medical/family circumstances must apply:

(1) Since the purchase of the current property, there is a specific medical requirement (defined as an existing condition which has deteriorated or a new

medical condition) to carry out modifications to the current property. Any application must be supported by a statement signed by the applicant to this effect.

(2) In the case of Service personnel categorised as PStat Cat 1 or 2, there are insufficient bedrooms for each child to have a separate one. An application must be supported by a statement signed by the applicant to this effect. In these circumstances an unborn child expected to be born (evidenced by a form Mat B1) may be counted as a member of the immediate family. The extenuating circumstances are:

(i) Additional dependent children since the purchase of the current property; or

(ii) Dependent children, at the time the property was purchased, subsequently reaching the age of 11 years and over (only one move every 2½ years within the same area is permitted).

(3) Since the purchase of the current property, there is a requirement for an additional modification to accommodate, on a permanent basis, an elderly or disabled member of the close family. Any application must be supported by a statement signed by the applicant to this effect.

(4) The Service Person was married or in a civil partnership at the time of the property purchase and that marriage / civil partnership has now ended, resulting in the recipient ceasing to be the legal owner of the purchased property (or proof that a transfer of ownership is imminent, for example, a Consent Order and draft completion statement). This must also be supported by a change in the individual's PStatCat on JPA (see paragraph 1237).

b. Supporting Evidence. Applications made for the purchase of a new property as a result of meeting the criteria in sub-paragraph 1218 must make clear in the supporting statement why the existing property no longer satisfies the applicant's needs, but that the new property, or the existing property, once modified, will do so. Should an applicant subsequently be found to have breached the regulations for a FHTB advance set out in sub-paragraph 1218, interest charges will be applied in accordance with paragraph 1250. The relevant Service authority will also consider whether administrative/disciplinary action is appropriate.

c. Building Work to an Existing Property. Where application is made for building work for an extension to an existing property and the criteria in sub-paragraph 1218 are met, the supporting evidence must set out the work that will be undertaken. Should an applicant subsequently be found to have breached the criteria in sub-paragraph 1218, interest charges will be applied in accordance with paragraph 1250. The relevant Service authority will also consider whether administrative/disciplinary action is appropriate. FHTB cannot be used to modernise a property, only make modifications designed to address the circumstances outlined in sub-paragraph 1218a.

d. Payment for Building Work. Any FHTB advance approved for extending a

property may be paid to the builders direct on presentation of VAT invoices. If the applicant carries out the work, payments of FHTB are to be limited to the cost of building materials necessary to complete the conversion. Receipted invoices are to accompany the claim. The following are examples of items which are not eligible for inclusion:

- (1) Tools (either purchased or hired).
- (2) Fittings and Furnishings.
- (3) Installation of double-glazing (unless part of a new extension).
- (4) Decoration (unless part of a new extension).

e. Payments. A mixture of payments direct to a builder and to the applicant is also permissible, within the maximum amount calculated for the FHTB. Apart from the circumstances described in paragraph 1218a, FHTB will not be paid retrospectively, therefore only invoices dated after the full FHTB application was approved will qualify.

Section VI – Entitlement to Service Accommodation

1219. Nomination of purchased property status. For a FHTB advance to be granted, the property to be purchased must be certified by the applicant as either:

a. A Residence at Work Address (RWA):

- (1) Where the property is to be occupied as an RWA during a current assignment, the applicant must have an expectation of at least 6 months left to serve in that assignment and of themselves, or their family, occupying the property for at least 6 months.
- (2) Where the property is to be occupied as an RWA during the applicant's next assignment, they must have received an Assignment Order and the assignment must be within the next 6 months and for a minimum period of 6 months.

b. A Selected Place of Residence (SPR). The applicant must certify on the application form that they wish to designate the property purchased as a SPR:

- (1) Where the property purchased with the assistance of a FHTB advance is not occupied as a Residence at Work Address (RWA), Service personnel may be eligible to claim a Get You Home (Travel) (GYH(T)) allowance for travel to that property, subject to meeting the eligibility criteria in JSP 752. However, where the property purchased with the assistance of a FHTB advance is subsequently rented out, thereby ceasing to qualify as a Qualifying Residence for the purpose of claiming GYH(T), and the individual elects to purchase a second property, there will be no further entitlement to claim Get You Home allowance to that second property during the period in which the FHTB advance

is being repaid.

1220. Entitlement to Service accommodation.

a. Personnel assigned with their immediate family to an area within 50 miles of a property which they have purchased or extended with the aid of a FHTB advance (whether designated as an RWA or SPR) are disqualified from occupation of SFA / SSFA or SLA, except in the following circumstances:

- (1) On the outcome of a successful welfare application, their Local Service Commander is satisfied that the property remains beyond a reasonable daily travelling distance; or
- (2) They are entitled to occupy SFA by virtue of their appointment; or
- (3) They are legally separated from their spouse/civil partner who continues to live in the property purchased (or extended) using a FHTB advance and would be entitled to SFA because they are designated PStatCat 2.

b. Personnel who have purchased a property using a FHTB advance which they have designated as a SPR will generally be disqualified from occupation of SFA / SSFA (but will be eligible to occupy SLA, at the appropriate charge rate) during their current assignment (and their next assignment, if, at the time of application, they have received official notice of that assignment and it begins in the next 6 months). Occupation of SFA / SSFA will only be permitted in the following circumstances:

- (1) On the outcome of a successful welfare application, their Local Service Commander is satisfied that there is an overriding welfare reason why the applicant should be entitled to SFA / SSFA; or
- (2) They are entitled to occupy SFA by virtue of their appointment; or
- (3) They are legally separated from their spouse/civil partner who continues to live in the property purchased (or extended) using a FHTB advance and would be entitled to SFA because they are designated PStatCat 2.
- (4) If the assignment (or their next assignment, if at the time of application, they have received official notice of that assignment and it begins in the next 6 months) during which they receive the FHTB payment is overseas or in Northern Ireland, individuals can choose whether to:
 - (i) Maintain their entitlement to SFA/SSFA in accordance with Chapter 3 of this JSP and delay the occupancy requirements of FHTB (see para 1214a) until their next permanent assignment in the UK⁷²;
 - (ii) Fulfil the occupancy requirements of FHTB (see para 1214a) alongside the impact this has on their entitlement Service accommodation (see para 1220b)

⁷² Para 1211 applies

- c. In circumstances where both spouse/ civil partners are serving members of the Armed Forces, entitlement to Service Accommodation is in accordance with para 0311 of this JSP.
- d. Personnel granted a FHTB advance for a self-build property are required to occupy that property within 12 months of the FHTB approval in accordance with Para 1216, at which point their entitlement to SFA at their parent unit will cease.
 - e. Personnel granted a FHTB advance for a property whose renovations render occupation impracticable, will be permitted to retain their SFA until completion of those renovations for up to 6 months on production of appropriate evidence of such renovations to Unit HR.
 - f. Personnel can apply for SFA at their parent unit once their FHTB advance **is fully repaid**.

Section VII – Letting, Sale and Re-mortgage of Properties

1221. Permission to Let. Following initial occupation of the property by an applicant and/or immediate family (see para 1214a), a FHTB claimant may, on permanent assignment to a duty station greater than 50 miles from their FHTB property (see para 1219), apply to their CO for permission to let a property purchased or extended with the aid of a FHTB. JPA Form E035a, which is available from the JPA Forms page, is to be used to submit the letting application. If approval to let is granted by the CO or delegated officer, this form is to be submitted to DBS Mil Pers, FHTB Section once completed by the applicant. In the circumstances where Service personnel assigned overseas or in Northern Ireland choose to maintain their entitlement to SFA/ SSFA (see para 1220(4)(i)), they will be expected to occupy the property purchased or extended with the assistance of FHTB at weekends and/ or during periods of leave (see para 1214a). For the duration of their next permanent assignment to the UK, they will not be permitted to let the property out; either they or their immediate family are required to occupy the FHTB property in accordance with para 1214a.

1222. Letting and Interest Charges. If letting is approved, interest charges will be levied at the HMRC Official Rate. Charges will be calculated monthly by DBS Mil Pers, FHTB Section and debited on the claimant's pay account. The interest charge is calculated on the amount of the FHTB outstanding at the end of each month. Reducing monthly charges therefore occur and will be shown as a monthly charge on the claimant's pay statement. It is to the advantage of a claimant to include the amount of such interest paid to MOD in an Income Tax return. A statement of interest paid will be forwarded to the HMRC by DBS Mil Pers, FHTB Section on receipt of a written request from the claimant.

1223. Commencement or Termination of Letting. A letting or cessation of letting must be reported immediately to DBS Mil Pers, FHTB Section through the claimant's parent unit on a change of personal circumstances form (JPA Form E035a). A delay of more than 3 months in reporting should be accompanied by a written explanation from the claimant. Service personnel should also note that when ceasing a letting a delay of more than 3 months in notifying DBS Mil Pers, FHTB Section of the cessation will preclude a claimant

from receiving a full refund of interest charges. This is because of the tax ramifications of the letting of property and the declaration of interest to the HMRC.

1224. Sale of FHTB Property. A participant in the FHTB scheme may sell or otherwise dispose of a property purchased or extended with the aid of FHTB. If a FHTB advance remains outstanding at the date of sale or other disposal, the claimant must immediately inform DBS Mil Pers, FHTB Section. The FHTB must be repaid immediately and in full (see paragraph 1242) or be transferred to another qualifying property (see paragraph 1225). Failure to report the sale or disposal of the property or, if appropriate, to repay the outstanding balance immediately, will be regarded as a breach of the regulations (see paragraph 1244) and will result in interest charges being levied against the outstanding balance from the date on which the sale took place. In circumstances of foreclosure, the balance of the FHTB advance will be recovered from the capital released on resale.

1225. Transfer of a FHTB Balance to a New Qualifying Property. Where a property has been bought as an RWA and for Service reasons the SP is reassigned more than 50 miles from that property, the outstanding balance may be transferred to a property if the following criteria are met:

- a. The new property meets the qualifying criteria as defined in paragraph 1214; and
- b. The new property is bought within 6 months of selling the previous property. In the event that the transfer is not completed within 6 months, the outstanding balance must be repaid in full. Personnel will be eligible to apply for Refund of Legal Expenses (RLE) to support the cost of move (see paragraph 1229).

1226. Further Advance - Increase in Mortgage Loan. In circumstances when a recipient of FHTB wishes to re-mortgage in order to raise additional capital, the Service person must notify DBS Mil Pers, FHTB Section prior to taking any further advance of monies against the property as the sum of the mortgage(s) plus FHTB is not to exceed the value of the property. The Service person is to provide either a copy of the valuation for the re-mortgage or confirmation from the lender that they are willing to lend the additional monies without requiring a formal revaluation or a copy of the mortgage offer in lieu of a valuation report. Should the value of the mortgage, plus the amount secured as a second mortgage, plus the outstanding FHTB exceed the value of the property the FHTB must be repaid in full.

1227. Re-Mortgage - Change of Mortgage Provider. In circumstances when a recipient of FHTB wishes to re-mortgage in order to change their mortgage provider, for example to benefit from a lower interest rate, and does not increase the actual value of the outstanding mortgage loan the circumstances at paragraph 1226 above do not apply and a direct transfer of FHTB capital may take place.

1228. Second Mortgage. The FHTB is not to be used as security to obtain a further mortgage. Inability to repay the outstanding balance upon sale of a property, because of the redemption of a second or subsequent mortgage, will result in interest being charged at the HMRC Official Rate.

1229. Refund of Legal Expenses (RLE) for Purchase and Sale of Property. FHTB

claimants may also be eligible for RLE in accordance with JSP 752 [Chapter 12 Section 3](#). However, if RLE is claimed, only those expenses which are not refunded under RLE regulations will be taken into account in calculating the amount of FHTB payable. **See section XII for Refund of Legal Expenses (New Buyer).**

Section VIII – Changes in Personal Circumstances

1230. Transfer of FHTB to a Second Qualified Service Person - Early Termination or Change of Personal Circumstances. In the case of early termination or a change of personal circumstances (for example relationship breakdown), the outstanding balance of the FHTB may be transferred from the original applicant to another eligible member of the Services. For such a transfer to be made, the Service person to whom the FHTB is to be transferred ('the transferee') must qualify in all respects for a FHTB advance. In addition, the transferee must own (whether solely or jointly with the original recipient) the property in question on the date of early termination or change of personal circumstances of the original recipient. Under this arrangement, the transfer may be completed as a paperwork exercise subject to the prior written agreement of the transferee and original recipient and no money need change hands. The new FHTB will be granted to the transferee on the same terms (including the same date(s) of repayment) as the original FHTB subject to the new termination date not being earlier than the original applicants. The transferee must complete a JPA on-line application and complete the normal application process as outlined at Volume 1 Part 2 Chapter 12 Annex A. The existing mortgage lender will also have to be informed that the FHTB advance has been transferred.

1231. FHTB during Career Breaks (CB) and Secondment. No new claims for FHTB will be admissible during the period of any CB or a secondment. Any applications submitted, but not paid, prior to the CB or secondment start date will be honoured provided all other eligibility criteria are fully met. FHTB repayments may cease for the period of any CB, except when full payment of the FHTB will not be made before a service person's termination date, when sub paragraph 1234 is to be applied. The insurance premium must continue to be paid (see para 1245). FHTB repayments for periods of Secondment are to continue.

a. Career Breaks (CBs). Service personnel in receipt of a FHTB prior to a CB must continue to pay the FHTB Insurance Premium levied. Insurance Premium payments will need to be made through a private arrangement agreed with DBS Mil Pers, FHTB Section prior to the commencement of the CB. If, due to the break in repayments caused by the CB, the FHTB will not be repaid in full before the terminal date, then either;

(1) An arrangement can be made for repayment of the FHTB and Insurance Premium throughout the CB.

(2) Upon completion of the CB, higher monthly repayments can be paid that will ensure the FHTB is repaid by the terminal date.

(3) Repayments can continue at the usual rate, with any outstanding FHTB balance recovered from final salary in the first instance unless clear instruction is given to DBS Mil Pers, FHTB Section to recover from immediate terminal

benefits, or the Resettlement Grant. In all instances approval must be granted in advance by DBS Mil Pers, FHTB Section, and arrangements agreed.

b. Secondment. Service personnel in receipt of FHTB prior to secondment as defined at paragraph must continue to make their FHTB and insurance premium payments throughout the period of secondment. However, such repayments cannot be made via pay accounts and will need to be made through private arrangements agreed in advance with the DBS Mil Pers, FHTB Section.

1232. FHTB during Armed Forces' Occupational Maternity Scheme (AFOMS), Armed Forces' Occupational Shared Leave Scheme (AFSPLS) and Armed Forces' Occupational Adoption Leave Scheme (AFOALS). Any applications submitted but not paid prior to taking either AFOMS, AFSPLS or AFOALS will be honoured provided all other eligibility criteria is fully met. While Statutory Maternity Pay (SMP)/Additional Paternity Pay (ASPP) is paid, FHTB repayments will continue to be made. When SMP/ASPP is no longer payable, the FHTB monthly repayment, the recovery of the monthly payments due to the MOD will be suspended. For further details, please refer to JSP 760 para 20.0269. However, the FHTB insurance premium continues to be paid throughout.

1233. Transfer between Services. A Service person already in possession of a FHTB who transfers from one Regular Armed Service to another may retain the FHTB (which should be transferred to the new pay account) under the Terms and Conditions of Service in which they were serving when they received the FHTB, provided there has been no break in Service.

1234. Application for Early Termination, or Transfer to a Shorter Engagement. Personnel in receipt of FHTB should only be granted early termination or transfer to a shorter engagement, if the FHTB has been repaid in full or they have made acceptable arrangements to repay the FHTB in full prior to their Engagement Expiry Date. Prior to the approval of an Early Termination Application Line Managers are to confirm FHTB implications with the Unit HR Administrator and include details of any outstanding balance, plus the applicant's proposals for repayment. A proposal to continue repaying the FHTB after discharge from the Service will not be accepted. Moreover, a promise of payment at a future date is not considered to be a firm basis for repayment.

Proposals for repayment of a FHTB balance may include:

- a. An immediate lump sum payment.
- b. The commencement of deductions from pay, or the increase of existing deductions from pay, prior to release.
- c. The recovery from any immediate terminal benefits which may be due. Should an individual wish recovery to be made from their terminal benefits, they must instruct DBS Mil Pers in writing to do so. Instructions should be sent to: Payroll, Glasgow: Mail Point 320, Kentigern House, 65, Brown Street, Glasgow, G2 8EX.
- d. The transfer of the outstanding balance to another Service person (see paragraph 1230); or

- e. A combination of the above.

1235. Other Service Debts. Other Service debts chargeable to the applicant's terminal benefits will be taken into account when considering proposals for repaying the FHTB and, until satisfactory arrangements for repaying the FHTB are approved by the DBS Mil Pers Debt Management Recoveries & Write-Off, no arrangements will be made for the applicant's release.

1236. Premature Discharge or Release - Disciplinary or Administrative Grounds (Not at Own Request). If a FHTB recipient is discharged or released prematurely on disciplinary or administrative grounds (i.e. not at the Service person's own request), in circumstances where they will receive sufficient terminal benefits to clear the outstanding FHTB balance, the balance will be recovered from those terminal benefits only when DBS Mil Pers have been instructed to do so, otherwise recovery will be from final salary in the first instance. When premature discharge or release is being considered on disciplinary or administrative grounds, the fact that a person may receive no terminal benefits, or insufficient terminal benefits to clear any outstanding FHTB balance, is not to affect consideration of the case for that person's discharge. Nevertheless, as much of the outstanding FHTB Debt as possible is to be recovered before the person leaves the Service and the Service person is to be directed to make a proposal for repayment of any outstanding FHTB following discharge or release. Any outstanding FHTB following discharge or release will be converted to a Crown Debt and will attract interest. A Crown Debt must be repaid in full before a further FHTB can be awarded, should the Service person subsequently be allowed to rejoin the Services.

1237. Effects of Divorce/Dissolution of Civil Partnership - Sale or Transfer of FHTB Property. A new FHTB applicant or FHTB recipient who is married or in a civil partnership who currently owns a property (or who has owned a property within the 12 months preceding sale or transfer) may be obliged to sell the property, or to transfer ownership of the property to the Service person's ex-spouse/civil partner, as part of a settlement on divorce or dissolution of a civil partnership. In these circumstances, the Service person would cease to be the legal owner of the property. Regardless of whether the sale/transfer forms part of a voluntary settlement or is by direction of a Court Order, the following regulations apply:

- a. If the property, which is sold or transferred was purchased (or extended) with the aid of a FHTB, and the FHTB has not been repaid in full, the procedures for 'Sale of Property' apply; (see paragraph 1224).
- b. If the Service person subsequently wishes to re-enter the housing market with the aid of a FHTB advance, the Service person may apply by virtue of meeting the extenuating circumstances in paragraph 1218.
- c. In circumstances where a Service person is obliged to pay the mortgage on a property as part of a divorce settlement, that person may subsequently qualify for an FHTB under the conditions of sub-paragraph 1218 (4). However, when applying for any subsequent FHTB, applicants are to make any such financial commitments known to DBS Mil Pers, FHTB Section.

1238. Effects of Divorce/Dissolution of Civil Partnership/ Relationship breakdown - Continued Ownership. If, consequent upon divorce, dissolution of a civil partnership or relationship breakdown, the claimant remains the legal owner of a property purchased or extended with the aid of a FHTB but allows their ex-partner to continue living there either by mutual agreement or Court Order, the Service person will be liable to interest charges for "Letting". However, if child(ren) of the relationship reside with the claimant's ex-partner, the claimant will be deemed, for the purposes of FHTB, to be providing a home for the Service person's immediate family and in these circumstances interest charges will not be due. The fact that a debt is still owed by the Service person who has left the family home will not affect their right to occupy SLA. If a Service person wishes to 'buy out' a previous owner's (ex-partner's) stake in the property and is applying for a new mortgage to do so, they can apply for a FHTB advance, as long as they do not have an existing FHTB advance.

1239. Change in Circumstances - Periodic Spot Checks. Recipients of a FHTB advance will be asked periodically to confirm that the property has not been let, disposed of, or sold. DBS Mil Pers, FHTB Section will forward a proforma through the recipient's parent unit for completion and return. This action in no way absolves Service personnel in receipt of a FHTB from their responsibility to report, without delay, the date of letting, sale or disposal of the property, if and when it occurs. Should an applicant subsequently be found to have breached the regulations for an advance set out in sub-paragraph 1214, interest charges will be applied in accordance with para 1250. The relevant Service authority will also consider whether administrative/disciplinary action is appropriate. The MOD may choose to contact FHTB recipients to assist with current and future Service accommodation policy development.

Section IX – Payment and Repayment of FHTB Advance

1240. How to apply for a FHTB advance. The method of claim is detailed at Annex A to Chapter 12 of [JSP464 Pt 1 Vol 2](#). All applications must be received by DBS Mil Pers, FHTB Section a minimum of 6 weeks before the expected purchase completion date to ensure that payment deadlines are met. However, applicants should ensure they speak to their mortgage provider and solicitor at the earliest opportunity to make them aware of their intent to use a FHTB advance, even if they have not yet applied.

1241. Payment of FHTB advance. Payment, if approved, will be made by DBS Mil Pers, FHTB Section direct to the applicant's legal representative, except in the case of self-build properties and property extensions. Applicants should note that:

- a. For purchase of a property in the course of construction, the FHTB can be paid at the point of exchange as long as completion is within 12 months.
- b. Payment will not be made before the deposit is required. This is on condition that the money will immediately be refunded if there is any change in financial details after payment of the FHTB has been approved (including any apportionment of purchase price to fixtures and fittings).
- c. Payment is made by BACS and the legal representatives must apply for the advance at least 10 working days before the payment is required.

d. Approval for payment of FHTB will not be made, or will be revoked if already given, if the applicant's appropriate legal representative legally completes the property purchase prior to receipt of FHTB.

1242. Repayment of the FHTB. The following circumstances determine the repayment of a FHTB debt:

a. **Personnel with 10.5 Years or More to Serve.** Repayment will be made at the rate of 10% per annum by recovery from pay in equal monthly instalments over a period of 10 years. Repayment recovery must commence a maximum of 6 months after the date of payment of the FHTB.

b. **Personnel with More than 10 but Less than 10.5 Years to Serve.** Repayment will commence immediately, at the rate of rate of 10% per annum by recovery from pay in equal monthly instalments, over the last 10 years of service.

c. **Personnel with Less than 10 Years to Serve.** Repayment will commence immediately, at the rate of 10% per annum by recovery from pay in equal monthly instalments, or a greater sum by agreement, the balance being recovered from their final salary in the first instance unless DBS Mil Pers are instructed by the individual to recover from terminal benefits. Instructions should be sent to Payroll, Glasgow: Mail Point 320, Kentigern House, 65 Brown Street, Glasgow, G2 8EX.

d. **Number of Years Left to Serve Undetermined.** Where an applicant has an Optional Retirement Date available in the future and they have not yet decided whether to waive the option, repayment terms will be based on the Normal Retirement Date, but not over a period of longer than 10 years. Any outstanding balance on termination will then be recovered from the Service person's terminal benefits.

e. **Service Beyond Pension/Early Departure Payment Points.** Where an applicant serves beyond any point when a pension/early departure payment or lump sum could be taken, repayment will continue at the previous monthly rate either until repayment has been completed, the Service person retires or is discharged.

f. **Increase of Repayment.** The rate of repayment may be increased at the request of the applicant over any period but may not be reduced below the minimum rate of 10% per annum of the original FHTB regardless of whether the applicant has made part repayment in accordance with paragraph 1242.

g. **Bankruptcy.** Any participant who is declared bankrupt or insolvent is to notify DBS Mil Pers, FHTB Section through their parent unit. DBS Mil Pers, FHTB Section will forward the case to 'Debt Management (Recovery and Write-Off) (DM(R&WO))' for recovery or write-off action as appropriate.

h. **Outstanding FHTB Balance.** The outstanding balance of a FHTB shall constitute a debt owed by the borrower to the MOD and shall therefore be susceptible to recovery action in accordance with Service regulations.

1243. Voluntary full or part repayment. Full or part repayment of the outstanding balance will be allowed at any time. A sterling cheque or banker's draft (raised either by the Service person or their legal representative) **should be made payable to "MOD DBS MIL PERS UK RECEIPTS."** Alternatively, this can be paid electronically to the following details:

Account Name: MOD DBS MIL PERS UK RECEIPTS
Sort Code: 60-70-80
Account Number: 10021116
Reference: FHTB/

Online repayments can be made using your debit or credit card (both Mastercard and Visa are accepted) via the Government website at the following link <https://www.gov.uk/payments/dbs-mil-pers/repayment-of-pay%2C-allowances-and-pensions>, quoting your unique reference number.

1244. Breach of Regulations - Impact on Interest Charges. A FHTB will be interest-free except where otherwise indicated (see paragraphs 1222 and 1224). However, if the applicant commits, or causes to be committed, a breach of any of the conditions of the FHTB scheme, the outstanding FHTB will be converted to a Crown Debt and the Service person shall be required to pay interest from the date of that breach until the final recovery of all sums outstanding at a rate to be determined by the Secretary of State for Defence (normally at the HMRC Official Rate). This requirement does not affect any of the applicant's other liabilities and obligations under the conditions of the FHTB scheme and at law. Any interest due will be deducted from the applicant's salary and from any terminal benefits to which they may be entitled.

Section X – Waiver of Recovery

1245. FHTB Insurance Premiums. To permit recovery in certain circumstances, an annual premium is payable by the FHTB recipient. This is paid in monthly instalments through their pay account, starting from the month following that in which the FHTB was made and finishing when the whole of the FHTB debt has been recovered (see paragraph 1243).

1246. Circumstances in which recovery of advance may be waived. FHTB recipients will be required to refund without delay any balance outstanding at the time of leaving the Service, except:

- a. In the case of death in Service, of the Service person, recovery will be through the FHTB Insurance scheme.
- b. In the case of invaliding or premature discharge/release of the Service person, recovery may be approved through the FHTB Insurance premium scheme, subject to the submission of casework to the DBS Mil Pers PACCC (through DBS Mil Pers, FHTB Section) who should consult the UMO as necessary.

Consideration of the insurance of an FHTB balance on death in service or retirement on medical grounds is to be initiated by completing the Form E035b which can be found on

the Info Centre and sending it to the DBS Mil Pers, FHTB Section.

1247. Casework Procedure. Any Service person wishing to dispute a decision regarding eligibility for FHTB, or any other facet of the scheme, may submit casework detailing their circumstances to the DBS Mil Pers PACCC through DBS Mil Pers, FHTB Section (see paragraph 1210) in accordance with JSP 752, Section 1, paras 04.0402 (for casework) and 04.0403 (for appeals). The format for such Casework/Appeal is in JSP 752 Annex B to Section 4 to Chapter 4.

Section XI – Rates

1248. FHTB Rate. The maximum rate of FHTB is set at £25,000 subject to limitation by the conditions outlined at paragraphs 1212-1213. In some circumstances, mortgage providers may also place restrictions within their mortgage offer that require applicants to take less than the full amount. The maximum amount of the FHTB will be reviewed periodically by People SP Support.

1249. Rate of FHTB Insurance Premium. The FHTB insurance premium rate is reviewed annually by DBS Mil Pers, FHTB Section and published in People-AF REM's annual Directed Letter "Rates of Entitlement for Allowances for Service personnel". For the first year of FHTB, this will be the same rate as Long Service Advance of Pay as detailed in JSP 752. The Insurance Premium payable by every FHTB recipient is based on the total value of insurances granted in the previous financial year and the gross advance figure for the current financial year to arrive at the insurance premium payable per £100 of advance per annum. The resulting figure is converted into a sum paid monthly by each participant of the FHTB scheme, per £100 of advance ensuring that each recipient pays a premium that is proportional to the amount originally borrowed.

1250. Rate of Interest Charges. The interest rate is reviewed annually by People SP Support and published in People-AF REM annual Directed Letter 'Rates of Entitlement for Allowances for Service Personnel'. The interest rate charge is set in accordance with the HMRC Official Rate for beneficial loans. The rate is normally reviewed at the beginning of the tax year and announced in the Budget. This rate is payable by those Service personnel who let a property on which there is an outstanding FHTB (see paragraph 1222).

Section XII - Refund of Legal Expenses (New Buyer)

1251. Service personnel will be entitled to the Refund of Legal Expenses (New Buyer) payment if they buy a first property on or after **11 Mar 24** for use as a Residence at Work Address at a new duty station. Entitlement to Refund of Legal Expenses (New Buyer) is a once only payment during a Service person's Service career aimed at contributing towards the costs of legal expenses incurred when purchasing a first home.

a. **Eligibility.** Service personnel are entitled to the Refund of Legal Expenses (New Buyer) if:

- 1) They have completed Phase 1 training and are serving on a Regular engagement with the UK Armed Forces, **or** as a Full Commitment Reservist as defined in single Service instructions.

and

- 2) They are a first-time buyer, with a completion date on or after 11 Mar 24.

To count as a first-time buyer, Service personnel must not, either alone or with others, have previously purchased or acquired a major interest (e.g., an inheritance) in a property or an equivalent interest in land situated anywhere in the world that was subsequently occupied as a place of residence.

b. **Conditions of use.** Refund of Legal Expenses (New Buyer) is a reimbursement payment for actual receipted costs paid to a solicitor or conveyancing legal professional when purchasing a home for the first time and is capped at an upper limit of £1,500.

For the Refund of Legal Expenses (New Buyer) advance to be granted, the following conditions must be met:

- 1) The property must be certified by the applicant as a Residence at Work Address;

and

- 2) The property being purchased must be within a reasonable daily commute of the duty station to which the Service person has been assigned, and the duty station must be beyond a reasonable daily commute of the Service person's Residence at Work Address and Selected Place of Residence prior to that point;

and

- 3) The Service person must begin / have begun their assignment at the relevant duty station within the same or previous tax year to when the property was purchased;

and

- 4) At the point the property is purchased, the applicant must have an expectation of at least twelve months left to serve in that assignment and the Service person, or their family, occupying the property for at least twelve months.

or

- 5) Where the property is to be occupied as a Residence at Work Address during the applicant's next assignment, they must have received an Assignment Order with an assignment date within the next six months and for a minimum duration of twelve months, with an expectation of the Service person, or their family, occupying the property for at least twelve months.

c. **Qualifying Residence.** For the purpose of these regulations a qualifying residence is defined as being a static home (e.g., house, flat, maisonette, bungalow or

mobile home). Houseboats, caravans and dedicated business premises are not qualifying residences.

For the purposes of Remote Working (RW), RLE may only be claimed for an Alternative Work Address (AWA) where the residence is also the Service Persons RWA.

d. Forces Help to Buy. Forces Help to Buy and Refund of Legal Expenses (New Buyer) may be used together towards the purchasing of a home if the Service person meets the eligibility criteria for both schemes.

e. When to Make a Claim. Refund of Legal Expenses (New Buyer) can only be claimed in arrears on the completion of the house purchase and on production of the actual legal expense costs paid by the Service person in accordance with the time limits set out in JSP 752, Chapter 1. Evidence showing date of purchase completion is via production of the legal conveyancing completion statement (known as the Date of Entry/Settlement date, on the title sheet in Scotland). Fees qualifying for reimbursement fall into the following categories:

- 1) Legal Fees paid to a solicitor or conveyancing legal professional.
- 2) Land Registry charges.
- 3) Telegraphic Transfers.
- 4) Searches.

f. Method of Claim. RLE(NB) claims are to be submitted by SP with receipted invoices and supporting paperwork on JPA Form F030. The unit HR admin staff will ensure that all appropriate paperwork is included and then forward the claim to DBS for assessments, authorisation, and payment. Payment of approved claims is via SP's pay account.

g. Non-reimbursable Costs.

- 1) **Stamp Duty.** Stamp duty is not considered a legal expense and is not a reimbursable cost.
- 2) Costs incurred for house purchases that fall through and do not progress to completion cannot be claimed against Refund of Legal Expenses (New Buyer). However, Service personnel in this position do remain eligible to claim Refund of Legal Expenses (New Buyer) at a later date upon completion of their first house purchase. Service personnel demonstrating that a purchase was unable to be completed for unforeseen Service reasons are eligible to claim for costs incurred and remain eligible for Refund of Legal Expenses (New Buyer) at a later date upon completion of their first house purchase.

h. Income Tax and National Insurance Contributions. In accordance with ITEPA 2003 Section 271 to 287, refunds of expenses incurred in respect of the purchase of residences are non-taxable when reasonably connected with a change of residence resulting from an alteration of the place where an employee is normally to perform their duties.