



**Ministry
of Defence**

**JSP 464
Tri-Service Accommodation Regulations Volume 1:
Service Family Accommodation (SFA) and
Substitute Service Family Accommodation – UK
and Overseas**

Part 2: Guidance

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.

Lt Gen James Swift
Chief of Defence People
Defence Authority for People

Preface

How to use this JSP

1. 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 personnel¹ on a **worldwide basis**, except for accommodation in operational theatres and temporary accommodation at training areas where separate single Service arrangements will apply. Those policies that are specific to Overseas Service are in **BLUE**. This JSP contains the policies 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 1 - Directive	Tri Service Accommodation Regulations Vol 1 Part 1: Service Family Accommodation (SFA) and Substitute Service Family Accommodation – UK and Overseas
JSP 464 Vol 2 Part 1 - Directive	Tri Service Accommodation Regulations Vol 2: Single Living Accommodation and Substitute Service Single Accommodation
JSP 464 Vol 2 Part 2 - Guidance	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 Vol 3: Service Accommodation Charges, Combined Accommodation Assessment System (CAAS) and 4 Tier Grading (4TG)
JSP 464 Vol 3 Part 2 - Guidance	Tri Service Accommodation Regulations Vol 3: Service Accommodation Charges, Combined Accommodation Assessment System (CAAS) and 4 Tier Grading (4TG)
JSP 752	Tri Service Regulations for Expenses and Allowances

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. For further information on any aspect of this guide, or questions not answered within the subsequent sections, or to provide feedback on the content, contact:

Job title/E-mail	Project focus
People-Accommodation Policy	Sponsor

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Table of Amendments

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

Version	Chapters Affected	Dated
2	5	25 Jan 2016
3	5	22 Feb 2016
4	Various	14 Nov 2016
5	Various	06 Mar 2017
6	Various	06 Nov 2017
7	1, 11	16 Apr 2018
8	4	04 Jun 2018
9	2	01 Apr 2019
10	2, 7	30 Sep 2019
11	4	03 Feb 2020
12	Various	01 Apr 2020
13	Various	01 Apr 2021

1 Principles

Provision of Service Accommodation

1. 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.

Responsibility for Policy

2. Chief Defence People (CDP) is responsible for the formulation of Defence living accommodation policy and delegates the lead to the Director Service Personnel & Training Policy (D SP Pol), who delegates day to day responsibility to Hd Accommodation Policy (Hd Accom). In discharging these responsibilities, Hd Accom may consult with the single Service Housing Colonels²³.

JSP 464

3. **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 Housing 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, Joint Force Command, Defence Infrastructure Organisation and Defence Equipment and Support. The APWG and ASG report to the Military People Leadership Team (MPLT) and then the Defence People Leadership Team (DPLT).

DIO Accommodation Contact List

4. Details of DIO Accommodation's National Housing Prime Help Desk (NHPHD) 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.

Accommodation Definitions

5. A summary of accommodation-related definitions is at Annex C to Chapter 1.

Annexes

- A. Responsibilities for SFA
- B. DIO Accommodation – Housing Allocation Service Centre
- C. Accommodation-Related Definitions

² For the Army, the Housing Colonel sits in the 4* Army HQ and is the interface for accommodation policy. However, responsibility and arbitration for accommodation delivery issues and casework is delegated to Regional Command.

³ Navy - Navy NPS-PeopleE SPT DACOS, Army - Army PersCap-PersSvc-AH - , RAF- Air-COSPers-Del Com Spt DACOS

RESPONSIBILITIES FOR SERVICE FAMILY ACCOMMODATION (SFA)

RESPONSIBILITIES OF MOD

1. MOD will:

- Set Tri-Service accommodation policy (D SP POL)
- Sponsor TSARs - JSP 464 Volume 1 (SFA/SSFA UK and Overseas), Volume 2 (SLA/SSSA) and Part 3 CAAS and MOD's 4 Tier Grading for Charge Regulations - (Hd People Accommodation Policy).
- Subject TSARs to systematic and regular review in consultation with the Service PPO's staffs and the Housing Authorities⁴ through the auspices of the Accommodation Policy Working Group (APWG) and the Accommodation Steering Group (ASG).
- Set out the terms and conditions of occupancy of SFA which MOD considers to be reasonable in the Licence to Occupy SFA (Hd People Accommodation Policy).
- Promulgate accommodation charges as recommended by the AFPRB and agreed by the Government in the 'Annual Pay Letter'.

RESPONSIBILITIES OF THE SERVICE CHAIN OF COMMAND

2. **The Services' chains of command will:**

- Comply with TSARs - JSP 464 Volumes 1, 2 and 3.
- Assist in the development of TSARs via single Service PPO staffs.
- Abide by the Customer Supplier Agreements with DIO.
- Facilitate and encourage the resolution of issues between the Housing Authority and Licensees of SFA (via Unit Welfare Officers/Unit /DIO Accommodation/ Liaison Officers/local consultative/liaison groups) at the local level on those occasions when input from the Service authorities and specialist welfare, medical and educational agencies is necessary.

RESPONSIBILITIES OF THE SERVICE HOUSING AUTHORITY (DIO ACCOMMODATION)

3. The Housing Authority (through the NPHPD for UK Accommodation and [Garrison/Station Housing Staff overseas or DIO Housing staff or Local Garrison Station staff where DIO does not have a Housing presence](#)) will:

- Comply with TSARs - JSP 464 Volumes 1, 2 and 3.
- Abide by the Customer Supplier Agreements with the Services.

- Abide by the terms and conditions of the Licence to Occupy.
- Input relevant details into JPA in order that charges for the period of occupation of the SFA may be deducted from the Licensee's pay.
- Ensure that an effective system exists to address issues direct with occupants prior to seeking the support and assistance of the Service chain of command.
- Seek the support and assistance of the Service chain of command in facilitating the resolution of issues at the local level on those occasions when input from the Service Authorities and specialist welfare, medical and educational agencies and organisations is necessary.
- Seek vacant possession of the property through the courts in accordance with the Protection from Eviction Act 1977 in the event that Licensees fail to vacate SFA on expiry of the appropriate notice.

RESPONSIBILITIES OF THE LICENSEE

4. The Licensee will:

- Abide by TSARs - JSP 464 Volumes 1, 2 and 3 (as applicable for type of accommodation occupied).
- Sign the Licence to Occupy and abide by its terms and conditions
- Permit SFA charges and CILOCT to be deducted from their pay.
- Seek to resolve issues direct with the Housing Authority in the first instance prior to seeking the support and assistance of the Service chain of command.
- When necessary, seek the assistance of the appropriate Service chain of command in facilitating the resolution of housing related issues and in raising complaints where their involvement, and the involvement of specialist welfare, medical and educational agencies is appropriate

⁴ DE Ops Housing, HQ Land Forces, JFC HQ and HQ Air Command.

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ACCOMMODATION-RELATED DEFINITIONS

1. **Personal Status Categories (PStatCat):** The personal status of Service personnel is defined by Personal Status Category (PStatCat). A list of PStatCat definitions can be found in JSP 752, Part 2, Chapter 1 Section 3.
2. **Service Family Accommodation (SFA):** Accommodation provided for Service and entitled civilian personnel with dependent families. It is normally provided by means of Service Family Accommodation (SFA) or Substitute Service Family Accommodation (SSFA or hiring's).
3. **Hirings:** Substitute Family Accommodation found from the commercial rental sector either by accommodation providers or individual occupants in receipt of Overseas Rent Allowance.
4. **Substitute Service Family Accommodation (SSFA):** Where SFA is not available, privately rented accommodation will be provided, allocated and managed by the MOD Accommodation Agency contractor. The standards of accommodation will remain the same as those to which Service personnel are currently entitled within these regulations.
5. **Entitled Service personnel:** Entitled personnel are to be provided SFA or SSFA at the duty unit specified on their assignment order. To be entitled to SFA Service personnel within the UK and overseas must meet the criteria laid out at JSP 752, Part 2 Chapter 1 Section 3.
6. **Eligible Service personnel:** Eligible personnel may apply to occupy temporarily surplus SFA only where it is available. To be eligible to occupy surplus SFA personnel within UK must meet the criteria laid out in JSP 464 Volume 1 Part I Chapter 9.
7. **Dependants:** A dependant is defined as a spouse/civil partner or child of a Service person or entitled civilian who depends on him or her for support.
8. **Children:** For the purposes of SFA allocation, a child is defined as 'the natural child, or the adopted child of the Service person or his or her spouse, civil partner or other partner in respect of whom a Service Declaration has been made; or a child of the family⁵ who is below the age of majority (18 years of age). Unborn children, who are expected to be born within 6 months of occupation of SFA, are to be counted as members of the family. Exceptions to the age limit above are:
 - Dependent children who are under age 25, unmarried and in receipt of full-time education at school, 6th Form College, College of Further Education or an Institute of Higher Education (e.g. university), studying up to and including 1st degree level only and where the dependant child continues to reside with the parents in SFA, providing there is no more than a break of one academic year between the secondary and further

⁵ A term meaning any other child who is being brought up in the household of the husband/wife at his/her expense, or was so brought up immediately before the spouse/civil partners were estranged, separated by legal order, divorced or before their marriage was annulled or before the death of the wife/husband/partner, e.g. a child for whom one is a legal guardian.

education⁶. Children of any age, who are physically or mentally incapable of contributing to their own support.’

9. **Other Occupants:** Other occupants include non – dependent adult children, aged parents and full-time nannies/au pairs for whom permission has been granted by NHPHD to occupy SFA. Other occupants do not normally affect the size of SFA; however, subject to availability and where circumstances permit, the applicant may be allocated a larger SFA by NHPHD on payment of the appropriate charge for the Type of SFA occupied. In the case of single parents PStatCat2 and PStatCat1 couples when both partners are serving who need to employ a full-time nanny/au pair specifically for child care, NHPHD is to allocate SFA which has sufficient bedrooms so that the full-time nanny/au pair may be accommodated in their own bedroom.

10. **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 permission has been obtained from DIO in consultation with the Local Service Commander.

11. **Allocation:** The point at which the formal letter informing the applicant of a specific property that is being offered is sent by the NHPHD/[Station Housing provider overseas](#).

12. **Move In:** The point at which the applicant or proxy takes physical control of the property which is determined by possession of the keys.

13. **Occupation:** The point at which the applicant or their family moves into the property.

14. **Move Out:** The point at which the applicant or proxy relinquishes physical control of the property by handing back the keys to the appointed NHPHD representative at the Move Out appointment.

15. **Initial training:** Initial Training is defined as:

- **Other Ranks.** The initial new entry training which, when completed, enables the recipient to progress on to trade or specialist training.

- **Officers.** The initial officer training of each Service which is common to all new entrant officers of that Service regardless of their future specialisation.

16. **ORA: Overseas Rental Allowance. (Overseas Only)**

17. **DA:** Disturbance Allowance.

18. **Guards Corridor (UK Only):** SFA located within 10 miles of any of the duty stations of Westminster, Hounslow, Windsor, Aldershot and Pirbright.

19. **Naval Port Area:** SFA located within 10 miles radius of HMNB Portsmouth (including SFA at Petersfield by exception), HMNB Devonport and HMNB Clyde.

⁶ The academic year is defined as the period between the last day of the summer term and the first day of the winter term in the following year (for example Jul 03 - Sep 04).

2 Service Family Accommodation (SFA)

Responsibility

1. DIO Accommodation is the Housing Business Unit in the Defence Infrastructure Organisation (DIO). The majority of the SFA estate in England and Wales is owned by Annington Homes and under lease back to the MOD. DIO Accommodation is responsible for the management of the housing stock and for meeting the demands of the Services in accordance with the Strategic Housing Plan. As part of the management process DIO Accommodation, in consultation with the Services, is responsible for the disposal of surplus housing stock back to Annington Homes, or through another Business Unit of DIO as appropriate; and, where necessary, for providing new homes.

Service Licence to Occupy SFA

2. The Service Licence to occupy SFA is to be signed by all entitled and eligible Service personnel who occupy SFA. [\[Overseas: In BF\(G\) this Licence to Occupy is also to be signed by members of the supporting civilian component, including contracted personnel⁷.\]](#) See Annexes A and B to Chapter 2. In the case of new build SFA provided through PFI/PPP arrangements, the NHPHD will attach an addendum to the Licence to Occupy SFA summarising any special arrangements which apply locally.

Annexes

- A. Service License to Occupy (UK)
- B. Service License to Occupy (Overseas)

Core and Non-Core Welfare/Community Support SFA

3. Annex C to Chapter 2 provides the core and non-core welfare support for SFA.

Scaling for the Provision of SFA in Support of Welfare

4. Annex D to Chapter 2 provides the scaling for the provision of welfare support.

⁷ In BF(G) the Supporting Civilian Component are subject to Military law whilst in BF(G) serving NATO organisations.

**DEFENCE INFRASTRUCTURE ORGANISATION SERVICE DELIVERY
ACCOMMODATION (DIO ACCOMMODATION)**

SERVICE LICENCE TO OCCUPY SERVICE FAMILY ACCOMMODATION (SFA)

(UNITED KINGDOM ONLY)

**TO BE SIGNED BEFORE MOVING IN
PLEASE READ CAREFULLY BEFORE SIGNING**

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THIS LICENCE is entered on _____(date)
between:

(1) **THE DEFENCE INFRASTRUCTURE ORGANISATION SERVICE DELIVERY ACCOMMODATION (DIO ACCOMMODATION) ON BEHALF OF THE SECRETARY OF STATE FOR DEFENCE** (“the Licensor”)

and

(2) _____ (“the Licensee”)

1. WORDS HAVING A SPECIAL MEANING

1.1 In this Licence:

1.1.1 The Licensor is referred to as “**We**”. The words “**Us**”, “**Our**” and “**Ourselves**” are also used in relation to the Licensor.

1.1.2 The Licensee is referred to as “**You**”. The words “**Your**” and “**Yourself**” are also used in relation to the Licensee.

1.1.3 “**The Property**” is the dwelling known as _____

_____ and this includes the fixtures and fittings and any garden paths, hedges, fences and boundary structures that belong with the dwelling.

1.1.4 **The Property** is currently a type _____ property, assessed under the Ministry of Defence (MOD) Combined Accommodation Assessment System (CAAS) Banding _____ for charge. A review of the CAAS Band or by the Armed Forces’ Pay Review Body may later affect the type and band of **the Property**. **You have 28 Days from date of occupation to challenge this banding.**

1.1.5 “**The Start Date**” of this Licence is _____

1.1.6 The “**Service Family Accommodation Charge**” is the fee **You** pay to occupy **the Property**.

1.1.7 The **Service Family Accommodation charge** comprises charges for **Your** occupation of **the Property**, water and sewerage and, where appropriate, charges for furniture hire and garage/carport usage The Service Family Accommodation Charge is subject to alteration by a 4 Tier Grading Board, or annually by the Armed Forces’ Pay Review Body. These charges are published annually and are available from your Unit Admin Office.

1.1.8 “**CILOCT**” is a charge made in lieu of council tax.

1.1.9 “**the Services**” means the Royal Navy, the Army and Royal Air Force.

1.1.10 “**JSP 464**” means Joint Service Publication 464: Tri-Service Accommodation Regulations, or such other Regulations as may be in force from time to time.

1.1.11 “**Service Family Accommodation**” (**SFA**) means the residential accommodation provided by **Us** to entitled and eligible Service and civilian personnel.

1.1.12 **National Housing Prime Help Desk** The NHPHD delivers and manages DIO Accommodation’s requirements and is the primary interface with customers offering a ‘one stop shop’ on all housing allocation issues.

1.1.13 The singular includes the plural and vice versa.

1.1.14 The masculine includes the feminine and vice versa.

2. **PERMISSION TO OCCUPY THE PROPERTY**

2.1 This Licence gives **You** the right to occupy **the Property** for the duration of this Licence. Other persons, such as **Your** children, **Your** spouse/civil partner or **Your** Long-Term Relationship (Established) (LTR(E)) may only occupy **the Property** in accordance with MoD’s current policy which is set out in **JSP 464**.

2.2 Permission to occupy **the Property** is personal to **You** only.

2.3 **Your** right to occupy **the Property** commences on **the Start Date**.

2.4 **Your** right to occupy the **Property** under this Licence will cease if the Licence is terminated, either in accordance with the relevant provisions of the Licence, or in any other way permitted by law.

3. **PAYMENT OF THE SERVICE FAMILY ACCOMMODATION CHARGE**

3.1 **You** are responsible for and agree to the Service **Family Accommodation Charge** and **CILOCT** being deducted from **Your** pay.

4. **HOW YOU CAN END THIS LICENCE**

4.1 **You** must give **Us** at least 93 days’ written notice that **You** intend to vacate **the Property**. In cases of short notice postings **We** will accept a lesser period of notice from **You** provided that such notice is given to **Us** within 7 days of notification to **You** of **Your** short notice posting. This may not be possible if **You** are deployed on operations or at sea, in which case **You** must notify **Us** within 7 days of **Your** return. Any notice **You** send to **Us** must be sent in accordance with paragraph 10.2 of this Licence.

5. **HOW WE CAN END THIS LICENCE**

5.1 **We** shall only end this Licence by providing **You** with written notice of termination. The period of notice of termination that **We** will give **You** will vary depending on the circumstances. These circumstances are set out in paragraphs 5.2 and 5.3 below. On or before expiry of the notice of termination, **You** must leave **the Property** and have complied with **Your** other obligations under this Licence.

5.2 **We** will give **You** 93 days’ written notice of termination in the following cases:

5.2.1 **Your** personal status changes, resulting in loss of entitlement to **Service Family Accommodation**.

5.2.2 **You** are discharged from **the Services**.

5.2.3 **You** vacate **the Property** on matrimonial/civil partnership/Long Term Relationship (Established) breakdown. What constitutes marital/civil partnership/Long Term Relationship (Established) breakdown for the purposes of this Licence is set out in **JSP 464**.

5.2.4 **Your** spouse/civil partner vacates **the Property** on matrimonial/civil partnership/Long Term Relationship (Established) breakdown and **You** are no longer entitled to occupation of **Service Family Accommodation** as set out in **JSP 464**.

5.2.5 **You** have been formally declared Absent Without Leave (AWOL) after 21 days.

5.2.6 **You** are posted elsewhere.

5.2.7 **We** require **The Property** for disposal or refurbishment.

5.2.8 Any other case where the 28-day notice period in paragraph 5.3 does not apply

5.3 **We** will give **You** 28 days' notice of termination in the following cases:

5.3.1 **You** breach the terms of this Licence.

5.3.2 **You** are discharged from **the Services** on disciplinary grounds.

5.3.3 **You** are only eligible (as opposed to entitled) to occupy **Service Family Accommodation**.

5.4 If **You** remain in occupation of **the Property** after the period of notice of termination expires **You** will be in unlawful occupation. In which case **We** may:

5.4.1 Commence legal proceedings for the recovery of **the Property** from **You**.

5.4.2 Seek damages from **You**, within these proceedings, in respect of **Your** unlawful occupation of **the Property**.

5.4.3 Seek an order for **Our** costs from **You** at the conclusion of those proceedings.

5.4.4 Such sums could be substantial.

5.5 Subject to the provisions of this paragraph, in the event that **You** die in service, **Your** bereaved spouse/civil partner and any dependent children will be entitled to remain in occupation of **the Property** for a 2 year period in order to allow them to assess their longer term housing requirements but on condition that payment of the **Family Quarter Charge** and **CILOCT** is made. The following terms apply to this entitlement:

5.5.1 The Service **Family Accommodation Charge** (which may be liable to change as a result of a 4 Tier Grading Board and/or the annual AFPRB round) and **CILOCT** (subject to a 25% abatement for single occupancy) will be payable by **Your bereaved spouse/partner** from the date of **Your** death.

5.5.2 Where, during the period following **Your** death, **the Property** is required by **Us** under paragraph 5.2.7 of this Licence, **We** will do **Our** best to relocate **Your** spouse/civil partner and dependent children, at **Our** expense, to a property of a similar type at the same location.

5.5.3 6 months after **Your** death **We** will conduct a review of **Your** spouse/civil partner's and dependent children's longer-term housing requirements, in consultation with the Visiting Officer/Welfare Officer and **Your** spouse/civil partner. Where these are not clear at that stage, **we** will conduct subsequent reviews at three monthly intervals.

5.5.4 When the longer-term housing requirements of **Your** spouse/civil partner and dependent children have become clear **We** will end this Licence (or subsequent licence in force) upon 93 days' written notice for SFA and 40 days' notice for SSFA.

5.5.5 Upon the expiry of such written notice **We** will relocate **Your** spouse/civil partner and dependent children at **Our** expense (limited to reasonable removal expenses and the appropriate Disturbance Allowance at Lower (Army Basic) rate).

6. YOUR OBLIGATIONS UNDER THIS LICENCE

6.1 Things You Must Always Do

6.1.1 **You** must pay the Service **Family Accommodation Charge** and **CILOCT** in accordance with paragraph 3 of this Licence. **You** must also continue to pay the appropriate level of Service **Family Accommodation Charge** if the type or band of **the Property** is changed.

6.1.2 **You** must observe and comply with all security and other instructions issued by **the Services, Us** or by **Our** representatives or agents and ensure that members of **Your** household and any visitors also do so.

6.1.3 **You** must make any necessary arrangements with the appropriate providers for the supply of gas, electricity, telephone and other services not included within the **Family Quarter Charge** and pay for a Television (TV) Licence if it is **Your** intention to install or use a television. **You** must pay the appropriate companies all of their charges for their services including any connection charges.

6.1.4 ***You must only use the Property as a single private dwelling for Yourself, Your spouse/civil partner/ Long Term Relationship (Established) and, if applicable, Your dependent children as defined in JSP 464. You must not, without Our prior written consent, use the Property or any part of it for any other purpose nor allow anyone else to do so.***

6.1.5 **You** must keep **the Property** clean and the garden tidy and free from weeds with lawns cut and hedges trimmed.

6.1.6 **You** must obtain **Our** prior written consent before keeping any domestic pets e.g. dogs, cats, rabbits, other small caged animals or birds. **You** must not bury deceased pets in the garden of the SFA or on any MOD communal land under any circumstances. At the end of your licence, you will be required to leave the property to move out standard and provide evidence that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied prior to

moving out.

6.1.7 **You** must notify **Us (NHPHD)** as soon as **You** become aware of any defect or disrepair in **the Property** and take reasonable steps to limit the effects of any damage or loss that may occur.

6.1.8 **You** must take appropriate precautions to prevent damage to water installations during cold weather.

6.1.9 **Our** representative's agents and contractors must be allowed access to **the Property**. They will endeavour to do so at reasonable times, in normal working hours on at least 24 hours' advance notice. In an emergency however immediate entry may be necessary. **You** must allow access to **the Property** for statutory and other safety related inspections of gas and electrical appliances and supplies, including smoke detectors. Where our representatives' agents and/or contractors have missed a maintenance appointment, it is not possible for the Licensee or any other family member to claim for reimbursement from the MOD or DIO for loss of earnings or any other loss arising from a missed appointment. Our contractor's current policy for reimbursement for missed appointments is available on their website.

6.1.10 At **Our** election **You** must either make good or instead pay any cost incurred by **Us** in making good any damage to **the Property** or its fixtures or fittings caused by either **Your** negligence or wilful or accidental damage or that of any member of **Your** household including family pets or any invited visitor or their pets. Damage caused by fair wear and tear is excepted.

6.1.11 When this Licence ends, **You** must leave **the Property** and any furnishings and fittings in good repair and a hygienically clean condition (fair wear and tear excepted).

6.1.12 Within 14 days of receiving **Your** Assignment Order, **You** must notify the NHPHD. This may not be possible if **You** are deployed on operations or at sea, in which case **You** must notify the NHPHD within 14 days of **Your** return.

6.1.13 **You** must give the NHPHD 4 months' written notice of **Your** date of discharge.

6.2 **Things You Must Do If You Have To Leave The Property Temporarily**

6.2.1 During the winter months **You** must take reasonable precautions against damage caused by adverse weather conditions including turning off the water supply at the main stopcock if there is any possibility of freezing up at **the Property** in **Your** absence.

6.2.2 At any time other than during the winter months **You** must turn off the water supply at the main stopcock if **the Property** is to be unoccupied for more than 7 days.

6.3 **Things You Must Never Do**

6.3.1 *This Licence is personal to **You** and it allows only **You**, **Your** spouse/civil partner/ Long Term Relationship (Established) and dependent children to occupy **the Property**. **You** cannot transfer this Licence, or the occupation rights enjoyed under it, to anyone else nor share occupation of **the Property** with anyone else without **Our** prior written consent.*

6.3.2 **You** must not, without **Our** written prior consent, make any alteration or addition to **the Property** or its fixtures or fittings. If **You** are in any doubt as to what this means, **You**

should consult the NPHPD referred to in paragraph 10.2.

6.3.3 **You** must not erect a TV, satellite or other communications aerial or dish, or a greenhouse or garden shed at **the Property** without **Our** prior written consent.

6.3.4 **You** must not, without the written prior consent of the Local Service Commander and **Ourselves**, carry on or allow any person to carry on any business, trade, club or similar activity at **the Property**.

6.3.5 **You** must not materially alter the scheme of interior decoration of **the Property** without **Our** prior written consent, otherwise **You** may be liable for the costs of labour and materials required to return the decoration to the original state. **You** must not make any alteration to the exterior decoration of **the Property**. If **You** are in any doubt as to what this means, **You** should consult the NPHPD referred to in paragraph 10.2.

6.3.6 **You** must not racially, sexually or in any other way, harass **Your** neighbours or cause a nuisance or annoyance or allow members of **Your** household invited guests or pets to cause a nuisance or annoyance to any neighbours or to **Us**, **Our** staff, agents or contractors.

6.3.7 **You** must not make or allow members of **Your** household, invited guests or pets to make any noise that causes a nuisance to **Your** neighbours or to **Us** or can be heard outside **the Property** between 11pm and 8am.

7. **INSURANCE**

7.1 To cover **Your** legal liabilities, **You** are strongly advised to arrange insurance for:

7.1.1 **Your** liability to **Us** up to at least the sum advised currently by the MOD.

7.1.2 **Your** personal property and that of any spouse/civil partner or child; and

7.1.3 **Your** liability to third parties in respect of injury to them and damage to their property.

7.2 Although **We** strongly advise **You** to obtain insurance to cover **Your** liability to **Us** for the sum advised currently by the MOD. **We** may bring claims against **You** whether or not you are covered by insurance.

8. **POSSIBLE CONSEQUENCES FOR YOU IF YOU BREACH THE TERMS OF THIS LICENCE**

8.1 Any failure by **You** to comply with any of the obligations set out in this Licence will entitle **Us** to terminate this Licence on 28 days' written notice.

8.2 If **You** breach this Licence then **We** may recover from **You**, through the courts if necessary:

8.2.1 A sum to cover any deterioration in the condition of **the Property** due to **Your** failure to comply with the terms of this Licence (fair wear and tear excepted);

8.2.2 any Service **Family Accommodation Charge** or **CILOCT** owed to **Us**;

8.2.3 any sum **We** have to spend to make good the effects of any breach of **Your** obligations under this Licence;

8.2.4 any other sum which may become due from **You** to **Us** under this Licence;

8.2.5 damages for **Your** unlawful occupation of **the Property** after expiry of a notice of termination given under paragraph 5;

8.2.6 all legal costs incurred by **Us** in recovering possession of **the Property**; and

8.2.7 any other sum **We** are entitled to recover from **You**

8.3 *If **You** fail to comply with the obligation contained in paragraph 6.1.11 **You** will be liable for all losses or damage that **We** may suffer, including, but not necessarily limited to, **Our** reasonable costs of cleaning, disinfestations and refuse removal.*

9. OUR OBLIGATIONS TO YOU

9.1 So long as **You** comply with the terms of this Licence, **We** will allow **You** to occupy **the Property** subject to the terms of this Licence.

9.2 In cases where **You**, and/or **Your** spouse/civil partner/Long Term Relationship (Established) and dependent children are in unlawful occupation and refuse to give up possession of **the Property** **We** will not seek to enforce **Our** right to possession without first obtaining an Order of the Court.

9.3 **We** are responsible for the maintenance and repair of the fabric of **the Property**, including the internal and external decorative condition of **the Property**, and any installations and appliances that **We** may have provided with **the Property**. This means that:

9.3.1 **We** will do our best to keep **the Property** in a good state of decoration in accordance with the timescales given in the NHPHD – A Guide to Living in SFA.

9.3.2 **We** are not responsible for any damage caused by **You**, any member of **Your** household, **Your** pets, or anyone **You** have allowed in **the Property** or their pets and **We** will not pay to repair such damage. **We** may agree to repair such damage provided that **You** pay **Us** the costs of such repair before **We** undertake the work.

9.3.3 When **You** notify **Us** of any defect or disrepair to **the Property**, **We** will do **Our** best to repair **the Property** within the timescales given in the DIO Accommodation – A Guide to Living in SFA.

9.4 *When **You** notify **Us** of any problem with any installations which **We** have provided for space heating, water heating, sanitation and for the supply of water gas and electricity **We** will do **Our** best to repair them and to restore them to proper working order within the timescales given in the NHPHD - A Guide to Living in SFA. These installations include: -*

9.4.1 The basins, sinks, baths, toilets, flushing systems and waste pipes.

9.4.2 The electric wiring including sockets and switches, gas pipes and water pipes.

9.4.3 The water heaters, fireplaces and fitted fires and central heating installations.

9.4.4 Any other appliances for making use of the supply of water, gas or electricity such as a cooker or a fridge that **We** may have provided with **the Property**.

9.5 **We** will not be responsible for repairing any appliance or item which **You** have brought in to or arranged to be brought in to **the Property**.

9.6 **We** are not obliged to rebuild or reinstate **the Property** if it is destroyed or suffers damage caused by fire, tempest, flood or other accident. If **the Property** is no longer habitable then this Licence shall terminate immediately on the happening of such an event.

9.7 We will notify you in writing if type or band of **the Property** is changed.

10. NOTICES AND CONSENTS

10.1 **We** will serve any written notice on **You** at **the Property**

10.2 **You** must serve any notice (other than notices in legal proceedings) on **Us** at the NHPHD shown below.



10.3 Where proceedings are issued against the Secretary of State for Defence or the Ministry of Defence, they must be served on the Treasury Solicitor in accordance with the Crown Proceedings Act 1947.

10.4 Any notice (other than notices in legal proceedings) will be treated as having arrived 48 hours after posting.

10.5 Where under the terms of this Licence **You** are required to obtain **Our** consent, **You** must approach the NHPHD referred to in paragraph 10.2 for that consent.

I have read and agree to the terms of this Licence. I understand that this Licence is to be granted because my occupation of **the Property** is required for the better performance of my service with the Crown and that this Licence is not a tenancy.

I understand that failure to observe the terms of this Licence and the obligations contained in it could render me liable to legal proceedings and debar me from occupying **Service Family Accommodation**.

Signed by -----)
-----) (the Licensee)
----- (Full Name in Block Capitals)

On ----- (Date)

Signed by -----
----- (Full Name in Block Capitals)

of the NHPHD at -----
----- (Full Postal Address)

for and on behalf of the Secretary of State for Defence

On ----- (Date)

Copies to:

Licensee
NHPHD
Service Supply Organisation (where applicable)

[SFA SPONSOR]

**LICENCE TO OCCUPY SERVICE FAMILY ACCOMMODATION
(OVERSEAS ONLY)**

**TO BE SIGNED BEFORE MOVING IN. PLEASE READ THE CONDITIONS CAREFULLY
BEFORE SIGNING.**

The SECRETARY OF STATE FOR DEFENCE for and on behalf of Her Majesty the Queen grants

(Number Rank Name or other title as applicable): "the Licensee"

a licence to occupy (address): "the Property"

on the following terms and conditions:

1. This Licence is personal to the Licensee and subject to continuing entitlement/eligibility to occupy Service Family Accommodation (SFA) as defined in Tri-Service Accommodation Regulations - JSP 464. This Licence is particular to the occupation of the property shown above and will terminate on either cessation of the Licensee's employment with the Crown or his/her loss of entitlement/eligibility to occupy that property, whichever occurs first.
2. This Licence is to be interpreted in accordance with the provisions in Tri-Service Accommodation Regulations - JSP 464.
3. The Licensee is responsible for ensuring that any members of his/her household and visitors observe the appropriate Service Regulations and comply with all security and other instructions issued by and in the name of Her Majesty's authorities.
4. Either party may terminate this Licence by giving 93 days' notice to vacate the SFA in writing. In exceptional circumstances occasioned by Service reasons, the Licensee may give less than 93 days' notice to vacate. The following additional conditions apply:
 - a. Eligible occupants of temporarily surplus SFA are liable to 28 days' notice to vacate.
5. The address for serving any notice on the Secretary of State for Defence is that of the [SFA sponsor's local Housing Staffs] as shown at the end of the Licence.
6. The Licensee agrees to:
 - a. Occupy the property alone or with his or her spouse/civil partner and/or immediate dependent children (as defined in current Service regulations), and to obtain the prior written consent of the [SFA sponsor's local Housing Staffs] before allowing any other occupants, such as non-dependent adult children, aged parents

and nannies, to move into the property.

Note: The granting of permission for other occupants to take up residence does not entitle the Licensee to the allocation of a larger SFA.

- b. Pay all charges for the accommodation in respect of his or her period of occupation thereof, including any charges for furnishings, fuel, light, water, sewerage and contributions in lieu of Council Tax.
- c. Keep the inside of the property clean and the garden tidy and free from weeds with lawns cut and hedges trimmed.
- d. Obtain the prior written consent of the [SFA sponsor's local Housing Staffs or Station Unit Commander (as relevant to local instructions)] before acquiring a pet/bringing a pet into the SFA. At the end of your licence, you will be required to leave the property to move out standard and provide evidence that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied prior to moving out.
- e. Promptly notify the [SFA sponsor's local Housing Staffs] of any defect or disrepair, take reasonable steps to limit the effects of any damage that may occur and appropriate precautions to prevent damage to water installations during cold weather.
- f. Allow representatives, agents and contractors of the Crown access to the property at reasonable times on receiving at least 24 hours advance notice or immediately in an emergency.
- g. Make good, or pay any cost incurred by the [SFA sponsor's local Housing Staffs] in making good, any damage and loss caused to the Property, and any fixtures and fittings, by their proven negligence, or by the proven negligence of members of their family and visitors under those circumstances where the Licensee might have taken reasonable steps to prevent the occurrence, and damage caused by pets (see back page of the Licence for a summary of the Licensee's liabilities)
- h. Vacate the property at the end of any period of notice and on vacating to leave the property and any furnishings in good repair, fair wear and tear, unavoidable accidents excepted, and in a hygienically clean condition, and if failing to do so to be liable for:
 - (1) Any losses or damage as assessed by the [SFA sponsor's local Housing Staffs] or their appointed agents, and
 - (2) Any costs in respect of cleaning, disinfestation or refuse removal as assessed by the [SFA sponsor's local Housing Staffs] or their appointed agents, and
 - (3) Payment of damages for trespass until the property is vacated, and
 - (4) Any legal costs incurred by the [SFA sponsor's local Housing Staffs] in recovering vacant possession or outstanding monies.

- i. If the Personal Status category of the Licensee changes to other than PStatCat 1 or 2:
 - (1) Immediately vacate the property in favour of his or her spouse/civil partner (where the spouse/civil partner is to remain in occupation).
 - (2) Pay for any damage, dilapidations or losses as assessed by the [SFA sponsor's local Housing Staffs] or their appointed agents at the date of vacation.
 - (3) Continue to pay the appropriate SFA Charge for the property until the period of notice expires or until the property is vacated if sooner.

Note: In cases of marital/civil partnership breakdown, once the Licensee has vacated the SFA, the [SFA sponsor's local Housing Staffs] will serve 93 days' notice on the spouse/civil partner remaining in occupation, who will be liable to pay:

- (1) Damages for trespass from the 94th day until the property is vacated, and
- (2) Any damage, dilapidations or losses from the date the Licensee vacates until the property is vacated, and
- (3) Any legal costs incurred by the [SFA sponsor's local Housing Staffs] in recovering vacant possession or outstanding monies.]

7. The Licensee also agrees not to:

- a. Assign, re-assign or share the property.
- b. Erect a TV, satellite or other communications aerial or shed or structure on the property or make any other alteration or addition to the property or the fixtures or fittings without the prior written consent of the [SFA sponsor's local Housing Staffs].
- c. Carry out or allow members of his or her household to carry out any business, trade, club or similar activity in the property without the prior written consent of the [SFA sponsor's local Housing Staffs].
- d. Note: Permission is also to be obtained from the local Service Commander.
- e. Cause nuisance or annoyance or allow members of his or her household, invited guests or pets to cause nuisance or annoyance to neighbours, housing staffs or agents or contractors.
- f. Make or allow members of his or her household, invited guests or pets to make any noise that causes a nuisance to neighbours or can be heard outside the property between 11pm and 8am (or in accordance with local regulations where these are more stringent)
- g. Indulge in racial or sexual harassment or do anything which interferes with the peace, safety or convenience of the people living or carrying out their duties in the area.

You should read the following notes and additional conditions of occupation before signing the Licence.

LIABILITIES OF THE LICENSEE

8. The Ministry of Defence (the Landlord) bears its own financial risks in respect of the insurance of the Property and the fixtures and fittings. The Ministry of Defence accepts no responsibility for the insurance of the household contents and personal property for which the Licensee is responsible.
9. The Service Licensee is liable under the Service Acts for damage and loss caused to the Property and any fixtures and fittings, by their proven personal negligence, or by the proven negligence of members of their family and visitors under those circumstances where the Licensee might have taken reasonable steps to prevent the occurrence, and damage caused by pets. Service Regulations may set a limit on the Licensee's financial liability for such damage (for further advice you should consult your UPO/RAO/PMS).
10. The Service Licensee is advised to effect insurance cover for the following:
 - a. Liability for damage to the Property and any fixtures or fittings, caused through the negligence of the Licensee, or any member of the Licensee's household including any invited visitors, and damage caused by pets. Service Regulations may set a limit on the Licensee's financial limit on liability.
 - b. Household contents damage and loss including personal property.
 - c. Legal liability for injury to third parties or damage to their properties.

DEDUCTION FROM PAY

11. I agree that all charges for occupation, furnishings and Contributions in Lieu of Council Tax arising from my occupation of the Service Family Accommodation may be deducted from my pay.

OCCUPATION OF SFA BY SINGLE AND UNACCOMPANIED SERVICE PERSONNEL

12. In the case of single (and unaccompanied) personnel occupying SFA, the following additional caveats apply:
 - a. Single personnel (whether entitled or eligible) are not permitted to co-habit in SFA.
 - b. Entitled unaccompanied personnel occupying SFA (by nature of their appointment) may have guest/family visits for no more than 28 days (aggregated or continuous) in any 61-day period.
 - c. Eligible unaccompanied personnel occupying temporarily surplus SFA may have guest/family visits for no more than 28 days (aggregated or continuous) in any 61-day period.
 - d. Allocation of surplus SFA to eligible single (and unaccompanied) personnel is made on a temporary basis and vacation will be required if an entitled occupant requires the SFA, if the SFA is liable to disposal or upgrade, or if the local Service

Commander's authority is withdrawn. A minimum of 28 days' notice to vacate should be provided whenever possible.

e. Eligible single (and unaccompanied) personnel are required to vacate the surplus SFA if periods of absence exceed 56 days. However, a case may be made to the Local Service Commander to retain the SFA during extended periods of absence beyond 56 days on the condition that the surplus SFA is not required by an entitled occupant is not liable for disposal or upgrade and accommodation charges continue to be paid.

DECLARATION

I have read and understood the conditions of the Licence. I understand I have three months from date of occupation to challenge the grading of the property.

Signed by the Licensee:

Full name (in block capitals):

Date:

Signed for and on behalf of the Secretary of State for Defence [SFA sponsor's local Housing Staffs]:

Full name (in block capitals):

Date:

Copies to:

Licensee
SFA sponsor's local Housing Staffs
ASU (not applicable in BF(G)).

**ANNEX C
TO CHAPTER 2
TO JSP VOL 1 PT 2**

CORE AND NON-CORE WELFARE/COMMUNITY SUPPORT SFA							
Ser	Category	Core (Appropriated)	Non-Core (Misappropriated)	Annington Rent (1)		Maintenance	Remarks
				Related Asset	Non-Related Asset		
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
	<u>WELFARE</u>						
1	HIVES	X		NIL	DIO ACCOM	DIO ACCOM	1. Running costs e.g. utilities, rates - TLB. 2. Interior/Fit for purpose e.g. H&S and any specialist equipment - TLB.
2	Crèches	X		NIL	DIO ACCOM	DIO ACCOM	1. As Serial 1.
3	Playgroups/Pre-School Groups	X		NIL	DIO ACCOM	DIO ACCOM	1. As Serial 1.
4	Community Houses	X		NIL	DIO ACCOM	DIO ACCOM	1. As Serial 1.
5	Offices for Specialist Welfare Staff	X		NIL	DIO ACCOM	DIO ACCOM	1. As Serial 1. 2. TSWMC to define which welfare staff would be entitled.

6	Contact Houses/Short term Family Accommodation	X		NIL	DIO ACCOM	DIO ACCOM	1. As Serial 1. 2. Administered by the Services' welfare associations. 3. SFA charges collected by Welfare and accrue to DIO Accommodation. 4. Welfare responsible in conjunction with DIO Accommodation for producing regulations for contact/STAFAC houses.
7	93 days on change of personal category status on returning from abroad	X		NIL	DIO ACCOM	DIO ACCOM	1. Services to define requirement throughout UK. 2. Occupants pay SFA charges and utilities.
8	Welfare/compassionate cases		X (not misappropriated)	NIL	DIO ACCOM	DIO ACCOM	1. Eligible for surplus SFAs. 2. Occupants pay SFA charges and utilities.
9	SLA	X		NIL	DIO ACCOM	TLB	1. As per Serial 1.
10	SSSA		X	NIL	DIO ACCOM	TLB	1. As per Serial 1.
11	NAAFI Stores	NIL	NIL	NIL	-	-	
12	ASU Offices		X	NIL	DIO ACCOM	TLB	1. As per Serial 1.

13	Clubs		X	NIL	DIO ACCOM	TLB	1. As per Serial 1.
14	MOD/Police/Services Police	X		NIL	DIO ACCOM	DIO ACCOM	1. As per Serial 1.
15	WRVS	NIL	NIL	NIL	-	-	

**ANNEX D
TO CHAPTER 2
TO JSP 464 VOL 1 PT 2**

SCALING FOR THE PROVISION OF SFA IN SUPPORT OF WELFARE			
Ser	Category	Criteria	Agreed Scaling
		Community Function	
a	b	c	d
1	HIVES	SFA required where not suitable office accommodation is available within other publicly scaled buildings. Required for major units or Garrison areas and isolated units. Not tied to the size of unit.	Normally scaled as one facility per SFA area: (1) Ideally located in a multi-functional SFA. (2) Distinct or isolated SFA patches will merit full scaling under Serials 1-4 subject to local demand for the function. (3) The availability of local facilities or existing cohesive community structures at less remote SFA patches may merit lesser provision; subject to demand and unit agreement.
2	Pre-School Groups (including Crèches & Play Groups)	SFA required where adequate special-to-type facilities are not available in other publicly scaled buildings. Where no equivalent civilian community facility is available.	
3	Offices for Specialist Welfare Staff (incl Unit Welfare Officer - previously Unit Families Officer)	For AWS/PWS, RNRMW and SSAFA-FH(RAF) staff where no suitable office accommodation is available in publicly scaled buildings.	
4	Community Centres (facilitating 'coffee shSD') Police Facilities	Scaled where local circumstances dictate and/or when a major unit deploys on operations, and where adequate special-to-type facilities are not available in other publicly scaled buildings.	(1) Up to 50 SFA one multi-functional quarter. (2) Between 50 and 150 SFA up to 2 multi-functional quarters. (3) Over 150 SFA up to 3 multi-function quarters.
5	Contact Houses (Army) or Short Term Families Accommodation (RN)	Short term family housing for single parents visitation rights. To enable families to join unaccompanied	Minimum of 2 or 3 per 'designated' station or garrison, to reflect density of Service population. See Note 4.

		serving spouse/civil partner for short visits	
6	SFA '93 days' category	For estranged spouse/civil partners/families and families for welfare/com cases.	Minimum of 3 per 'designated' station or garrison, to reflect density of Service population. See Note 4.

Notes:

1. The size/type of SFA to be provided will depend on the need and the availability of property.
2. Each serial is a discrete requirement; however, properties allocated against Serials 1-4 should be of such size or grouping and, where possible, scaling to be in accordance with JSP 315, as to provide a cohesive centre of welfare and community. It would also be desirable for the property to have multi-functional use.
3. Requirements are essentially needs-led and facilities that are patently unused will not be retained for community use.
4. Higher requirement for Naval Port Areas agreed by JSWG - to be negotiated locally.

3 Entitlement to SFA

Entitlement

1. Service personnel may exercise their entitlement to SFA at their duty station (taken to mean the location specified on their assignment order).

SFA Entitlements by OSFA and ORSFA Type

2. A summary of SFA entitlements by Officers SFA and Other Ranks SFA Type is at Annex A to Chapter 3.

Annexes

A. Service Family Accommodation (UK and Overseas) – Types and Entitlements

Appendix 1 – Indicative Space Standards for OSFAs in High Cost Areas

SERVICE FAMILY ACCOMMODATION - TYPES AND ENTITLEMENTS

OFFICERS ONLY

OSFA Type	Royal Navy	Army	Royal Airforce	Civilians	Notes
I 6/7 person Bedrooms: 2 double 2/3 single Overall size: 251 sq m	Admiral Vice Admiral	General Lieutenant General	Air Chief Marshal Air Marshal	PUS, DUS.	1. All Officers of 3 and 4* rank are entitled to a Type I OSFA.
	Rear Admiral Major General RM	Major General	Air Vice- Marshal		2. Certain 2* officers designated by the MOD as occupying 'In Command' appointments iaw Vol 1 Part 1 Chapter 3 Para 0302, are entitled to a Type I OSFA. SFA charges to be levied in accordance with Vol 1 Part 1 Chapter 3 Para 0335.
II 6/7 person Bedrooms: 2 double 2/3 single Overall size: 210 sq m	Rear Admiral Major General RM	Major General	Air Vice- Marshal	Grade 4 and equivalents	3. 2* Officers when not In Command.
	Commodore Captain RN Brigadier RM Colonel RM	Brigadier Colonel	Air Commodore Group Captain		4. Certain officers of 1* and OF5 rank designated by the MOD as occupying 'In Command' appointments iaw Vol 1 Part 1 Chapter 3 Para 0302, are entitled to a Type II OSFA. SFA charges to be levied in accordance with Vol 1 Part 1 Chapter 3 Para 0334

III 6 person Bedrooms: 2 double 2 single Overall Size: 155.5 sq m	Commodore Brigadier RM Captain RN Colonel RM	Brigadier Colonel	Air Commodore Group Captain	SCS, Band B, C1s and equivalents	5. Officers of 1* and OF5 rank when not In Command.
	Commander Lieutenant Colonel RM	Lieutenant Colonel	Wing Commander		Refer to Vol 1 Part 1 Chapter 3 Para 0337– SFA Entitlements. 6. Commanders, Lieutenant Colonels RM and Lieutenant Colonels with one or no children may be offered a type IV OSFA if no Type III OSFA is available under the ‘one down’ rule
IV 6 person Bedrooms: 2 double 2 single Overall size: 137 sq m	Lieutenant Commander Major RM	Major	Squadron Leader	C2 and equivalents	Refer to Vol 1 Part 1 Chapter 3 Para 0337– SFA Entitlements. 7. Lieutenant Commanders, Majors RM, and Majors with one or no children may be offered a Type Vs/V OSFA if no Type IV OSFA is available under the ‘one down’ rule.
V Special 5 person Bedrooms: 2 double 1 single Overall size: 137 sq m	Lieutenant Commander Major RM	Major	Squadron Leader	Band D and equivalents	8. Appropriate for applicants with one or no children if no Type IV OSFA is available. Type V charges to be levied.
V 5 person Bedrooms:	Lieutenant and below	Captain and below	Flight Lieutenant and below	Band D and equivalents	9. Officers who are normally entitled to Type V SFA but have 4+ children of any age, or 3 children all aged 10 years or over will be entitled to elect to occupy

2 double 1 single Overall size: 116.5 sq m	Captain RM and below				Type IV SFA (above normal rank entitlement) but must pay SFA charges for the type and band of SFA allocated.
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<u>SERVICE FAMILIES ACCOMMODATION - ENTITLEMENTS</u>					
OTHER RANKS					
Type	Royal Navy	Army	Royal Air Force	Civilians	Notes
D 7 person Bedrooms: 3 double 1 single Overall size: 119.50 sq m	Applicants with 4 or more children of any age, or 3 or more children age 10 or over.	Applicants with 4 or more children of any age, or 3 or more children age 10 or over.	Warrant Officers and applicants with 4 or more children of any age, or 3 or more children age 10 or over.	Band E and equivalent	10. RAF Warrant Officers are entitled by rank to occupy a Type D ORSFA (regardless of their family size). 11. RN/RM and Army WO1s with smaller and / or younger families should be allocated a Type D, where available.
C 5 person Bedrooms: 2 double 1 single Overall Size: 94.50 sq m	Warrant Officer 1s Applicants with 2 or 3 children.	Warrant Officer 1s Applicants with 2 or 3 children.	 Applicants with 2 or 3 children.	Band E and equivalent	12. See Notes 13 and 14. 13. Applicants, including WOs, who are normally entitled to Type C SFA but have 4+ children of any age, or 3 children all aged 10 years or over, will be entitled to elect to occupy Type D SFA iaw Vol 1 Part 1 Chapter 3 Para 0332 but must pay SFA charges for

					the type and band of SFA occupied.
B 4 person Bedrooms: 2 double Overall size: 85.50 sq m	Applicants with 1 or no child	Applicants with 1 or no child	Applicants with 1 or no child	Band E and equivalent	14. Where Type C quarters are in short supply, it may be necessary for families with 2 children under 5 to occupy Type B quarters.

**INDICATIVE SPACE STANDARDS FOR OFFICERS' SFA IN HIGH COST AREAS
(EXTRACT FROM SCALE 21, JSP 315)**

1. **Definition of a high cost area.** A high cost area or location is one where the cost of a comparable house to the appropriate Officers SFA, based on statistics produced by the Valuation Office (of the Inland Revenue), is a factor of 1.5 higher than the nation-wide average.

2. **New build SFA.** Sponsors of all new-build SFA programmes are responsible for determining the applicability of this definition to the project under consideration; when a high cost area or location is declared, the sponsor is responsible for negotiating appropriate reduced space standards (in consultation with DIO Accommodation, SP Pol and the Services as appropriate) in accordance with the following guideline minima:

SFA Type	SFA size (m2)
I	205
II	173
III	137.5
IV	122
V	105

3. **Specification.** The detail of the accommodation to be provided will depend upon the individual circumstances of each project (smaller gardens would, however, normally be expected; garages will be required), but the value for money of all alternative solutions considered must be tested through the application of an Investment Appraisal.

4 Application and Allocation Process

The Application, Allocation (and Vacation) Process

1. The application, allocation (and vacation – see Chapter 8) of SFA is a self-perpetuating process which is driven by the mobility of Service personnel between duty stations.

[Overseas:-While this JSP is the primary document for SFA allocation, differing conditions apply to Operational areas and PJOBS. Accordingly, personnel posted to these locations where SFA is available should obtain and read a copy of the in-Theatre accommodation policy prior to applying for SFA]. 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. NHPHD/Garrison/Station Housing Staff overseas 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. MOD Form 1132 can be found at Annex A to Chapter 4.

Review of 2nd Offer of SFA (UK Only)

2. MOD Form 1132b can be found at Annex B to Chapter 4.

Annexes

- A. Form 1132 – Application to Occupy SFA (UK)
- B. Form 1132b – Application to Review 2nd Offer (UK only)

APPLICATION AND ALLOCATION PROCESS



**MOD Form 1132
(Revised 03 Feb 20)**

MINISTRY OF DEFENCE

APPLICATION TO OCCUPY SERVICE FAMILY ACCOMMODATION (SFA)

THIS FORM IS AVAILABLE ELECTRONICALLY FOR APPLICATIONS OF SFA IN THE UK ONLY, IF YOU HAVE ACCESS TO THE DEFENCE INTRANET AND HAVE AN ACTIVE MOD E-MAIL ADDRESS

Please go to: <https://e1132.domis-r.r.mil.uk> for more details

NHPHD / Overseas Command Application No.:-
(Only for NHPHD / Office Use)

Please ensure that you complete all sections of the form in BLOCK CAPITALS and black ink. Failure to do so may result in your form being returned and delay your application.

Important – before completing this form, please read the guidance notes on page 9

PART 1: BASIC PERSONAL APPLICATION DETAILS

Note: complete Part 1 with personal details applicable at new occupation date.

Service: (RN, Army, RAF, FTRS (FC/LC/HC), MPGS, NRPS)		Service Number: (or MOD Civilian Staff Number)	
Rank or Title: (e.g. Wg Cdr / Sgt / Mrs)		Chaplains / Civilians Overseas: Equivalent Military Rank	
Forename(s):		Surname:	
Date of Birth (dd/mm/yy):		Gender (M/F):	
Enlistment / Commission Date (dd/mm/yy):		Discharge / Termination Date (dd/mm/yy)	
Personal Status (PStat) Category (JSP 752 Ch 1 Sect 4) on occupation:		Date of impending Marriage / Civil Partnership	
E-Mail address: (if applicable)			
Address where correspondence / offer should be sent (i.e. your current accommodation address):			
to: _____			

Postcode/BFPO _____			
Contact Tel No: _____ (inc Std / Intl / Mil code where applicable)			
Mobile Tel No: _____			

Are you assuming a designated 'in Command' appointment (See Note 3). In the event of uncertainty, clarification will be provided by sS Housing Colonel Staffs.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

If 'In Command': what is your appointment?	<input type="text"/>
--	----------------------

Are you a Foreign & Commonwealth applicant not serving in the UK Armed Forces? (Y/N):	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
---	-----	--------------------------	----	--------------------------

Does any member of your family require a visa? (Y/N):	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
---	-----	--------------------------	----	--------------------------

Non-British Forces Personnel only:

Nationality	<input type="text"/>
-------------	----------------------

Are you serving in a designated Exchange Appointment?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Complete the following table with the permanently resident members of your family (including Spouse / Civil Partner) for whom you require SFA; (See Note 4 as to which children should be included).

Title (Mr/Mrs etc.)	Surname	Forenames	Gender M/F	DOB (or due date) dd/mm/yy	Relationship to Applicant	Need to enrol in local school - Y/N
Date baby due (if applicable)						

Before completing this section you are required to confirm your entitlement / eligibility to Service Family Accommodation (SFA) in accordance with the relevant JSP 464 Part 1 (UK) or Part 2 (Overseas). Tick the box that reflects your correct entitlement or eligibility for this application.

I verify that this application is for SFA:

(Tick one box as appropriate)

A new allocation to entitlement at my new Duty Station / Port Area (incl SSFA notice to vacate)

Entitlement by Virtue of Appointment (In Command / VCDS List)

An entitled transfer at my current Duty Station / Port Area.

An allocation to entitlement iaw JSP 464 Part 1 Para 0405b for Extended Duration Operational Tours in UK.

A request to RETAIN current SFA on posting within the Base Port Scheme (RN Only)

To RETAIN SFA to entitlement for (insert reason below iaw relevant JSP 464 retention regulations): _____

(Please attach justification for retention – i.e. CEAS Impact Statement etc.)

A transfer of SFA for additional needs and disability requirements (your application should be supported by authoritative medical evidence or Occupational Therapist's report).

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

A transfer of SFA for welfare reasons (Your application should be supported by a welfare report).

A non-entitled transfer of SFA for personal / lifestyle reasons (Not for occupants of SSFA)

A request for temporary SURPLUS SFA. Please confirm whether or not you will be occupying the surplus SFA during the working week or supply confirmation of alternative accommodation, i.e., authorisation of Form 1154 Application for SSSA or SLA address.

A request to RETAIN current SFA on posting on an ELIGIBLE basis.

PART 2: FUTURE HOUSING REQUIREMENTS (ON ASSIGNMENT ETC)

JPA Assignment Order Reference and Date Issued (dd/mm/yy): (See note 5)	
Ship/Shore based Unit/Station assigned to and location (complete as many details as are known): Job / Post Title:	Point of Contact (if known): Full Unit Address: Postcode / BFPO: Email (if known): Military Tel No: Civilian Tel No: <div style="text-align: right;">(Inc Std / Int Dial Code)</div>
Assignment Date (dd/mm/yy) (Joining date at new unit):	
Date Occupation of SFA required (dd/mm/yy) (Date should be no more than 4 weeks prior to assignment date. See Note 6)	

If you are posted to MOD London, is your new appointment on the VCDS 45 Minute List?	Yes		No	
Expected End Date of Future Assignment (as per JPA Assignment Order) (dd/mm/yy)				
Receiving Unit 'Unit Indicator Number' (UIN)				
Do you have additional needs that may require adapted accommodation?	Yes		No	
If yes, please support this application with the appropriate authoritative medical certificate or Occupational Therapists (OT) report / written evidence by an appropriate professional.				

Do you require a copy of the 'Disability and Additional Needs and Disability: A Guide For Service Families?	Yes		No	
Note: If you are currently in adapted SFA, please attach your current OT report; A further report may be required for the new SFA. (JSP 464 Pt 1 - Ch 4)				

FOR OVERSEAS COMMANDS ONLY – Not BF Germany / PJOBS				
If SFA is unavailable at the time you require it, or retention of your present SFA is not agreed, will you:				
Accept Overseas Rental Allowance (ORA)	Yes		No	
Make private arrangements	Yes		No	

PART 3: CURRENT ASSIGNMENT DETAILS

Current Unit Details:			
Full Place of Duty Address:			
Postcode / BFPO:		UIN:	
Email:			
Military Tel No:			
Civilian Tel No:			
Fax No:			

CURRENT HOUSING ARRANGEMENTS Is your current home:

SFA in UK?	Yes		No	
If your current home is SFA / Substitute SFA managed by DIO Accommodation, enter the address and read Note 7 regarding Notice to Vacate / Move Out requirements.				
SFA in an overseas location?	Yes		No	
<i>Rented on ORA (Applicable to Overseas Stations Only)</i>	Yes		No	

Private accommodation?	Yes		No	
If Private, what is the postcode of the property?				
Single Living Accommodation (or Substitute Service Single Accommodation (SSSA))?	Yes		No	
Substitute Service Family Accommodation?	Yes		No	
Do you own a property within 50 miles from your new place of duty which you have purchased / extended with the aid of an extant LSAP or FHTB loan (JSP 464 Part 1 Ch 3 / JSP 464 Part 1 Ch 11/JSP 752 Ch 2)	Yes		No	

PREFERENCES

All applicants to Answer:				
Would you like a garage	Yes		No	
If Yes, please complete the garage application form attached.				
Do you have any large pets (dogs/cats etc)?	Yes		No	
If yes, please complete Annex B (Permission for Pets to be kept in SFA). You are advised to make yourself familiar with the additional cleaning requirements for pets at move out – JSP 464 Pt 1 or 2 Chap 7 - and sign that you understand the requirements placed upon you if permission is granted.	Signature: _____ Name: _____			

PREFERRED LOCATIONS You may state up to 3 preferred areas and/or estates, but not specific roads. (See Note 8)

(1):	
(2):	
(3):	

EXTENDED DURATION DEPLOYMENT OPTIONS

Note:- If you are applying for SFA in a specific area under the rules for Extended Duration Operational Tours (JSP 464 Pt 1 Para 0505b), please complete the following section to assist the NHPHD to allocate you the most appropriate property to the area you wish to move to. The SFA allocated may be outside normal radii and SSFA will only be procured in exceptional circumstances:-

The area requested is close to:	Family:		Unit (Base Port / Regt / Station):	
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Relationship & Full Address of Relatives:	
Full Service and/or Parent Unit Address:	

PART 4: DATA PROTECTION ACT 2018

PLEASE NOTE

I understand and accept that in pursuing this application the Defence Infrastructure Organisation and their contracted agents may use the data provided in connection with activities concerned with the provision and improvement of the Service Families Accommodation service. **The provision of Service Family Accommodation also incorporates a survey that is essential to the assurance of the successful delivery of Service Family Accommodation. To enable this survey we may also share your data with MOD appointed industry partners who will ensure all appropriate measures are taken to protect your personal data.** I understand and accept that the Defence Infrastructure Organisation may be required to release certain information to external agencies, agencies and bodies within the MOD (e.g. Pay/Record Offices, Local Commands etc.) and that this will take place in accordance with the provisions of the Data Protection Act 2018.

PART 5: SIGNATURE OF APPLICANT

Please recheck the information given is correct and that your requirements are clearly stated and sign below. Please **You are reminded it is a disciplinary offence to knowingly give false information. (See Note 9).**

I will inform the NHPHD and my Chain of Command of any change in assignment or duty location which affects this application. I am aware that should I fail to comply with these regulations, then my publicly provided accommodation and allowance entitlements will be subject to formal review and may be withdrawn.

SIGNATURE OF APPLICANT		DATE	
------------------------	--	------	--

PART 6: DECLARATION BY RESPONSIBLE OFFICER (Not to be completed by Applicant)

(To be completed by the Divisional / Unit Admin / Families / PSF officer at **WO level or above**).

I certify that the mandatory information given at Parts 1, 2 and 3 of this Application has been checked and is correct:

Responsible Officer's Signature: _____

Rank and Full Name: _____

Appointment: _____

Email Address: _____

Military Telephone Number: _____

Civilian Telephone Number: _____

Date: _____

UNIT STAMP

Send one copy of the completed form to the Housing Provider serving the Shore Based Unit/Station where you seek accommodation, and one copy to the Ship/Shore based Unit/Station which you are currently assigned.

FURNISHING REQUIREMENTS

TO BE COMPLETED BY THE APPLICANT AND SUBMITTED BY YOUR LOCAL HOUSING PROVIDER TO THE APPROPRIATE SERVICE SUPPLY ORGANISATION AT LEAST 10 WORKING DAYS BEFORE THE DATE THE FURNITURE IS REQUIRED. **THIS DOES NOT APPLY FOR ASSIGNMENTS TO GIBRALTAR.**

No	Rank	Name
SHIP/UNIT/STATION To be assigned to:		

Address Allocated (NHPHD use only)	Date of Move In

Number of Children (insert age in relevant box):

Male:							
Female:							

Do you require any furnishings (See Note 10.)

Yes / No.

Please indicate in the column [QTY REQ] the quantity of each item you would like in your SFA. DAS items requested are subject to alteration dependent upon the size and type of SFA allocated and your entitlement which is listed in the joint service scales contained in JSP 308. The figures shown below give the average quantities as a guide. It should be noted that other than the DAS items provided in an unfurnished SFA, all other DAS items are issued on request and reflect the furnishing charge of part or fully furnished.

NOTE – The following items remain in SFA irrespective of its furnishing state: carpets, curtains, cooker, door mats, dustbin, shower curtain, smoke alarms and CO alarms (where appropriate).

ITEM	AV ENT	QTY REQ	ITEM	AV ENT	QTY REQ
BED DOUBLE & MATTRESS	1		TABLE NEST OF 3	1	
BED SINGLE & MATTRESS	2		TABLE OCCASIONAL	1	
BUNK BED (Children Only)	1		STOOL BATHROOM	1	
DRESSING TABLE + MIRROR	1		STOOL STEP KITCHEN	1	
CHEST OF DRAWERS	2		DESK (with 3 drawer pedestal) + CHAIR	1	
STOOL DRESSING	1		WARDROBE see note	1	
BEDSIDE CABINET	4		BOARD IRONING	1	
SETTEE 2/3 SEAT (with covers)	1		CHAIR HIGH CHILD	1	
CHAIR EASY (with covers)	2		COT CHILD & MATTRESS	1	
SIDEBOARD	1		STAIR & DOOR GATE INFANT	1	
BOOKCASE	1		PLAYPEN CHILD	1	
CHAIR DINING	8		VACUUM CLEANER	1	
TABLE DINING	1		BRUSH WC + CONTAINER	1	
SIDE TABLE	1		GARDEN TOOLS SET	1	

GET-YOU-IN/OUT-PACKS – I DO / DO NOT REQUIRE A GET-YOU-IN/OUT-PACK (DELETE AS NECESSARY) These are issued as complete packs and contain bedding, cutlery, crockery, kettle, iron and kitchen utensils. They are issued on a temporary basis only and must be returned complete within 6 weeks of occupation.

FOR LOCAL HOUSING PROVIDER USE ONLY

Entitlement (by SFA Type)

Entitlement to Tied SFA?

Entitlement to Ex Officio SFA?

Address of allocated SFA		
Occupation Date		

Any additional details that may be relevant may be commented upon below:

Accommodation required to be assessed by the Furnishing Authority on the basis of items selected

Fully Furnished		Part Furnished		Minimum Scaled	
-----------------	--	----------------	--	----------------	--

Furnished to Scale:

Part furnished

Unfurnished

Non-applicable (non crown employees)

FULL	
PART	
UNF	
NA	

Allocations Notes:

GUIDANCE NOTES FOR THE COMPLETION OF THE SFA APPLICATION FORM (MOD FORM 1132)

1. All sections of the form must be completed in black ink and in block capitals. Please complete legibly and with as much detail as possible.
2. The completion of all sections of the form is mandatory. Without the information requested it will not be possible for your Housing Provider to process the application. This may result in the form being returned to the applicant and a subsequent delay in allocating you SFA. Chaplains, Civil Servants and Civilians where entitled/eligible should provide military equivalent rank to ensure allocation of SFA to the appropriate entitlement.
3. Personnel filling "In Command" appointments may be provided with SFA which is ex-officio / tied to the particular appointment. The entitlement will be deemed to exist if the applicant exercises Commanding Officers Powers of Punishment as defined within the Armed Forces Act 2006. In cases of doubt, the appropriate Housing Colonel will arbitrate.
4. The number of people expecting to live in a property could influence the SFA to which you are entitled. All dependent children living with you (including those at boarding school) and for whom you and/or your spouse/civil partner have legal custody and you can demonstrate that you are legally the prime mover should be entered. Live in nannies for children / and au pairs who have been the subject of specific approval should be included. Expected date of birth for baby(ies) due should also be entered on the form. Single Service personnel approved for adoption will be entitled to occupy SFA from the date of approval given the need to establish a home prior to any child being placed with the adoptive parent. See JSP 464 Chapter 1 for detailed regulations.
5. Your assignment information is stated on your Assignment Order.
6. 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 from UK to overseas). The Housing Provider will make every effort to meet your required date up to a maximum of 4 weeks prior to your assignment date. You should not book removals / make schooling arrangements etc. until you have received and accepted your formal offer of allocation.
7. If you currently occupy SFA you are required to notify your current Housing Provider that you are assigned within 14 days of receipt of your Assignment Order (unless you are deployed on operations or at sea when this may not be possible, in which case you are to notify your Housing Provider within 14 days of your return). If you currently occupy SSFA, you should also notify the MOD contractor by giving them the appropriate Notice as per your Licence to Occupy (usually 40 days).
8. Preferred Locations: For an entitled move the NPHPD will try and allocate SFA in your preferred location; if the preferred location is not available, the NPHPD will allocate as close as possible to the Duty Station.
9. Once the 1132 form is completed, 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.
10. You should select which (if any) further items of furniture you wish to have included in your SFA (except Gibraltar). Your selection will be assessed by the respective Furnishing

Authority; this normally occurs when you move in to the SFA, on the basis of the numbers and nature of the items requested. You will be advised of this assessment and the impact it will have on the SFA charge you will pay.

If you have any further queries over the completion of this Application Form you should contact your local Housing Provider for advice.

Policy for the provision of SFA is contained in Tri-Service Accommodation Regulations
– JSP 464 (Vol 1 Part 1 – UK & Overseas)

MOD FORM 1132

GARAGE APPLICATION

The Service Family Accommodation (SFA) allocated to you may not have a garage attached to the property. Please would you indicate below whether you would like one. If there is no garage within the curtilage of the property, on receipt of your application you will either be allocated a standalone in the vicinity of your SFA or placed on a waiting list for the next suitable garage.

You are reminded that private vehicles and/or personal effects are stored in the garage at your sole risk and the Department and/or its agents will not accept any liability for loss or damage to such property when stored in the garage.

I wish to apply for a garage Yes

From (date) _____

(To be completed by your Local Housing Provider)

OFFICE USE ONLY

Date application received _____

Offer letter sent Yes

Waiting list letter sent Yes No

Signature _____ Date _____

MOD FORM 1132

**APPLICATION TO KEEP A PET(S) IN SERVICE FAMILY ACCOMMODATION
(For completion by Licensee)**

<i>Name of Licensee</i>	
Rank	
Service Number	
Contact Tel No	
SFA Address	

Use a separate entry for each pet.

<i>Type of Pet</i> (JSP 464 Pt 1 Para 0619b)	<i>Breed</i>	<i>Colour</i>	Is pet caged? Yes / No

I have read, and understand that it is my responsibility to keep the pet(s) under control at all times.

Signature.....

Name (Block Capitals).....

Date.....

Please return the completed form to the NHPHD.

RULES FOR KEEPING PETS IN SFA

1. The name and address of the owner must be inscribed on the dog's collar.
2. The Licensee is responsible for keeping the pet(s) under control at all times.
3. The pet(s) must be prevented from causing nuisance, including barking and fouling footpaths.
4. The owner/Licensee must comply with the Dangerous Dogs Act 1991 if applying to keep a dog(s). The act lists the following dogs as dangerous:
 - Pit-Bull Terrier
 - Japanese Tosa
 - Dogo Argentino
 - Fila Brasileiro
5. Dogs are not permitted in children's play areas.
6. The Licensee is to ensure that pet(s) do not damage the fabric of the building, spoil the make up of the garden area or cause damage to perimeter fencing/boarding.
7. Permission will only be considered for the pet(s) listed. Permission must be sought on an individual basis should further pets be acquired.
8. The Licensee is to notify NHPHD if there is any change to the information provided.
9. The Licensee must ensure that carpets, floor coverings, fixtures and fittings are left clean and free of infestation and make good gardens spoilt by animals prior to move out of SFA. Failure to do so may result in charges being raised against the individual.
10. NHPHD retains the right to revoke permission to keep a pet(s) should any of the above rules be contravened, in accordance with JSP 464 Chapter 7. If for any reason, permission to keep a pet is revoked, the owner/licensee is to make arrangements for the animal(s) to be re-housed within 2 weeks of written notification being received.
11. You must not bury deceased pets in the garden of the SFA or on any MOD communal land under any circumstances.



PROTECT – STAFF WHEN COMPLETED

REVIEW OF 2ND OFFER OF SFA (UK ONLY)

[Form (e1132b) – sent electronically by the NHPHD with all 2nd offers]

The onus is on Service personnel (SP) to complete this form accurately and in a timely manner to include full details of need, recognising SFA is offered at entitlement and in accordance with JSP 464.

PART 1: TO BE COMPLETED BY APPLICANT AND SUBMITTED (EMAIL OR FAX) TO INITIAL REVIEWING OFFICER⁸ WITHIN 4 DAYS OF 2ND OFFER BEING MADE BY THE NHPHD

Name		Service Number:	
Rank		Service (RN, Army, RAF, FTRS(FC))	
Present Address			
Contact Number.		Mobile Number	
Email Address			
Address of Property Offered			
E1132 Application Number:		Date of Offer	Date Offer to be accepted by
Current Unit			
Current Unit Address			
Employing/Commanding Officer		Contact Number	

⁸ RN: Employing Officer/Divisional Officer (WO1 level or above); Army: Commanding Officer; RAF: Commanding Officer (new duty station).

Date of Assignment		SFA Required Date	
Future Unit			
Future Unit Address			
Employing/Commanding Officer <i>(if known)</i>		Contact Number	

Personal Reason for rejecting 2 nd Offer of SFA	<i>If rejecting SFA for personal reasons you should ensure that you provide the full evidence of why the rejection is necessary. Further supporting evidence may be attached to this form as required.</i>
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Signature of Applicant:		Date:	
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Once completed this form should be submitted to the Initial Reviewing Officer as follows *(copied to the NHPHD)*:
RN: Employing Officer/Divisional Officer (WO1 level or above)

Army: Commanding Officer
 RAF: Commanding Officer (new duty station)

PART 2: TO BE COMPLETED BY INITIAL REVIEWING OFFICER WITHIN 3 WORKING DAYS OF RECEIPT

Name:		Rank:	
Email Address		Contact Number	
Is the application supported?		YES:	NO:
Justification			
<p>If NO, the NHPHD and the applicant are to be informed of this decision. The applicant should be recommended to accept the offer and advised at this stage that by not accepting the 2nd offer they will not receive any further offers from the NHPHD and will be subject to 28 days' notice to vacate their current property once their entitlement ceases at their current duty station. At this stage, SP have 7 WDs from decision date to notify the NHPHD of their intention. <i>NOTE: A copy of this form is to be submitted to the NHPHD for final action</i></p>			
<p>If YES, the application is to be submitted to the Single Service Housing Colonel for final review.</p>			
RN EMAIL: <u>NAVYNPS-PEOPLESPTACCOMSO2@diif.r.mil.uk</u>	Army EMAIL: <u>RC-Pers-FamSp-0Mailbox@mod.gov.uk</u>	RAF EMAIL: <u>Air-COSPers-PolCSptMIbx@mod.gov.uk</u>	
Signature		Date	

PART 3: TO BE COMPLETED BY SINGLE SERVICE HOUSING COLONEL WITHIN 5 WORKING DAYS OF RECEIPT

Name:		Rank:	
Email Address		Contact Number	
Comments on Review			
Has the future unit CO been consulted?	YES:		NO:
Has the NHPHD been consulted?	YES:		NO:
Is the application supported?	YES:		NO:
Justification			
<p>If NO, the NHPHD and the Initial Reviewing Officer are to be informed of this decision. The Initial Reviewing Officer must advise the applicant and recommended they accept the offer; advising them that at this stage that by not accepting the 2nd offer they will not receive any further offers from the NHPHD and will be subject to 28 days' notice to vacate their current property once their</p>			

entitlement ceases at their current duty station. At this stage, SP have 2 WDs from decision date to notify the NHPHD of their intention.			
If YES, the NHPHD and the Initial Reviewing Officer are to be informed of this decision. The NHPHD is to make a new offer to entitlement with 15 working days of decision, including issuing a NAC where SFA to entitlement is not available.			
Signature		Date	

PART 4: TO BE COMPLETED BY NHPHD

Application Not Supported			
Has 2nd Offer been accepted by applicant?	YES:		NO:
If, NO what action is to be taken?			
Application Supported			
Can further offer of SFA be made to meet required date?	YES:		NO:
If, NO what action is to be taken?			
Will this further offer result in the issue of a NAC?	YES:		NO:
Signature		Date	

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

1. SSFA will be found from the commercial rental market by the MOD 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.

Annexes

- A. SSFA Application Form 1132A
- B. Licence to Occupy SSFA
- C. SSFA Regulations

MOD FORM 1132A (REVISED 04 JUN 18)

**APPLICATION TO OCCUPY SUBSTITUTE SERVICE FAMILY
ACCOMMODATION (SSFA) (UK ONLY)**

For DIO Accommodation use only
DIO Application No

NAC Reference No

For Applicant attention

Please ensure that you complete all sections of the form in BLOCK CAPITALS and black ink. Failure to do so may result in your form being returned and delay your application.

Important – before completing this form, please read the guidance notes on pages 7 and 8

PART 1: BASIC PERSONAL APPLICATION DETAILS

Note: complete Part 1 with personal details applicable at new occupation date

Service: (RN, Army, RAF)		Service Number:	
Rank:		Surname:	
Forename(s):		Gender (M/F):	
Date of Birth (dd/mm/yy):		Discharge / Termination Date (dd/mm/yy):	
Personal Status (PStat) Category (JSP 752 Ch 1 Sect 4) on occupation:		Date Occupation of SSFA required (dd/mm/yy): ⁹ (See note 5)	
Assignment Date (Joining date at new unit) (dd/mm/yy):		Expected End Date of Future Assignment (as per JPA Assignment Order) (dd/mm/yy):	
E-Mail address: (if applicable)			

⁹ You can request SSFA up to 2 days prior to your Assignment Date.

Address where correspondence / offer should be sent (i.e. your current accommodation address):

to: _____

Postcode/BFPO _____

Contact Tel No: _____ (inc Std / Intl / Mil code where applicable)

Mobile Tel No: _____

ASSIGNMENT DETAILS

<p>Ship/Shore based Unit/Station assigned to and location (complete as many details as are known):</p>	<p>Point of Contact (if known):</p> <p>Full Unit Address:</p> <p>Postcode / BFPO:</p> <p>Email (if known):</p> <p>Military Tel No:</p> <p>Civilian Tel No: _____ (Inc Std / Int Dial Code)</p>			
<p>Receiving Unit 'Unit Indicator Number' (UIN)</p>				
<p>If you are posted to MOD London, is your new appointment on the VCDS 45 Minute List?</p>	<p>Yes</p>		<p>No</p>	

Complete the following table with the permanently resident members of your family (including Spouse / Civil Partner) for whom you require SSFA. (**As per your 1132**).

Title (Mr/Mrs etc.)	Surname	Forenames	Gender M/F	DOB (or due date) dd/mm/ yy	Relationship to Applicant	Need to enrol in local school - Y/N
Date baby due (if applicable)						

PART 2: FUTURE HOUSING REQUIREMENTS (ON ASSIGNMENT)

Do you require furnished accommodation?	Yes ¹⁰		No	
Do you require unfurnished accommodation?	Yes		No	
Do you require accommodation which permits smoking?	Yes		No	
Do you require a garage? ¹¹	Yes		No	
Do you require accommodation where domestic pets can be kept? If you have answered yes to this question, please answer the following:	Yes		No	
Number and type of pets to be kept at the property:				

PREFERRED LOCATIONS You may express a preference in respect to location, but there is no guarantee that the contractor will be able to meet personal preferences (see Note 6)

¹⁰ If you do require furnished accommodation, it will be provided through ASU or the relevant DAS supplier. (The MOD Contractor will not source furnished or part furnished SSFA).

¹¹ Applicants should note that there is no guarantee that the contractor will be able to source a property with a garage.

(1):	
(2):	
(3):	

CURRENT HOUSING ARRANGEMENTS

Do you currently own your own property?	Yes		No	
If yes, what is the postcode?				
Do you plan to occupy this property?	Yes		No	
If no: <ul style="list-style-type: none"> • Is the property uninhabitable due to the fact that it is undergoing renovation or subject to some other building work? • Is the property subject to an existing lease and early termination would have financial penalties? • Is the property unsuitable for occupation due to the size of your family / your SFA entitlement? 	Yes		No	
	Yes		No	
	Yes		No	
Please attach evidence e.g.: expected date of completion of building work; date current lease expires; proof of size of property.				

PART 3: HIGH COST RENTAL AREA PROCEDURE

To be completed by Officer Applicants only

If you require SSFA in a high cost rental area (as defined by DIO Accommodation) it may be necessary for you to occupy a property which is up to 20% smaller than your normal SFA entitlement. Prior to initiating a reduced scale search you may request that DIO Accommodation broadens the radius of your search for a full size property out to 50 miles or 1½ hours travelling time.

I request DIO Accommodation to first extend the radius of search for a full	Yes		No	
---	-----	--	----	--

size property out to 50 miles or 1½ hours travelling time.				
--	--	--	--	--

If you have answered 'No' to the question above, and require a reduced scale property, DIO Accommodation will contact you separately regarding your options (see Note 7).

PART 4: DATA PROTECTION ACT 2018

I understand and accept that in pursuing this application Defence Infrastructure Organisation may be required to release certain information to other agencies and bodies within the MOD (e.g., Pay/Record Offices, Local Commands etc.) and that this will take place in accordance with the provisions of the Data Protection Act 2018.

PART 5: SIGNATURE OF APPLICANT

Please recheck the information given is correct and that your requirements are clearly stated and sign below. **You are reminded it is a disciplinary offence to knowingly give false information (See Note 8).**

I will inform DIO Accommodation and my Chain of Command of any change in assignment or duty location which affects this application. I am aware that should I fail to comply with these regulations, then my publicly provided accommodation and allowance entitlements will be subject to formal review and may be withdrawn.

SIGNATURE OF APPLICANT		DATE	
------------------------	--	------	--

PART 6: PROPERTY SEARCH SPECIFICATION / DIO ACCOMMODATION AUTHORISATIONS

To be completed by DIO Accommodation

Required by date: (Insert date authorised by DIO Accn)	
Pets: (Insert number and type authorised by DIO Accommodation)	

Distance from new duty station: (Tick one box only)	
• Within 45 mins by public transport (VCDS 45 min list)	
• Within 1½ hours by public transport (MOD London)	

<ul style="list-style-type: none"> • Within 10 miles (London formed units and remainder of UK) 	
---	--

Type of property required: (Tick one box only)							
Type I		Type II		Type III		Type IV	
Type V		Type D		Type C		Type B	

Additional Needs or Disability Requirements: (Specify exact requirement)	
---	--

Authorised by^{12:}

NAME (Block capitals)		Signature	
DIO Accommodation Appointment		Date	
Contact Telephone Nos (Incl Mobile No)	01480-52451 ext 8681	Contact Fax No	Mil: 95371-4259 Civ: 01480-446584

This form 1132A should now be forwarded to MOD Contractor for registration of the applicant on the SSFA Scheme.

¹² Point of Contact for use in event of queries.

GUIDANCE NOTES FOR THE COMPLETION OF THE SSFA APPLICATION FORM (MOD FORM 1132A)

1. Policy for the provision of SSFA is contained in Tri-Service Accommodation Regulations (JSP 464 Pt 1). Applicants are advised to familiarise themselves with the policy before applying for SSFA. Applicants should also read the 'Rules and Instructions for Service Personnel Occupying SSFA' which were provided by **NHPHD** with this SSFA Application Form 1132A.
2. The SSFA Application (MOD Form 1132A) is a Tri-Service Application Form which is to be submitted by Service personnel who have been instructed by DIO Accommodation (NHPHD) to apply for SSFA. Whilst some of the questions duplicate those on the 1132 (SFA Application), this is necessary as the detail contained herein is provided separately to the MOD Contractor. (You should note that this application will be read by DIO Accommodation in conjunction with your original 1132. If any of your circumstances have changed, you should re-submit the 1132). All sections of this form must be completed in black ink and in block capitals. Please complete legibly and with as much detail as possible.
3. SSFA will be provided by DIO Accommodation on those occasions when there is insufficient or inappropriate Service Family Accommodation (SFA) available. DIO Accommodation utilises a civilian contractor to provide accommodation from the commercial rental market. It is intended that SSFA will broadly equate to the provision of SFA (outside London – no smaller than 10% below the indicative square meterage of an individual's entitlement); however, applicants should be aware that there is no security of tenure beyond the first 6 months of the lease.
4. **The completion of all relevant sections of the form is mandatory.** Without the information requested it will not be possible for DIO Accommodation / MOD Contractor to process the application. This may result in the form being returned to the applicant and a subsequent delay in finding appropriate SSFA. The form is to be completed as follows:
 - a. All applicants are to complete Parts 1, 2 and 5.
 - b. In addition, Officer Applicants only are also to complete Part 3 (High Cost Rental Area Procedure).
 - c. Once completed, the applicant is to return the Form 1132A by fax to DIO Accommodation (Substitute Accommodation Team - SAT) at:

Mil: 95371- 8681
Civ: 01480 - 52451 Ex: 8681
 - d. DIO Accommodation (SAT) is to complete the Property Search Specifications and authorise the SSFA at Part 6. Once authorised, DIO Accommodation (SAT) is to issue an instruction to the MOD Contractor.
5. Applicants are to note that there is no entitlement to SSFA more than 2 days prior to the date of assignment. The only exceptions to this are where the applicant is vacating tied/ex-officio SFA or is assigned to the UK from overseas. In these cases, the SSFA will be provided to ensure continuity of housing. If you do require accommodation earlier, you

should provide written justification to DIO Accommodation (SAT) in addition to this application.

6. Preferred Locations. You should take the following into consideration before you complete this section. You may state a preference for location, in which case the MOD Contractor will try and source SSFA in your preferred area. However, if the preference incurs additional costs to the MOD (e.g. if the rental cost of SSFA sourced in your preference location is more expensive than for property to your entitlement within the full entitlement radius), you may be required to pay a Personal Contribution (PC). Any PC will be annotated on the Property Acceptance Certificate and debited directly through JPA for the duration of your occupancy. If the preferred location is not available, the MOD Contractor will source accommodation to your entitlement as close as possible to the Duty Station.

7. If you are unwilling to accept a widened search radius, it may be necessary for you to occupy a reduced scale SSFA. Prior to tasking the MOD Contractor DIO Accommodation (SAT) will contact you separately to determine your preferences, e.g. for fewer rooms or a smaller property overall.

8. Once Form 1132A is completed, data submitted will be read in conjunction with your original 1132, and 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.

9. As SSFA is procured by a contractor on behalf of the MOD under strict criteria that equate to Grade 1 SFA, it will automatically be charged as Grade 1 accommodation. You may challenge this grading within 3 months of occupation.

If you have any further queries over the completion of this Application Form you should contact DIO Accommodation (SAT) for advice

MEARS GROUP Ltd

and

OCCUPIER

**Substitute Service Family Accommodation (SSFA)
Licence to Occupy**

Please read this Licence carefully

This LICENCE sets out the basis to which you will be permitted to occupy a property leased by MEARS GROUP PLC. The terms and conditions that will apply in occupying the property with sole possession, subject to the requirements agreed between MEARS GROUP PLC and MOD and the provisions set out in the paragraphs below, do not create a tenancy.

1. MEARS GROUP PLC permits you by way of this Licence to occupy and use the property in common with such other persons as may be agreed between MEARS GROUP PLC and the MOD.
2. The Licensee agrees to:
 - 2.1 Occupy the property alone with his or her spouse and/or immediate dependent children as agreed by MOD and MEARS GROUP PLC and not share, sublet or allow another person to reside at the property on a permanent residency basis.
 - 2.2 Be responsible for the payment of all bills (including unconventional costs e.g. chimney sweeps, cesspit tanks etc. which will be paid by the Licensee and reimbursed by Mears Group Plc.) with the exception of Water and Council Tax. Water and Council Tax bills will be sent directly to the Mears Group Plc. who will make arrangements to pay them. Any such bills received by the Licensee and which require payment should be forwarded immediately to Mears Group Plc. at the following address:

MEARS GROUP PLC
Unit 5, Cartell Business Park
Stroudley Road
Basingstoke
RG24 8FW
 - 2.3 In addition, the Licensee must ensure that the telephone service and the telephone number provided at the start of the Licence Agreement remain available to the Landlord or his Agent at the end of occupation. The Licensee is responsible for arranging and paying for the chimney(s), if any, to be swept at least once in every 6 months and at the termination of the tenancy and to submit a receipt to MEARS GROUP PLC following each sweep.
 - 2.4 Be accountable for using and treating the property and its contents in a responsible and sensible manner; in particular the licensee shall:
 - 2.4.1 Keep the interior of the property, the fixtures, fittings and furniture in a hygienically clean and functional condition including the replacement, when necessary, of all light bulbs, florescent tubes, fuses or electrical plugs and batteries for smoke and carbon monoxide alarms.

- 2.4.2 Not remove the fixtures or Fittings of the Premises or to store them in any way or place inside or outside the Premises which could reasonably lead to damage to the Fixtures and Fittings deteriorating more quickly than if they had remained in the same location as at the beginning of the Tenancy. Where items are moved from their original positions the Licensee must ensure that they are returned prior to vacating the property
- 2.4.3 Maintain the garden (if any), i.e. keep tidy and free from weeds with lawns cut, paths kept tidy, flower beds maintained and internal sides of hedges are trimmed. The Licensee shall not however, fell, lop or prune any tree situated in the garden area of the property or change the general layout or design of the garden without first seeking the written consent of MEARS GROUP PLC.
- 2.4.4 Not hang any laundry or other articles outside the Premises other than in a place designated or permitted by the Landlord or Landlord's Agent and not to hang or place wet or damp laundry upon any item of furniture, Fixture or Fitting or room heater.
- 2.4.5 Care for any appliances and/or fixtures and fittings supplied with the property, taking note of any instruction booklets and/or special care requirements that have been provided by the Landlord or the Landlords Agent carefully before use. If an instruction booklet has not been supplied or is lost, please notify MEARS GROUP PLC who will endeavour to obtain a booklet from either the Landlord or the Letting Agents. Particular attention to instructions should be made to appliances such as waste disposal units, water softeners and oil tanks.
- 2.4.6 Clean the internal sides of all windows (glass and frames) at least once in every calendar month and in the case of any glass being damaged or broken at the property, whether caused by the Licensee or not, to act in accordance with Clause 2.7 and if the glass is broken as a result of any fault or negligence on the part of the Licensee or invitee than all costs associated with the repairing the glass to the same standard will be met in full by the Licensee
- 2.4.7 In addition to Kit Insurance, the Licensee will be responsible for arranging their own contents insurance for possessions kept within the property.
- 2.5 The Licensee shall obtain the prior written consent of MEARS GROUP PLC before keeping any animal or pet in the property. Any such consent may be subject to the following conditions:
- 2.5.1 The animal or pet should not cause a nuisance to the neighbours of nearby properties. Failure to comply will result in the Licensee being asked to have the animal or pet removed immediately from the property;

- 2.5.2 Any fouling by the animal is to be cleared by the Licensee immediately;
- 2.5.3 Any damage caused by the animal is to be repaired at the Licensee's expense;
- 2.5.4 The carpets are to be professionally cleaned at the end of the Licensee's occupation and the full cost of such cleaning shall be met by the Licensee. Receipts for cleaning shall be submitted to MEARS GROUP PLC at the end of occupation;
- 2.5.5 At the end of the Licensee's occupation, the property shall be professionally fumigated for the purposes of destroying any pests that may remain. The full cost of such pest control shall be met by the Licensee, with receipts for such work submitted to MEARS GROUP PLC at the end of occupation.
- 2.5.6 The animal shall not be kept for the purposes of breeding;
- 2.5.7 The Landlord reserves the right to insist upon the removal of the animal from the premises within 2 days of receipt of any notice that the relevant clauses relating to the keeping of a pet or animal within a property have been contravened.
- 2.6 Be accountable for taking reasonable steps to preserve the property to limit the effect of any damage that may occur and taking appropriate precautions to prevent damage to water installations during cold weather. In particular, it is the responsibility of the Licensee to undertake any minor repairs to limit the effect of any damage and deterioration that transpires.
- 2.7 Promptly notify MEARS GROUP PLC when defects occur. Details of the procedures to be followed and the telephone numbers for general advice on routine repairs and out of hours emergencies (i.e. where the habitability or security of the property is at risk) can be found in the SSFA User Guide. The Licensee should note that if they call the out of hours Helpline, or any contractor in relation to non-emergency repairs, then they may be held liable for the costs.
- 2.8 The Licensee shall not alter the property in any way and specifically:
 - 2.8.1 Shall not change, add or modify the electrical, gas or plumbing systems;
 - 2.8.2 Shall not alter the scheme of exterior or interior decoration in any way without the prior written consent of MEARS GROUP PLC;
 - 2.8.3 Shall not install or change any locks to the property without first obtaining the written consent of MEARS GROUP PLC and to provide the Landlord or his Agent with a new full set of keys within 7 days;

- 2.8.4 Shall not remove any of the contents, fixtures or fittings.
- 2.9 Shall not suspend or attach to any part of the property by any means whatsoever any pictures, posters or any other articles that may result in damage of the property without the prior written consent of MEARS GROUP PLC;
- 2.10 Shall not leave the property unoccupied between 1 November to 30 April without maintaining a sufficient level of heating to the property to prevent frost damage to the domestic hot water and central heating systems; furthermore shall take prudent steps to adequately heat and ventilate the property at all times to help prevent condensation. Where condensation may occur, take care to wipe down and clean surfaces as required to stop the build-up of mould growth or damage to the premises.
- 2.11 Keep the property locked and secured when unoccupied and ensure that any security alarms are set whenever the property is vacant and inform MEARS GROUP PLC in writing should the property be vacant for more than 14 days. If any burglar alarm codes are changed during the Tenancy the Licensee will provide MEARS GROUP PLC the new code within 7 working days;
- 3 In addition to occupying and using the property the Licensee agrees to behave responsibly and considerately to others at all times; and:
- 3.1 Subject to Clause 2.1, shall not assign, sublet, share or allow another person to reside at the property;
- 3.2 Shall not use the property to carry out, or allow members of his or her household to carry on any business, trade, club or similar activity;
- 3.3 Shall not use or allow any member of his or her household to use the property for any illegal or immoral purpose;
- 3.4 Shall not do anything, which may invalidate the insurance of the property or increase the rate of premium payable for such insurance. Specifically, the Licensee shall:
- 3.4.1 Not keep any materials or substances which are or may become a fire hazard or could be potentially dangerous to people in the vicinity of the property;
- 3.4.2 Not use a paraffin or portable gas heater in the property.
- 3.4.3 Not smoke or allow others to smoke within the premises without written consent from Mears Group Plc.
- 3.5 Not do anything in the vicinity of the property which may damage or become a nuisance or annoyance to the owners or occupiers of any adjoining or neighbouring properties;

- 3.6 Ensure that the sinks, drains and pipes which serve the premises do not become blocked and where any blockage occurs as a result of any act, default or negligence on the part of the Licensee, or invitee, the licensee will be responsible for the contractors costs of rectification;
 - 3.7 Not use or play a musical instrument, radio, television set or apparatus for reproducing recorded sound in such a manner that it is audible outside the property;
 - 3.8 Be responsible for placing all rubbish in the receptacle provided which should remain in the place designated for it;
 - 3.9 Permit MEARS GROUP PLC or the owner, Landlord or agent, with or without others, reasonable access to enter the property on reasonable notification and acceptance of the requirement (not less than 48 hours' notice except in cases of emergency). In cases of dispute the Licensee is to raise with Mears Group Plc. who will engage with DIO SAT in order to arbitrate a solution. DIO SAT decision is final in this regard. in order to:
 - 3.9.1 Inspect the state and condition of the property;
 - 3.9.2 Do any works or repairs which are necessary or desirable or which must be undertaken to comply with any legal requirement;
 - 3.9.3 Do work on or in relation to any adjoining or neighbouring property;
 - 3.9.4 Permit prospective purchasers accompanied by the Landlord or the Landlord's Managing Agent, to view the property at all reasonable times by prior written appointment and display as the Landlord directs any sale notices;
 - 3.9.5 During the last 2 months before the end of the Licence to permit prospective tenants, accompanied by the Landlord or the Landlord's Managing Agents, to view the property at all reasonable times by prior appointment and to display as the Landlord directs any letting notices, in accordance with Clause 3.10.
4. To use the means of access to the property with due consideration for others and in particular, where the property may be part of a larger building shall:
 - 4.1 Keep closed any communal main entrance door to the building of which the property forms part;
 - 4.2 Not leave any property, goods, parcels or refuse in any communal entrance halls, staircases or passages in the building;
 - 4.3 Not loiter or obstruct any communal entrance halls, staircases or passages in the building.

5. When this Licence has been terminated, the Licensee and his/her dependants agree:
 - 5.1 To vacate the property and hand over all keys to such person as notified by MEARS GROUP PLC in the event that all keys are not returned to the Landlord at the expiration of the Licence any costs incurred by the Landlord in replacing of locks to which the lost keys belong, will be borne by the Licensee;
 - 5.2 To co-operate with MEARS GROUP PLC in order for the inventory to be checked and ensure that all the items listed in the Inventory are accounted for and located in their original position;
 - 5.3 To leave the property in a hygienically clean and tidy condition; removing all personal belongings, together with all rubbish. If the property has been professionally cleaned at the commencement of the Tenancy, then the Licensee should ensure that the property is professionally cleaned at the termination of the Tenancy and will be required to provide a receipt as evidence that this has been done.
 - 5.4 Be in attendance at the move out, or nominate a proxy to be in attendance on the date agreed with the MEARS GROUP PLC in order to:
 - 5.4.1 Acknowledge dilapidations and ensure that any disagreements are recorded on the Occupation End Certificate (OEC) after taking into account fair wear and tear; Please refer to the dilapidation policy at Annex D of this User Guide for personnel occupying Substitute Service Family Accommodation (SSFA).
 - 5.4.2 Sign the Occupation End Certificate (OEC) acknowledging the end of occupation of the property
 - 5.5 To reimburse MOD all sums paid to the Landlord in respect of any damage to the property or its contents arising from any act, default or negligence on your part or any invitee to the property taking into account fair wear and tear, subject to the decision of the MOD in the case of any dispute which shall be binding on you.
6. The benefit of this Licence is personal to you and may not be transferred, assigned or shared.
7. The licensee agrees to give MEARS GROUP PLC at least 40 days written notice of your intention to vacate the property on a permanent basis in accordance with the relevant Service regulations relating to the SSFA Scheme, with any such notice to be forwarded by fax and posted to:

MEARS GROUP PLC
Unit 5, Cartell Business Park
Stroudley Road
Basingstoke
RG24 8FW

In cases where this is not possible due to service reasons, an explanation is to be forwarded with the notice. In other cases, you may be held liable for any charge levied against MOD.

8. MEARS GROUP PLC may terminate this Licence by giving you not less than 40 days written notice if:

8.1 You fail to comply with your obligations under this Licence;

8.2 MEARS GROUP PLC are requested by the MOD Project Manager to terminate this Licence;

9. MEARS GROUP PLC may terminate this Licence by giving you less than 40 days written notice if:

9.1 Destruction or damage renders the Property uninhabitable as a residence or

9.2 MEARS GROUP PLC, the Landlord or his mortgage requires possession of the Property.

10. You should communicate any matters arising from this Licence to Mears Group Plc. at the following address:

MEARS GROUP PLC Ltd
Unit 5, Cartell Business Park
Stroudley Road
Basingstoke
RG24 8FW

Signed:

Name:

Date:

6 Rules and Conditions of Occupation

Issue of Service Licence

1. NHPHD/[Garrison/Station Housing Staff overseas](#) 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 NHPHD/[Garrison/Station Housing Staff overseas](#) on move in.

Annexes

- A. Garage Licence
- B. Application of the Part-Furnished SFA Charge – % Points per Furniture Item
- C. Guidance Note – Process to be followed for Adapting SFA for Licensee’s Dependants with Additional Needs
- D. Complaints Process Chart ([Overseas](#))

**DEFENCE INFRASTRUCTURE ORGANISATION OPERATIONS ACCOMMODATION –
GARAGE LICENCE AGREEMENT (FOR SERVICE LICENSEES)**

(to be returned to the NHPHD on completion)

The SECRETARY OF STATE FOR DEFENCE on behalf of Her Majesty the Queen grants

Name: *(Anite populated)* “the Licensee”

Of (Address of SFA): *(Anite populated)* “the Property”

a licence to occupy a garage located at (address of garage): *(Anite populated)*

“the Garage”

on the following terms and conditions.

1. This GARAGE LICENCE is personal to the Licensee and subject to continuing eligibility to occupy Service Family Accommodation as defined in Service Regulations.
2. Either party may terminate this Licence by giving normally 28 days and in any event not less than 7-days’ notice in writing. In exceptional circumstances occasioned by Service reasons, the Licensee may give shorter notice.
3. This Garage Licence will terminate automatically when the Licence to occupy the Property named above terminates.
4. The Licensee agrees to:
 - a. Use the garage only as accommodation for a private motor vehicle or for personal effects storage and for no other purpose without the prior written consent of NHPHD. Care must be taken to ensure all items stored in the garage are safe and suitable for such storage, and is at the sole risk of the licensee.
 - b. Pay all charges for the garage including any for fuel, light, water and sewage.
 - c. Keep the inside of the garage clean and tidy any forecourt free of obstructions at all times.
 - d. Allow representatives, agents and contractors of the Crown access to the garage at reasonable times on receiving at least 24 hours advance notice or immediately in an emergency.
 - e. Make good any damage to the garage or to the fixtures and fitting caused, other than by fair wear and tear, by the Licensee, or any member of their household, including family pets, or any invited visitor, or their pets, or to pay any costs incurred by Defence Infrastructure Organisation Operations Accommodation in making good the damage.

f. Vacate the garage at the end of any period of notice to vacate or when the Licence to occupy the property terminates and on vacating to leave the garage and any fixtures and fittings in good repair, fair wear and tear excepted, and if failing to do so to be liable for:

(1) Any losses or damage as assessed by NHPHD or their appointed agents, and

(2) Any costs in respect of cleaning, disinfection or refuse removal as assessed by NHPHD or their appointed agents, and

(3) Compensation for trespass until the garage is vacated, and

(4) Any legal costs incurred by Defence Infrastructure Organisation SD Accommodation in recovering vacant possession or outstanding monies.

5. The Licensee also agrees not to:

a. Assign, sub-let or share the garage without the prior written consent of NHPHD.

b. Use the garage for the storage of any inflammable material or any illegal purpose of any kind.

c. Erect a TV, satellite or other communications aerial on the garage or make any other alteration or addition to the garage or the fixtures or fittings without the prior written consent of NHPHD.

d. Carry out or allow members of their household to carry out any business, trade, club or similar activity in the garage without the prior written consent of Defence Infrastructure Organisation Operations Accommodation.

e. Cause a nuisance or annoyance or allow members of their household, invited guests or pets to cause nuisance or annoyance to neighbours, NHPHD staff or agents or contractors.

f. Make or allow members of their household to make any noise that causes a nuisance to neighbours or can be heard outside the garage between 11pm and 8am.

DECLARATION

I have read and agree to the terms of this Licence. I understand that failure by my family or I to observe the obligations under this Licence could render us liable to legal proceedings and/or debar us from occupying Service Family Accommodation in the future, and could render me liable to Service disciplinary action.

DEDUCTION FROM PAY

I agree that all charges arising from my use of this garage may be deducted from my pay. You have 28 days from the date of this license to challenge your garage charge.

Signed by the Licensee.....

Full name in block capitals.....Date.....

Signed for an on behalf of the Secretary of State for Defence.....

Full name in block capitals.....Date.....

**ANNEX B
TO CHAPTER 6
TO JSP 464 VOL 1 PT 2**

**SFA CHARGE - APPLICATION OF FURNISHED / PART FURNISHED CHARGE -
PERCENTAGE POINTS PER FURNITURE ITEM BY SFA TYPE**

1. Furnished charge applies at 51% and above, Part Furnished charge applies at 50% & below, Unfurnished charge only applies to SFA equipped with carpets, curtains and a cooker, but no other furniture items (unless fitted, for example built in wardrobes))
2. Furniture supplied to Senior Officers to meet official entertainment or representational hosting requirements is not to be counted when assessing furniture status.

SFA TYPE	I	II	III	IV	V	D	D1	C	C1	B	B1	A	A1
	%	%	%	%	%	%	%	%	%	%	%	%	%
LOUNGE/DINING/ANNEX													
Bookcase	2	2	2	2	2								
Buffet (sideboard)	3	3	3	4	5	3	3	4	4	5	5	7	8
Bureau (Officers)	4	4	5	5	6								
Chair Dining (1 point each)	6	6	6	6	4	6	6	6	6	6	6	6	6
Chair Easy & Slip	3	3	4	4	4	4	4	6	7	7	8	10	11
Chair Easy & Slip	3	3	4	4	4	4	4	6	7	7	8	10	11
Chair Easy & Slip						4	4						
Settee & Slip	10	10	11	11	13	6	8	9	9	10	12	15	17
Chair Elbow	2	2	2	2	3	2		3		4		5	
Chair Elbow	2	2	2	2	3	2		3		4		5	
Chair Elbow	2	2	2	2	3								
Table Dining	2	2	2	2	3	2	4	3	4	4	4	5	6
Table Occasional	1	1	1			1	1	1	1	1	1	2	2
Table Set Nested	1	1	1	1	2								
PRINCIPAL BEDROOM													
Bedstead	1	1	1	1	1	1	1	1	1	1	1	3	3
Chair Dining (1 point each)						2	2	2	2	2	2	2	2
Chair Elbow	2	2	2	2	3								
Chest of Drawers	3	3	4	4	4								
Table Dressing *	3	3	4	4	4	4	4	4	5	6	6	8	9
Stool Dressing	1	1	1	1	1	1	1	1	1	1	1	1	1
Table Bedside (1 point each)	2	2	2	2	2	2	2	2	2	2	2	2	2
Wardrobe 42"						3	3	4	4	5	5	7	8
Mattress	4	4	4	4	4	3	3	5	5	6	7	9	11
KITCHEN													
Stool Step	0	0	0	0	0	0	0	0	0	0	0	1	1
Stool Straight							0	0	0	0	0	0	0
Table Kitchen						1	1	1	1	1	2	2	2

BEDROOM 2													
Bed Single (1 point each)	2	2	2	2	2	2	2	2	2	2	2		
Chair Straight	0	0	0	0	1								
Chair Dining						1	1	1	1	1	1		
Table Dressing *	3	3	4	4	4	4	4	4	5	6	6		
Stool Dressing	1	1	1	1	1	0	0	0	0	0	0		
Table Bedside (1 point each)	2	2	2	2	2	2	2	2	2	2	2		
Wardrobe 36"						3	3	4	4	5	5		
Mattress	4	4	4	4	4	3	3	5	5	6	7		
Mattress	4	4	4	4	4	3	3	5	5	6	7		
BEDROOM 3													
Bed Single (1 point each)	1	1	1	1	1	2	2	1	1				
Chair Dining						1	1	1	1				
Chair Straight	0	0	0	0	1								
Table Dressing *	3	3	4	4	4	4	4	4	5				
Table Bedside (1 point each)	1	1	1	1	1	2	2	1	1				
Wardrobe 36"						3	3	4	4				
Mattress	4	4	4	4	4	3	3	5	5				
Mattress						3	3						
BEDROOM 4													
Bed Single	1	1	1	1		1	1						
Chair Straight	0	0	0	0									
Chair Dining						1	1						
Table Dressing *	3	3	4	4		4	4						
Table Bedside	1	1	1	1		1	1						
Wardrobe 36"						3	3						
Mattress	4	4	4	4		3	3						
BEDROOM 5													
Bed Single	1	1											
Chair Straight	0	0											
Table Dressing *	3	3											
Table Bedside	1	1											
Mattress	4	4											
TOTAL POINTS %	100	100	100	100	100	100	100	100	100	100	100	100	100

* Includes chests of drawers

GUIDANCE NOTE - THE ADDITIONAL NEEDS & DISABILITY ADAPTATIONS (ANDA) PROCESS FOR SERVICE FAMILY ACCOMMODATION (SFA) AND THE GUIDING PRINCIPLES FOR ADDITIONAL NEEDS & DISABILITY ADAPTATIONS (ANDA).

The aim of this Guidance Note is to set out the responsibilities and procedures to be followed in ensuring that adaptations required to SFA for dependants with additional needs are progressed in a timely manner. The provision of the adaptations is often delayed by difficulties in coordinating requirements between gaining and losing NHPHDs (via the Additional Needs Focal Point (ANFP)) and Occupational Therapists (OT). This Guidance Note explains the process where the Service person (SP) requiring the adaptations is assigned to a new Unit. This process will need to be modified for other types of situations (e.g., new requirement for adaptation in existing SFA with no move involved).

Stage (a)	Event (b)	Action (c)	Responsibility (d)
1	SP living in adapted SFA receives assignment order.	Contacts existing OT to provide statement or report of current requirements.	Applicant
2	Applicant completes Form 1132	Sends Form and copy of extant OT report to both gaining and losing NHPHDs (and UWOs for Army personnel).	Applicant See Note 1
3	Gaining NHPHD to contact losing NHPHD	Gaining ANFP to contact losing ANFP to provide information on existing requirement	ANFP
4	Gaining NHPHD receives Form 1132, extant OT report and any authoritative supporting medical evidence.	ANFP informs the Housing Information Manager (HIM), Area Housing Manager (AHM), and Technical Support Manager (TSM) when a new AN application is received. ANFP identifies suitable SFA and gives provisional address(es) to applicant.	Gaining NHPHD (ANFP)
5	Applicant receives provisional address(es).	Contacts gaining PCT at new location with address(es), gets OT contact details and passes them to gaining NHPHD. (For Army Personnel it is a NHPHD responsibility to contact gaining and losing UWOs).	Applicant
6	Gaining NHPHD receives gaining OT contact details.	Gaining NHPHD coordinates visit of offered SFAs at a mutually convenient date for	Gaining NHPHD (ANFP)

Stage (a)	Event (b)	Action (c)	Responsibility (d)
		person with additional needs and/or applicant, gaining UWO (if applicable), gaining OT and NHPHD representatives as required (Housing Officer, DIO Tech focal point and MHS focal point).	
7	SFA visited by OT and NHPHD representatives (and welfare staffs if applicable).	Following visit, OT provides written report to applicant and gaining NHPHD listing required adaptations.	Gaining OT
8	Most appropriate SFA identified.	Gaining NHPHD confirms allocation of most appropriate SFA.	Gaining NHPHD (ANFP)
9	Work on adaptations initiated, coordinated and managed to ensure SFA ready by 'required by' date.	NHPHD notifies applicant, gaining UWO (if applicable) and gaining OT. DIO Tech FP and MHS FPs to arrange further site meetings to agree the specifics of what is required to meet OT recommendations.	Gaining NHPHD (ANFP)
10	Adaptation work in progress.	Throughout the works completion process MHS FP to maintain regular dialogue with DIO Tech and NHPHD FPs to ensure any potential problems are identified and managed. ANFP to update gaining UWO (if applicable) and nominated Service equivalents of progress.	Gaining UWO
11	NHPHD completes authorized adaptations.	Once work is complete DIO Tech FP and MHS FPs inspect the work and jointly confirm it has been completed to the satisfaction of both parties. NHPHD invites confirmatory visit by gaining OT, gaining UWO and applicant if appropriate.	Gaining NHPHD (ANFP)
12	SFA occupied.	Adaptations complete.	Applicant
13	During occupation.	ANFP takes the lead on family liaison and is the applicant's main point of contact throughout the	ANFP

Stage (a)	Event (b)	Action (c)	Responsibility (d)
		applicant's tenure of adapted SFA.	

Guiding Principles for Additional Needs & Disability Adaptations (ANDA)

The purpose of this document is to give guidance regarding adaptations DIO Accommodation will make to Service Family Accommodation (SFA) to meet housing requirements arising from occupants' medical conditions. We consider all adaptation requests regardless of whether the additional need and/or disability is physical, visible or hidden.

Service Personnel (SP) are advised to seek support with their ANDA application from their welfare team.

If an occupant requires adaptations to their SFA, it is their responsibility to provide up-to-date supporting medical evidence, from a suitably qualified medical professional, setting out all necessary and specific housing requirements, to enable DIO Accommodation to provide adaptations which are fit-for-purpose and provide value for money. Given the inherently mobile lifestyles of SP, DIO Accommodation will provide essential housing requirements which meet an individual's current needs up to a maximum of three years, however DIO Accommodation are happy to review the requirement if there is a change of circumstance. If for any reason the detail of the housing requirement is insufficient to progress the request, DIO Accommodation/Amey ANDA team may seek clarification from the OT/medical professional or request the occupant provide further evidence. If an occupant does not wish particular recommendations in their report to be carried out, then they should ask the author to rescind these in writing.

For General Data Protection Regulation (GDPR) compliance, DIO Accommodation do not retain personal information; occupants are required to provide full details of all housing requirements for every ANDA request submitted. This information may be provided by asking the medical professional to complete the ANDA Assessment Form. Please note if, during an ANDA application, an updated report is submitted, this report will supersede all other reports. It is therefore essential that the latest report contains all the necessary housing recommendations. Please be aware any additional work outside the recommendations of your OT and/or medical report is unlikely to be approved.

For the purpose of ANDA, DIO Accommodation will consider adaptation requests for the Service Person (SP), spouse, civil partner or dependants who permanently reside at the SFA. Dependants are children under the age of 18, or if over that age, a son or daughter must be 24 years or under, unmarried or not in a civil partnership and in receipt of full-time education at a school, college or university (studying for a first degree only) or be out of full-time education for up to one year between secondary education and further education

DIO Accommodation will only provide adaptations to SFA at a SP's posting location. We will not make adaptations if SFA is occupied under a surplus licence or on retention.

DIO Accommodation will provide adaptations if the occupant has a long-term health condition or disability which is expected to continue for at least 9 months (this qualifying period is waived for terminally ill occupants with a life expectancy of less than 6 months).

If a posting, or the remainder of a posting, is less than six months, DIO Accommodation will provide the adaptations at the next posting location.

Occupancy Services allocate SFA to entitlement, in line with policy and compliant with the overcrowding standard described in the Housing Act 1985; however, by exception, SFA above entitlement may be allocated to meet necessary housing requirements. The decision as to which SFA is allocated will be based on the availability of stock at the time of receiving the ANDA request and DIO Accommodation/Amey's knowledge of which property would best meet the housing needs as set out in the OT and/or medical report.

DIO Accommodation do not have generic adapted properties. Our stock comprises of a diverse range of individual properties. We have very few single level living SFA so it is highly unlikely we will be able to meet a request for single level living; occupants and Occupational Therapists (OTs) should bear this in mind when carrying out an assessment of housing requirements and consider all options eg use of a stairlift.

The time required to allocate and/or adapt an SFA will depend on the availability of a suitable property and the complexity of the adaptations required. ANDA requests are given the highest priority; however to avoid delays, it is essential applications, along with the relevant supporting documentation, are submitted at the earliest opportunity. Amey will appoint an ANDA Focal Point within OS who is responsible for keeping occupants fully informed of decisions and progress regarding their application. They will provide occupants with regular updates (fortnightly as a minimum) and in turn occupants must keep OS informed of any changes in their circumstance.

DIO Accommodation will consider all ANDA requests on a case by case basis, however common examples of what we will and will not consider are set out below for clarification:

If there is a justified medical requirement, DIO Accommodation will allocate a bedroom for the sole use of an individual, however please be aware, dependent on the household's composition, this might not necessitate the allocation of a property with an additional bedroom. We do not allocate additional rooms for use as therapy or sensory rooms; however we will endeavour to allocate a property which has a separate living and dining room so occupants can use the available space as flexibly as possible to meet their individual needs. If housing stock permits, and the family wishes, a larger property can be requested for personal reasons.

Garden adaptations are limited to providing a secure back garden and providing level access to a patio area not exceeding 4mx4m. We will not enclose a front garden with fencing, level lawns or lay astro turf.

DIO Accommodation will ensure external doors are fitted with key locks; however, we will not provide locks, bolts or any other means which may restrict either entry or egress from the property or a room. Bathrooms and toilets are fitted with thumb locks.

DIO Accommodation will provide radiator covers or Low Surface Temperature radiators to a child's bedroom and bathroom. Occupants may wish to consider purchasing removable, padded fabric radiator covers which are widely available.

DIO Accommodation do not provide padding to walls, doors or floors.

DIO Accommodation do not provide bespoke stairgates. We may provide stable doors to kitchens and a child's bedroom.

DIO Accommodation's housing specification includes dual fuel free standing cookers. We do not provide induction cookers; however, we may consider changing an electric hob for a gas hob.

DIO will provide specialist smoke detectors and doorbells for occupants with hearing impairments however we will not provide door alarms and/or monitoring systems.

If replacement flooring is required due to allergies, we will provide wood-effect vinyl. If flooring is required for wheelchair users, this too, will be wood-effect vinyl.

Due to health and safety and maintenance issues, DIO Accommodation do not provide walk-in baths. We will provide a household with either bathing or showering facilities but not both.

If an occupant wishes adaptations over and above those DIO Accommodation and/or the NHS/Local Authority are able to provide, then they may request permission to fund these themselves via the encroachment process, however the occupant will be required to remove and make good, at their own cost, on move out.

DIO Accommodation do not provide kitchen adaptations for children eg lowered worktops, however we are happy, by exception, to review on a case by case basis.

Notes:

1. The Additional Needs Focal Point (ANFP) is the main POC at the NHPHD. This is usually the DHIM.
2. For Army personnel, Army Unit Welfare Officers are proactively involved at all stages of this process and should be copied into all paperwork referred to above.
3. For RN and RAF personnel, Welfare Staffs from Naval Personnel and Family Service, Royal Marines Welfare and SSAFH-FH should only be contacted when invited by the Service Person and actively involved in the case.

Appendices:

1. Additional Needs and Disabled Adaptation (ANDA) Process Guidance for Service Families Accommodation (SFA).
2. Additional Needs and Disabled Adaptations (ANDA) Process Flowchart for Service Family Accommodation (SFA).
3. Additional Needs and Disability Adaptations (ANDA) Assessment Form.

Additional Needs & Disabled Adaptations (ANDA) Process Guidance for Service Family Accommodation (SFA)

Making an application for an adaptation to your SFA or moving to a new property

The Service Person (SP) is advised to seek support with their ANDA application from their welfare team.

Moving to a new property

When completing your e1132 application (Application Form to Occupy Service Family Accommodation (SFA)) you must indicate on the form that you have additional needs and may require adaptations.

Applying for adaptations to your current SFA

If you require an ANDA to your current SFA please contact the Amey Helpdesk (0800 707 6000 option 3).

You will be asked to provide an Occupational Therapist (OT) and/or medical report to support your request (please submit to os.confidential@ameydefenceservices.co.uk). This information can be provided by completing the DIO ANDA Assessment Form. Please note it is the SP's responsibility to provide up-to-date supporting medical evidence, from a suitably qualified medical professional, setting out all necessary and specific housing requirements. Complex adaptations will always require an OT report. Any delay in providing this can cause delays in progressing your request. If you already have an existing OT/medical/specialist report and there has been no change in circumstances, then this can be submitted (please take into account any changes to family circumstances), however we may still need to request further information or clarification in order to deliver adaptations which are fit for purpose.

Please be aware any additional work outside the recommendations of your OT and/or medical report is unlikely to be approved.

The Occupational Therapy Service is a specialist service which, depending on your needs, will either be provided by your local Clinical Commissioning Group or your Local Authority. Further guidance for OT assessments can be found at <http://www.nhs.uk/conditions/occupational-therapy/Pages/Accessing-occupational-therapy.aspx>

The SP is advised to seek support with their ANDA application from their welfare team.

(OS) who is responsible for keeping you fully informed of decisions and progress regarding your application. They will provide you with regular updates (fortnightly as a minimum) and in turn you must keep them informed of any changes in your circumstances.

Identify a suitable property (if applicable)
Information on publicly funded mid-tour moves can be found in JSP 464 Vol 1 Pt 1 Ch 4 Sec VIII

Dependent on the adaptations required, it may not be possible to adapt your current SFA. In this instance, Amey will source an alternative property.

For major adaptations, Amey may take specialist advice to identify a suitable property to meet your family's needs. In some cases, a property may be available that has already been adapted and, if it is considered suitable, this will be offered to you. The decision as to which SFA is allocated will be based on the availability of stock at the time of the ANDA request and DIO Regional Delivery Accommodation/Amey's knowledge of which property would best meet your housing needs as set out in your OT and/or medical report.

Making an offer

Once a suitable property has been identified, you will be made an offer. The target for allocating a property is within 15 days of receipt of your OT and/or medical report, however this will be dependent on the complexity of the adaptations required and current housing stock availability.

Carrying out the adaptations

Following acceptance of the property, any required work will commence. The timeframe for carrying out work will vary depending on the complexity of the adaptations required eg a simple request to fit a grab rail or change carpets for vinyl flooring may be completed quicker than works requiring structural alterations, a wet room or a through-floor lift. Other factors which determine how quickly works can be completed include lead times for procuring specialist equipment, whether works can be undertaken safely with an occupant in residence or whether Planning Permission is required. Throughout the works programme your ANDA Focal Point will ensure you are kept fully informed of progress, including the start and proposed completion dates. Depending on the complexity/length of the project, you can agree a suitable schedule for updates. You may of course contact your ANDA Focal Point at any time should you have concerns.

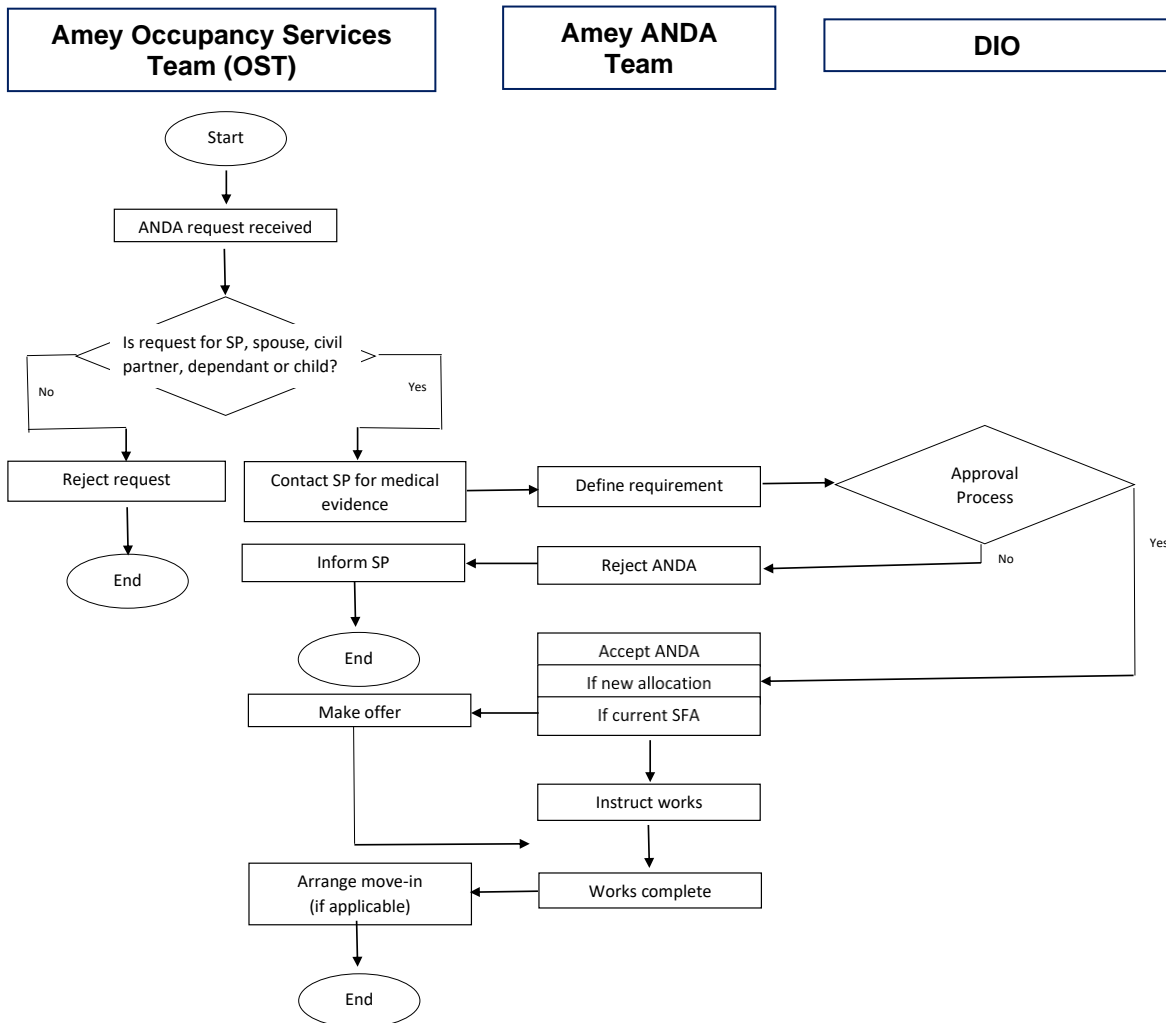
Works completed

Once the adaptations are complete and your SFA is ready, OS will arrange a move in date. Your OT may wish to inspect the work and confirm it has been satisfactorily completed in accordance with the requirement.

The Additional Needs & Disabled Adaptations (ANDA) Process Flowchart for Service Family Accommodation (SFA)

The following flowchart sets out the process for a Service Person (SP) and their family requiring adaptations to their current or new SFA.

The SP is advised to seek support with their ANDA application from their welfare team.



To make an ANDA application the SP should contact the Amey Occupancy Services Team (OST), either via the Helpdesk (0800 707 6000 option 3) for inoccupancy requests or via the e1132 application process for new postings. The OST Area Manager will be the SP's ANDA Focal Point for the duration of the ANDA process.

Supporting medical evidence should be submitted to os.confidential@ameydefenceservices.co.uk. Please note it is the SP's responsibility to provide an up-to-date medical/OT report, from a suitably qualified medical professional, setting out the necessary and specific housing requirements. This may be provided using the DIO ANDA Assessment Form. If for any reason the detail of the housing requirement is insufficient for us to progress the request, DIO Accommodation/Amey ANDA team may seek clarification from the OT/medical professional or request the occupant provide further evidence.



**Defence
Infrastructure
Organisation**

Additional Needs and Disability Adaptations (ANDA) Assessment Form

**For completion by an OT or similarly qualified medical professional.
Please assess the Occupant's *current* housing requirements. Please note we will only consider adaptations required for up to a maximum of 3 years, however we are happy to review the requirement if there is a change of circumstance.**

Date of Assessment:	
Name of Occupant:	
Address:	
Telephone:	
Email:	
Date of Birth:	
Household composition: (include ages of any family members)	
<i>If other household members have housing needs, a separate ANDA Assessment Form should be completed for each person.</i>	
Brief details of functional difficulties:	
Does the Occupant use a Wheelchair or other mobility equipment?	
<input type="checkbox"/> Yes <input type="checkbox"/> No What type of wheelchair or mobility equipment does the occupant use? <input type="checkbox"/> Attendant push wheelchair <input type="checkbox"/> Self propelled wheelchair <input type="checkbox"/> Electric wheelchair <input type="checkbox"/> Scooter <input type="checkbox"/> Other, please state: Wheelchair or mobility equipment dimensions and turning circle: If a wheelchair is used, how often is it used? <input type="checkbox"/> All the time indoors <input type="checkbox"/> All the time outdoors <input type="checkbox"/> Occasionally indoors <input type="checkbox"/> Occasionally outdoors If a wheelchair is used occasionally, does the Occupant have a disability that, within 3 years, may require wheelchair use all the time? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unable to determine at time of assessment	
External Access	
Is level access into the property essential? <input type="checkbox"/> Yes <input type="checkbox"/> No Maximum height of steps (mm): Maximum number of steps: Maximum gradient of any ramps: Minimum width of external doorways (mm): Is parking required? <input type="checkbox"/> Yes <input type="checkbox"/> No Is level access to the garden essential? <input type="checkbox"/> Yes <input type="checkbox"/> No Additional requirements or information: <i>eg storage for mobility scooter</i>	

Internal Access

Is level access between rooms in the property essential? Yes No

Minimum width of doorways (mm):

Is the Occupant able to negotiate stairs? Yes No

Additional information regarding stair mobility:

Is the Occupant able to negotiate steps? Yes No

Additional information regarding ability to negotiate steps:

Is the Occupant able to use a stairlift? Yes No

Is the Occupant able to use a through floor lift? Yes No

Is it essential the occupant is on the same floor as the rest of the family? Yes No

Please tick which rooms the Occupant will need to access:

Kitchen Toilet Bathroom Living room(s) Own bedroom

Other, please specify

Additional requirements or information: *eg through floor lift and/or stairlift specification including max load:*

Please note we do not allocate additional rooms for therapy/sensory/etc rooms however we will try to ensure there are separate dining and living rooms so the family can use the space flexibly to meet their specific needs.

Kitchen

Will the occupant be using the kitchen? Yes No

What *specific* features will be required for them to do so?

Additional requirements or information:

Bathroom

Does the Occupant need their own bathroom? Yes No

Is the Occupant able to use a bath? Yes No

Is a shower essential? Yes No

Does the Occupant require specific bathroom facilities? Yes No If yes, please indicate requirement:

Level access shower/wet room Low threshold shower High/low bath

Wheelchair accessible toilet Automatic cleanse/dry toilet

Wheelchair accessible hand wash basin Lever taps

Circulation space for wheelchair/wheeled shower chair

Space required in bathroom for use of specialist equipment *eg a ceiling track hoist*. Please specify:

Additional requirements or information:

Toilet

Is more than one toilet required? Yes No

Supporting reason:

Additional requirements or information:

Bedroom

Is it essential for the Occupant to have a separate bedroom? Yes No

Supporting reasons: *eg use/storage of specialist equipment*

Is space to accommodate a ceiling track hoist required? Yes No

Additional requirements or information:

Additional requirements or information:

Summary of essential features of property:

Declaration

I have assessed the Occupant's current housing needs and the adaptations annotated above are considered necessary and appropriate.

Signed: _____

Name: _____ Job Title: _____

Address: _____

Telephone: _____ Email: _____

Occupant's Information Sharing Consent

I consent to the information provided in this assessment to be processed and shared with DIO and its contractors. I understand this information will be used for the provision of ANDA only.

Signed: _____ Date: _____

COMPLAINTS PROCESS CHART (OVERSEAS)

Stage	Germany	Cyprus	Gibraltar
1	<p>Formal Complaint to Housing Provider.</p> <p>(Telephone/letter/email/fax) Complaint will be recorded and allocated a serial number. This stage is split into 2 levels:</p>	<p>Formal Complaint to Housing Provider.</p> <p>(Telephone/letter/email/fax) Complaint will be recorded and allocated a serial number. This stage is split into 2 levels:</p>	<p>Formal Complaint to Housing Provider.</p> <p>(Telephone/letter/email/fax) Complaint will be recorded and allocated a serial number. This stage is split into 2 levels:</p>
1 (A)	<p>Level 1. Telephone/Written Complaint.</p> <p>Complainant attempts to resolve the initial complaint by writing or calling the HSO.</p> <p>Acknowledgement letter sent to complainant. HSO will endeavour to resolve the problem and respond in writing within 10 working days. The response will include the appointment and address of the next level should the complainant wish to take it further.</p> <p>If the complaint needs to be referred to the Garrison Staff the complainant is to be advised of this and the new point of contact. Response still required within the original 10 working days.</p>	<p>Level 1. Telephone/Written Complaint.</p> <p>Complainant attempts to resolve the initial complaint by writing or calling one of the following:</p> <p>OC EMS (Akrotiri) UWO (Ayios Nikolaos) SSO SU (Episkopi) SSO SU (Dhekelia) 2IC (Troodos)</p> <p>Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p>Level 1. Telephone Complaint.</p> <p>Complainant attempts to resolve the initial complaint through the Families Housing Manager, who will endeavour to resolve the problem and respond in writing within 10 working days.</p>

Stage	Germany	Cyprus	Gibraltar
1 (B)	<p data-bbox="252 197 520 264">Level 2. Written Complaint.</p> <p data-bbox="252 304 635 595">If the complainant is dissatisfied with the HSO response, he/she should write a formal complaint to the Deputy Garrison Commander and include a copy of the earlier response.</p> <p data-bbox="252 636 641 1034">The Garrison HQ is to acknowledge receipt of the complaint, which is then to be reviewed by the Garrison Housing Review Panel (GHRP). The complainant is to be advised of its findings, in writing, within 10 working days of receipt of the complaint.</p>	<p data-bbox="673 197 941 264">Level 2. Written Complaint.</p> <p data-bbox="673 304 1066 703">If the complainant is dissatisfied with the response, he/she should write a formal complaint to the Station Commander (or OC BFESU – Episkopi) who will endeavour to resolve the problem and respond in writing within 10 working days</p>	<p data-bbox="1094 197 1362 264">Level 2. Written Complaint.</p> <p data-bbox="1094 304 1487 631">If the complainant is dissatisfied with the response, he/she should write a formal complaint to the Commanding Officer, who will endeavour to resolve the problem and respond in writing within 10 working days.</p>
2	<p data-bbox="252 1075 609 1142">Formal Complaint to Higher Service Authority.</p> <p data-bbox="252 1182 641 1402">If the complainant is dissatisfied with the GHRP response, he/she can write to: UKSC(G) SO2 G1 PS with copies of all previous correspondence.</p> <p data-bbox="252 1442 641 1697">The complaint will be reviewed by the Command Housing Review Panel and the complainant advised in writing, within 10 working days of receipt of the complaint</p>	<p data-bbox="673 1075 1031 1142">Formal Complaint to Higher Service Authority.</p> <p data-bbox="673 1182 1066 1330">If the complainant is dissatisfied with the Station Commander’s response, he/she can write to:</p> <p data-bbox="673 1370 954 1509">Comd Ops Support HQ BFC Episkopi BFPO 53</p> <p data-bbox="673 1550 1066 1697">Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p data-bbox="1094 1075 1452 1142">Formal Complaint to Higher Service Authority.</p> <p data-bbox="1094 1182 1477 1402">If the complainant is dissatisfied with the Commanding Officer’s response, he/she can request that the complaint is referred to :</p> <p data-bbox="1094 1442 1254 1509">J1 Branch HQ BFGib.</p> <p data-bbox="1094 1550 1487 1697">Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>

Stage	Germany	Cyprus	Gibraltar
3.	<p>Formal Complaint to Accommodation Complaints Review Panel.</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Accommodation Complaints Review Panel.</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Accommodation Complaints Review Panel.</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>

Notes:

1. Complaints in Germany involving repairs are referred initially to Defence Infrastructure Organisation (Europe) (DIO(E)). Referral to the Garrison Housing. Review Panel will occur if resolution is not achieved and will commence at Stage 1 (B).
2. Separate procedures exist for complaints specifically about repairs.

7 Move Out of SFA

Duration of tenure

1. 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.

Issue of Certificate

2. The NHPHD is to issue the Certificate of Cessation of Entitlement to Occupy SFA (Annex A to Chapter 7) 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.

Proportionality Exercise Assessment Form

3. This form is used to establish a Service family's continued occupancy of SFA/SSFA after entitlement ceases. The Licensee and/or spouse should provide as much information as possible at the earliest opportunity to assist the NHPHD and Local Service Commander in establishing an agreed notice to vacate (NTV) and can be found at Annex B.

Annexes

- A. Certificate of Cessation of Entitlement to SFA
- B. Proportionality Exercise Assessment Form

**CERTIFICATE OF CESSATION OF ENTITLEMENT TO OCCUPY SERVICE
FAMILY ACCOMMODATION (SFA/SSFA) AND OF IMPENDING
HOMELESSNESS**

	<p>MINISTRY OF DEFENCE</p>	MOD Form Introduced 4/03 (Updated 09/19)
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<p>I certify that (Name)</p>	<p>(Rank & Number) #</p>	
<p>Of (Unit) #</p> <p>(# Omit if only family involved)</p>	<p>(Address of SFA or Substitute SFA)</p>	
<p>Will cease to be entitled to occupy</p>	<p>(Date)</p>	

By reason of loss of entitlement to occupy Service Family Accommodation.

An application for housing was made toHousing Authority / Housing Association on (Copy of letter attached)

The following special circumstances apply

The household is as follows

Signed: _____

Name: _____

Designation **Loss of Entitlement Officer**

: _____

Date: _____

Loss of Entitlement Team
 Bldg 29
 Barnham Camp
 Thetford
 Norfolk
 IP24 2DJ

1. This certificate provides evidence of impending homelessness arising from cessation of entitlement to occupy Service Family Accommodation or Substitute Service Family Accommodation and should dispense with the need for the Local Authorities requirement.
2. The certificate should be completed by the Loss of Entitlement Officer, Defence Infrastructure Organisation, RD Accommodation and sent at the earliest possible date to the Housing Authority/Association to which application for accommodation has been made, preferably as soon as it is known that entitlement to occupy Service Families Accommodation will cease.

3. A period of at least six months' notice should normally be allowed so that the appropriate arrangements can be made.
4. Copies of this form are published in the Homelessness Code of Guidance for Local Authorities, issued by DCLG July 2006 (Annex 15), Welsh Assembly and Scottish Executive.

PROPORTIONALITY EXERCISE ASSESSMENT FORM

This form is used to establish a Service family's continued occupancy of SFA/SSFA after entitlement ceases. The Licensee and/or spouse should provide as much information as possible at the earliest opportunity to assist the NHPHD and Local Service Commander in establishing an agreed notice to vacate (NTV).

For Housing Provider use only:

Licensee Name	
SFA / SSFA Address	
Date NTV expires	

PART 1: TO BE COMPLETED BY LICENSEE OR OCCUPANT

(Complete all sections; if section is not applicable, insert 'N/A')

A. PERSONAL / CONTACT DETAILS

Mil Tel No	
Home Tel No	
Mobile	
Email	

OCCUPANTS		
Name	Relationship	Date of Birth (under 18)

B. FUTURE HOUSING INTENTIONS

The Licensee should provide as much detail as possible of the family’s future housing intentions. Answer all questions; where the question does not apply, answer ‘N/A’.

For cases of estrangement only

	LICENSEE	SPOUSE
If you have children, will the children live with you or your spouse?		

In cases of estrangement, the remainder of this form is to be completed by the occupant who remains in SFA/SSFA.

For moves to another duty station

	Yes / No
Do you intend to apply for SFA?	
Do you intend to apply for SLA?	
Do you intend to live in private accommodation?	

For all moves to a private address

	Yes / No
Will this be your own home?	
Will this be rented accommodation?	
Will this be a new house purchase?	
Will this be to social housing?	

For Move to Private Address (own home)

Will the property be available by NTV date? (Y/N)	
If No, give reason (e.g., currently rented)	
If No, give date property expected to be available for you to move in	

For Move to Private Address (rented accommodation)

Do you have a property arranged? (Y/N)	
If Yes, give date of expected move in	

For Move to Private Address (house purchase)

Do you have a property arranged? (Y/N)	
If Yes, have you exchanged contract? (Y/N)	
If No, give date you expect to exchange contract	
If Contract exchanged, give date you expect to move in	

For Move to Social Housing

Have you applied to the Local Authority (LA)? (Y/N)	
If Yes, give date of application	
Have you been given a property? (Y/N)	
If Yes, give date you expect to move in	
Have you applied to any other Agency to assist with your housing requirement? (Y/N)	
Provide LA details below for HIC to liaise with	
Housing Provider Address	
Name of Person dealing with your application	
Contact Tel No.	

C. CHILDREN / EDUCATION

Give details of any children who are living with you, who are in full-time education and are due to sit national exams, e.g. GCSEs, Standard Grades, A-levels, Degrees etc. (Please provide a copy of the CEAS Impact Statement, where one exists).

Name	Date of Birth	School / College	Course (GCSE etc.)	Date(s) of final exams	In receipt of CEA (Y/N)

D. SPECIAL EDUCATIONAL NEEDS

Give details of any children who live with you and in full time education who have special educational needs and require continuity of education past your NTV date. (Please provide supporting evidence from the school or education department, and a copy of the CEAS Impact Statement, where one exists).

Name	Details

E. MEDICAL

Give details of anyone in your family who lives with you who is currently undergoing a course of treatment at a local hospital and which is expected to continue past your NTV date. Please provide a letter from your GP and/or consultant, including a statement whether or not this treatment could be continued or provided elsewhere.

Name	General Details	Supporting Evidence Provided (Y/N)

F. ADDITIONAL NEEDS OR DISABILITIES

Give details of anyone in your family who has additional needs or disabilities that might affect your family’s ability to move by NTV date.

Name	General Details	Supporting Evidence Provided (Y/N)

G. F&C PERSONNEL ONLY (To include Gurkhas and Nepalese Citizens)

		Yes / No
Do you intend to remain in the UK at the end of your military service?		
If yes, have you applied for	Indefinite Leave to Enter	
	Indefinite Leave to Remain	

H. WELFARE – GENERAL

	Yes / No
Are you currently receiving support from any of the Armed Forces Welfare Services (e.g. AWS, RNRMW, SSAFA)?	
If yes, are you content for Welfare Services to engage with DIO on your behalf?	

If yes, please sign below and pass this form to them so they can complete Part 2.	
If no, please sign below and return this completed form to the NPHPD at the address provided.	
Please provide any other information you think might affect your ability to move from your current SFA by the NTV date.	
Signature of Occupant:	Date:

PART 2: TO BE COMPLETED BY A REPRESENTATIVE FROM THE ARMED FORCES WELFARE SERVICES (e.g. UWO / AWS / RNRMW / SSAFA)

You have been asked to complete this form because the family named in Part 1 have indicated that they may be unable to meet their NTV date for their SFA/SSFA. The information that you provide may assist with revising the NTV date and delay DIO/Housing Provider from seeking a Possession Order.

	Yes / No
Do you consider NTV period of 93 days to be sufficient time for the family to vacate their current SFA/SSFA?	
If yes, please provide reasons.	
If no, please provide an assessment of the effect that vacating their SFA/SSFA will have on this family. Include a substantiated recommendation as to when you consider the family will potentially be able to move.	

Organisation & post title:

Name:

Rank / title:

Signature:

Date:

Contact No:

PART 3: TO BE COMPLETED BY NHPHD (AREA HOUSING MANAGER OR HOUSING PROVIDER)

Part 3 is not to be distributed with Part 1 and 2. The Commanding Officer of the occupant's unit is to be consulted before completing Part 3.

	Yes / No
Taking into account the factors in Parts 1 and 2 of this form, do you consider the 93 day NTV should be sufficient for the family to vacate their current SFA/SSFA?	
If no, is there a mutually agreed date for the occupant to vacate their SFA/SSFA?	
If yes, what is the mutually agreed date of vacation?	
Please provide comprehensive justification for your decision.	
Where there is no mutually agreed date for move out, the AHM is to consult with all parties involved, and the LSC, to negotiate a way forward. Discussions to include consideration of a date for commencement of legal proceedings to seek a Possession Order.	
Has the LSC been consulted?	
Please provide a comprehensive summary of the negotiations.	

What is the negotiated move out date?	
Where negotiations have failed, what date are legal proceedings to commence?	

93 days NTV is confirmed and will expire

Date:

NTV is to be re-issued to expire on

Date:

Legal proceedings are to commence on

Date:

AHM (HIC):

Name:

Grade:

Signature:

Date:

8 Irregular Occupancy

Expiry of the Notice to Vacate

1. Irrespective of the cause of the loss of entitlement to occupy the SFA, when a Notice to Vacate (or Notice to Quit) expires and the family or members of the family remain in occupation of SFA they will become Irregular Occupants. (Refer to Volume 1 Part 1 Chapter 8 for policy). At this stage NHPHD 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.

Issue of Certificate

2. The NHPHD is to issue the Certificate of Cessation of Entitlement to Occupy SFA (Annex A to Chapter 7) 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.

9 Occupation of Temporary Surplus SFA by Eligible Personnel

Provision for Eligible Personnel to Occupy Surplus SFA

1. 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.

10 Allocation of SFA to Entitled and Eligible Personnel

1. For reference, a summary of all entitled and eligible Service and Civilian personnel who may occupy SFA in UK and Overseas is detailed in Volume 1 Part 1 Chapter 10 Annex A.

11 Domestic Assistance (DA) Policy

Overview

1. 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 sub categories 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.

Annexes

- A. DA – Summary of Provision
- B. Summary of Dedicated, Permanent Service House Manager Posts

**ANNEX A
TO CHAPTER 11
TO JSP 464 VOL 1 PT 2**

DA – SUMMARY OF PROVISION									
Ser	MOD Subject Individual	Broadly OH event-based SP					Broadly retaining an element of enduring SP		
		Event Size (Pax)	Cleaning (HPE=Hrs per event) (HPW=Hrs per week)	Catering (Waiting Staff)	Catering (Chef)	Uniform Maintenance & Prep	House Manager & Staff	Gardening/ Grounds Maintenance	FSS
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)
1	Authorised to conduct OH	0-15	4 HPE	See JSP 456 Ch 6 for staff: guest ratios depending on nature of OH event		See JSP 464 Vol 1 Pt 1 Chapter 11, Para 1114	Pooled and civilian where possible. See Annex B	JSP 464 Vol 1 Pt 1 Chapter 7 Section V	See Separate criteria
2		16+	6 HPE						
3	Officers in SFA designated as 'large' see para 0211	N/A	Min 4 HPW Max 10 HPW ¹³	N/A	N/A				
4	Officers 'In Command'	N/A	Max 5 HPW	N/A	N/A				

Notes:

- Where DA is provided by either Catering Core Manpower (CCM) or within MACs, adequate provision must be made for event planning and organisation, procurement of food items, set up tasks, pre event food preparation and post event administration. JSP 456 Volume 1 provides further guidance.
- Columns e & f above state the broad ratio of Catering (Chef) and Catering (Waiting staff) staff for OH events. This is an agreed planning guideline for TLBs only. It may not be appropriate for all types of OH event and it is recommend that staffing numbers are approved and funded (outside of established, enduring DA support) through the submission of F1199. Thus, staffing of OH events will be done on a case by case basis. More detail is available in JSP 456 Volume 1.
- For those both in Command and in Large SFA the basic provision not including OH events is the largest of either category and should not exceed 10 hrs without authority of the TLB and confirmation of funding availability.

¹³ There is no entitlement to Cleaning Support for occupants of surplus Large SFA and/or occupants of Large SFA above entitlement through personal choice.

SUMMARY OF DEDICATED, PERMANENT SERVICE HOUSE MANAGER POSTS

1. House Manager posts, by TLB.

Any amendments should be notified to DBS MilPers MilOps PPG&A. The Tax and National Insurance liabilities arising from occupancy of a former Official Service Residence (OSR) will be met under a PAYE Settlement Agreement (PSA) between MOD and HMRC. The taxable value of the benefit will be based on 10% of the median annual salary band for the occupant: calculation of the tax liability will use the occupant's marginal rate of tax.

Ser	Location	Unit Name	Post Rank	Current Status	TLB
(a)	(b)	(c)	(d)	(e)	(f)
1	LONDON	CHIEF OF NAVAL STAFF - CNS	CPO	RN	Navy Command
2	PORTSMOUTH	HQ NC - NCHQ-FLEET COMMANDER	CPO	RN	Navy Command
3	PORTSMOUTH	HQ NC – NCHQ 2SL	CPO/PO	RN	Navy Command
4	DEVONPORT	COMFOST	PO	RN	Navy Command
5	FASLANE	FOSNI	CPO/PO	RN	Navy Command
6	ANDOVER	CHIEF OF GENERAL STAFF (CGS)	WO2	Army	Army HQ Resources
7	ANDOVER	DEPUTY CHIEF OF GENERAL STAFF (DCGS)	SGT	Army	Army HQ Resources
8	ANDOVER	COMD FIELD ARMY (CFA)	SGT	Army	Army HQ Resources
9	INNSWORTH	COMARRC	SSGT	Army	Army HQ Resources
10	INNSWORTH	COSARRC	CPL	Army	Army HQ Resources
11	YORK	GOC 1 (UK) ARMD DIV	SGT	Army	Army HQ Resources
12	BULFORD	GOC 3 (UK) DIV	SGT	Army	Army HQ Resources
13	LONDON	GOC LONDON DISTRICT	SGT	Army	Army HQ Resources
14	EDINGBURGH	GOC SCOTLAND / MS	SGT	Army	Army HQ Resources
15	ALDERSHOT	GOC HOME COMD (HC)	SGT	Army	Army HQ Resources

16	ALDERSHOT	GOC REGIONAL COMD (RC)	SGT	Army	Army HQ Resources
17	SANDHURST	COMDT RMAS	SGT	Army	Army HQ Resources
18	UPAVON	JHC	SGT	Rotational	
19	LONDON/HIGH WYCOMBE	CHIEF OF AIR STAFF - CAS	1 x SGT 1 x CPL	RAF	Air Command
20	HIGH WYCOMBE	HQ AIR - DCOM OPS	Pooled Staff 1 x SGT 3 x CPL	RAF	Air Command
21	HIGH WYCOMBE	HQ AIR - DCOM CAP/AMP		RAF	Air Command
22	HIGH WYCOMBE	HQ AIR - AOC 1 GP		RAF	Air Command
23	HIGH WYCOMBE	HQ AIR - AOC 2 GP		RAF	Air Command
24	HIGH WYCOMBE	HQ AIR - AOC 22 GP		RAF	Air Command
25	HIGH WYCOMBE	HQ AIR - AOC 38 GP		RAF	Air Command
26	CRANWELL	RAF COLLEGE - COMDT	CPL	RAF	Air Command
27	LONDON	CHIEF OF DEFENCE STAFF (CDS)	SSGT + CPL	Rotational	HO&CS
28	LONDON (CLARENCE HSE)	DCDS - EQUERRY	OR2	RAF	HO&CS
29	LONDON	VICE CHIEF DEFENCE STAFF (VCDS)	PO	RN	HO&CS
30	LONDON	CABINET OFFICE - CDS (Chequers)	AC x 2	Rotational	HO&CS
31	LONDON	CDM	CPL	Rotational	DE&S
32	NORTHWOOD (NATO)	COM	TBC	TBC	NATO
33	NORTHWOOD (NATO)	CJO	PO	Rotational	JFC
34	NORTHWOOD (NATO)	ACO Maritime Command	PO	RN	JFC
OVERSEAS LOCATIONS					
1	MONS	DSACEUR SHAPE	CPL X 2	Army	NATO
2	NORFOLK, VA	COS SACT	CPO	Navy	NATO
3	BRUSSELS	UKMILREP	SGT	Rotational	NATO
4	NAPLES	DCOS Plans	SGT	Rotational	NATO
5	RAMSTEIN	DCOM	CPL	Rotational	NATO
6	IZMIR	DCOM	TBC	TBC	NATO
7	EPISKOPI	COMD BRITISH FORCES CYPRUS	CPL	RAF	JFC

12 Forces Help to Buy (including Self Build)

Aim

1. The aim of the pilot Forces Help to Buy (FHTB) scheme is to encourage and support home ownership and Self Build amongst eligible Service personnel.

Annexes

A. FHTB Method of Claim

FHTB METHOD OF CLAIM

1. **Applications.** Service Personnel are to apply for Forces Help To Buy (FHTB) on JPA through the Self Service Application for FHTB. Full instruction on completion is online in the JPA Self Service User Guide- Applying for Pre-Approval for FHTB. In exceptional circumstances only, where the individual has no permanent access to JPA, the JPA Form E035 may be used – JPA Form E035 must be forwarded to DBS Mil Pers, FHTB Section at least 6 weeks before the expected purchase completion date. Proof of purchase will be sought by DBS Mil Pers, FHTB Section from the appointed legal representative. In cases where the applicant has owned property within the previous 12 months, a legal representative's statement of sale (actual or intended) and purchase must accompany the application form.
2. **Prior to Application.** Applicants are to satisfy themselves that they have read and understood the provisions of these regulations. In particular, applicants are reminded that they must await confirmation that award of a FHTB has been approved, and payment received by their appropriate legal representative, prior to completion of property purchase.
3. **Application Procedure.** When an eligible applicant has found a qualifying property they wish to purchase, has spoken to a mortgage provider and obtained the services of a legal representative, they may submit a JPA on-line application to DBS Mil Pers, FHTB Section, through their CO (or authorised representative) as per paragraph 1 above, only in exceptional circumstances may a JPA Form E035 be used. An individual having applied on-line and gained approval is to use only the JPA printout to gather all required certifying signatures and forward to the DBS Mil Pers, FHTB Section.
4. **Reassessment of Eligibility.** Personnel who are initially assessed as "entitled" prior to formal JPA on-line application are reminded that both eligibility and the maximum amount of the FHTB which may be awarded will be fully reassessed once the formal JPA on-line application is submitted (subject to certification and recommendation by unit authorities). At this point, if any information supporting the JPA on-line application has changed, it is possible that eligibility and entitlement may be affected. If there has been a change in personal circumstances, this should be reported on JPA Form E035a
5. **Certification of the Application Form.** Once a JPA on-line application has been approved and printed, it is to be certified by the claimant's Unit HR and CO (or authorised representative) as follows:
 - a. **Unit HR.** In assessing the FHTB application, the Unit HR is to include a check of the applicant's current medical status on JPA (see paragraph 1211). 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. 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 1246.

b. UMO. Only in cases where the claimant's medical deployability standard is Medically Non-Deployable (MND), either permanent or temporary at the time of the application, the UMO must certify whether or not the applicant is likely to be MFD/MLD within 6 months of the medical assessment and return the application to the Unit HR.

c. CO (or Authorised Representative). In certifying an application, the CO (or authorised representative) must take into account an applicant's current financial situation, for example, if an applicant is subject to any administrative or disciplinary action, which may result in a significant/material change in circumstances (e.g. premature termination of Service, assignment, detention, reduction in rank), the application is either to be rejected or held in abeyance until the outcome of the action is known. Otherwise, the application may be recommended by the CO (or authorised representative) and forwarded to DBS Mil Pers, FHTB Section.

6. **Short Notice Appointment.** Applicants who are at risk of being assigned to a seagoing ship or assignment overseas at short notice, before the purchase of their new property is completed, should discuss with their solicitor the arrangement of a limited Power of Attorney, or similar. This is to ensure that purchase can be completed in their absence. It is emphasised, however, that the additional expense of such a course of action is not necessary in normal circumstances. Any additional expenses incurred in association with the Power of Attorney are the responsibility of the Service person.