



Defence
Infrastructure
Organisation

Protect your home in winter even if you are away
All customers in SFA are reminded of their responsibility to protect their home from damage, and that this particularly applies in winter. Even if you are going to be away, you should leave the heating on in the property to protect your home and possessions from damage caused by burst pipes.

Further guidance is available a simple one page guide which is available at: www.gov.uk/government/publications/customer-guides

HASC Christmas closure

The Housing Allocations Service Centre (HASC) will reopen its telephone lines at 0830 hrs on Monday 6 January 2014.

SFA website

The SFA website has recently been reformatted and updated to help you find useful information about all aspects of Service Family Accommodation (SFA). Contact information can now be found in shaded boxes along with relevant information, such as HASC information alongside information about allocations: www.gov.uk/dio/sfa

DIO consults Wiltshire community

DIO presented its early proposals for Army Basing in Wiltshire at an Army Basing exhibition in Trowbridge at the end of November.

Over 100 people attended the event, including parish councils and local businesses to review proposals for the relocation of around 4,000 personnel to the area by 2020.

DIO Service Delivery Accn communications

Home front

December 2013 / January 2014

Information for Service families from DIO Operations Accommodation



REPAIRS

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

ALLOCATIONS

Housing Allocations
Service Centre (HASC)

The best way to contact the HASC is by email – contact details are available at <https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa>

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

APPLY

To apply for SFA:
<http://apps01.domis.rmil.uk/e1132/>
MOD systems only

INFORMATION www.gov.uk/dio/sfa

Changes to the HASC team structure

In order to better distribute its workload, the Housing Allocations Service Centre (HASC) has changed the geographical areas that its teams are responsible for. From 9 December 2013, the new structure split the UK into seven geographical areas instead of eight.

A new HASC map is now available (link below), while the GOV.UK website, Intranets along with the e-1132 and telephone systems have been updated.

Follow the link below to find out which HASC team deals with your SFA location:

<https://www.gov.uk/government/publications/housing-allocations-service-centre-hasc>

The eighth team in the HASC now deals SFA customers who have enquires about loss of entitlement to SFA resulting from retirement, discharge or estrangement. The team can be contacted at DIOOpsAccn-HASCteam8@mod.uk

Running a business in your SFA

In the current economic environment some people will be looking for ways to make a bit of extra money, and running a business from home has the benefit of low overheads and the flexibility for childcare, carer and other commitments. However, families living in Service Family Accommodation (SFA) should be aware that it is a condition of their licence to occupy that they must seek prior written consent from their Local Service Commander and the Defence Infrastructure Organisation before undertaking commercial activities in their property.

Generally acceptable activities include the use of SFA for things like internet and home working; running a mail order catalogue business; being a cosmetic representative; kitchenware sales; and registered child minding. Permission to undertake these sorts of activities will normally be granted, however, permission must still be sought because there may be security and access considerations or it may adversely impact on neighbours. You also need to remember that some businesses also require the permission of the Local Authority.

New Twitter service for Forces families

The latest information about Service Family Accommodation (SFA) is now just a click away with the launch of a new Twitter hashtag. Personnel who live in SFA will now be able to keep up-to-date on matters affecting them by searching #modSFA

The new hashtag makes it easier for customers to access news and advice – plus it's being used to communicate information including:

- Useful reminders to customers
- Handy hints and tips
- Operational information, such as Housing Allocation Service Centre closing times
- How to access help and advice
- News about the construction of new SFA and improvement programmes

Managing your patch

Early in the New Year, DIO is launching Total Patch Management, whereby the Housing Officer (HO) becomes a local focal point for the delivery of housing support for the benefit of Service families. More details to follow.

You should also be aware that the MOD will not fund any improvements to your home in order for you to run your business. If you need to make any changes you should write to the Housing Manager via the Housing Allocations Service Centre (HASC) for permission to do so and you will be required to put right any changes you make before you Move Out. If you are living in Substitute Service Families Accommodation permission would need to be sought from the landlord by MOD Substitute Accommodation Contractor.

So if are planning on running a business in your SFA, seek permission and good luck with your enterprise.

How to apply for permission: As well as writing to your Local Service Commander, you should email or write to the Housing Manager via the HASC for permission if you live in SFA or the Substitute Accommodation helpdesk if you live in SSFA. Full contact details can be found on the SFA website at: www.gov.uk/dio/sfa
Customer factsheet - www.gov.uk/government/publications/customer-guides