



Defence  
Infrastructure  
Organisation

# Home front

Information for Service families from DIO Operations Accommodation

August / September 2013

## REPAIRS

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

## ALLOCATIONS

Housing Allocations  
Service Centre (HASC)

The best way to contact the HASC is by email – contact details are available at [www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact](http://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#points-of-contact)

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

## APPLY

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

INFORMATION [www.gov.uk/dio/sfa](http://www.gov.uk/dio/sfa)



### Check your heating?

Before the winter weather sets in it's always a good idea to check your heating during September to make sure it is working correctly.

If you discover any problems with your heating (or hot water system), please report them to your maintenance helpdesk as soon as possible. This will give contractors plenty of time to resolve the issue before you need your heating.

### Customer Assistance Points (England & Wales)

The SFA Customer Assistance Points (CAPs) provide SFA customers with the opportunity to discuss any issues about services provided by DIO Operations Accommodation and MODern Housing Solutions (MHS) face to face.

The CAP does not replace the functions provided by the Housing Allocations Service Centre (HASC) or the MHS Helpdesk, nor the specific services delivered or information provided by other providers. In these cases, the local CAP Co-ordinator will provide the relevant signposting information. The CAP factsheet (see link below) provides details of the CAP Co-ordinators and the location of the 14 CAP offices in England and Wales.

#### More...

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/210015/sfa\\_customer\\_assistance\\_points\\_july13.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/210015/sfa_customer_assistance_points_july13.pdf)

## National Housing Prime contracts

The Defence Infrastructure Organisation (DIO) is currently procuring a range of new contracts to replace existing arrangements for the management and maintenance of the Defence estate. This programme includes the National Housing Prime (NHP) contract, which will replace existing maintenance contracts for Service Family Accommodation (SFA) in the UK, and may potentially move some services currently provided in-house to the new contractor.

Three tendering organisations are now entering the final stages of the procurement process:

- **Carillion Holdings Ltd and Enterprise Managed Services Ltd**, which currently maintain Service housing across England and Wales as MODern Housing Solutions (MHS) under the Housing Prime Contract
- **Babcock Support Services Ltd**, which currently provide a range of Defence services to the MOD
- **Kier Ltd and Turner Facilities Management Ltd**, of which Turner maintains housing in Scotland under the Regional Prime Contract for Scotland

Based on the current schedule, the MOD expects to reach contract award in 2014. The successful contractor is then expected to enter service on a regional rolling programme - starting in Scotland and Northern Ireland, and followed progressively each month by the Central region, South East, and finally South West.

Although the MOD will aim to limit the impact of these changes to SFA customers, this will depend on the final transition plan agreed and the scale of the changes brought about by the final contract award. We understand that customers will require information during this period and further messages will follow to inform you about the final contract award and once the transition plan has been agreed.

## Asbestos surveys

All buildings built in the UK in the last century may contain asbestos containing materials (ACMs) within their building fabric. Whilst these do not present a danger to you or your family if they are kept in good order and not disturbed, DIO Operations Accommodation has been carrying out ACM surveys in UK Service Family Accommodation. DIO is continuing this programme and intends to complete around 22,000 surveys in 2013/14.

You shouldn't worry if you receive a visit from a surveyor, as the purpose of the survey is to determine and record where ACMs actually are. This will help DIO to manage them more effectively, especially during periods of major refurbishment where our ultimate goal is to remove them completely. Not all properties will receive a visit, as a large number of SFA properties have been surveyed before, already had ACMs removed during refurbishment, or built without these materials. If you receive a visit, we would appreciate your cooperation by permitting access, if convenient, for this short survey.

## Tackling damp and mould

The majority of Service homes don't suffer from problems with mould or damp, and are warm and comfortable. However, DIO Operation Accommodation recognises that some of the housing stock in the UK was built before the latest standards and energy efficiency expectations, and therefore invests significantly every year to bring Service Family Accommodation up to modern levels. As well as the usual thousands of ongoing improvements in this financial year, DIO is specifically targeting investment to solve damp/mould related issues for Service families.

This work has been made possible by a combination of a very welcome injection of money in the 2012 budget for improving SFA, and a great deal of work undertaken by the DIO Ops Accn Estates Services team to get Green Deal funding to improve the energy efficiency of SFA. This means that measures such as external wall insulation, new roofs and new doors and windows will be installed by March 2014 at sites that have been targeted for the programme.

In addition, DIO and MODern Housing Solutions (MHS) have agreed a revised process for responding to reports of mould and damp. The new process means that a report of serious damp or mould will be inspected by both a DIO and an MHS representative, who will have access to damp meters and other technology for establishing the cause of the issue. Based on the results of each inspection, a workable solution will be developed to address the cause at an affected property.

DIO Ops Accn communications