



Defence  
Infrastructure  
Organisation

June/July 2014

# Home front



## SFA improvements at Faslane

A multi-million-pound upgrade of service accommodation (pictured left) for personnel based at Her Majesty's Naval Base Clyde has been marked with a ceremony.

225 homes received new roofs and entrance canopies, reconfigured gardens, including patios, privacy fencing and sheds and a new, brighter paint scheme for the exteriors. The area also benefited from the creation of a games area, 2 new play parks, resurfaced roads, and improved footpaths and lighting.

Congratulations to the team in Scotland for their efforts in this transformation on behalf of Service families. **More...**

<https://www.gov.uk/government/news/scottish-military-accommodation-upgraded>

## REPAIRS

England and Wales  
0800 707 6000

Scotland  
0800 328 6337

Northern Ireland  
0800 030 4651

*See handbooks for PFI,  
BLH and SSFA*

## APPLY FOR SFA

<http://apps01.domis.r.mil.uk/e1132/>

*MOD systems only*

## INFORMATION

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

## ALLOCATIONS

Housing Allocations  
Service Centre (HASC)

You can track your application using the e-1132 system or contact the HASC by email – <https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa>

0800 169 6322  
01904 418000  
Mil 95410 8000

## INTERACTION

[www.twitter.com/mod\\_dio](http://www.twitter.com/mod_dio)

## New Head of SD Accommodation

Brigadier Boswell has now handed over to Air Commodore Ian Tolfts.

Colonel Laurence Williams is currently acting as Head of SD Accommodation until Air Commodore Tolfts officially arrives to take up his duties on Monday 28 July.

## Got a complaint?

If you have a complaint please use the correct process to make sure that the issue can be fully investigated and promptly put right.

**More...** [www.gov.uk/defence-infrastructure-organisation-service-familyaccommodation#making-a-complaint](http://www.gov.uk/defence-infrastructure-organisation-service-familyaccommodation#making-a-complaint)

## For general information about SFA

The SFA website ([www.gov.uk/dio/sfa](http://www.gov.uk/dio/sfa)) has a wealth of information about entitlement, applying and move appointments. In addition, the Families Federations and HIVEs offer general information about all aspects of SFA.

## For policy

Joint Service Publication (JSP) 464 can be found at

[www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars](http://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars).

DIO applies accommodation policy, but we do not set policy, and therefore issues where you disagree with policy should be directed through your chain of command.

## Pre Move Out appointments no longer being routinely offered

To allow DIO SD Accn staff to focus on Move In and Move Out appointments at our busiest time of year, the difficult decision has been taken to stop accepting requests for Pre Move Out appointments - existing appointments are not affected.

A range of guidance is available on the SFA website but if you need further help, for example you are relatively new to living in SFA, please email the HASC ([HASC map](#)) and we will endeavour to help.

### Pre Move Out Advisory Visit guide

[www.gov.uk/government/publications/pre-move-out-advisory-leaflets-for-sfa](http://www.gov.uk/government/publications/pre-move-out-advisory-leaflets-for-sfa)

### Pre Payment Cleaning Scheme (England/Wales)

[www.idealcleaning.co.uk/pre-payment-cleaning-scheme/](http://www.idealcleaning.co.uk/pre-payment-cleaning-scheme/)



Service families are already benefiting from 18 new high quality SFA properties recently provided by DIO in Colchester.

## Preparing for the National Housing Prime contract

The mobilisation of the new contract to support Service Family Accommodation is going well.

If you are not aware, the In Service Date (ISD) for the contract in Scotland and Northern Ireland, the Housing Allocations Service Centre (HASC) and the SD Accn HQ is 1 November 2014. The ISD for England, Wales and Energy Management staff is 1 December 2014. **But until advised otherwise, please continue to use the existing contacts for allocations and maintenance.**

Whilst the ISD for the HASC is 1 November, the new contractor, CarillionAmey, will run a parallel service until the full allocations service can be handed over.

## Branding of SFA maintenance service in England and Wales

CarillionAmey was recently awarded a new contract to provide maintenance and occupancy management services for UK Service Family Accommodation (SFA).

Whilst the new contract will not come into service until later this year, CarillionAmey is planning to introduce new uniforms, branded vehicles and identity cards in the run up to the contract coming into service in England and Wales – where equipment needs to be replaced.

To avoid confusion, before any change occurs, DIO and CarillionAmey will provide detailed information to explain about the new contract and branding.

## Contacting the HASC

Our advice is to always contact the HASC by email, using the seven team email addresses published on the [HASC map](#) and on the [SFA website](#). If you have a specific enquiry about loss of entitlement please email team 8 using [diopsaccn-hascteam8@mod.uk](mailto:diopsaccn-hascteam8@mod.uk).

Please do not call the HASC if you can resolve your issue in another way, but if you decide to telephone please be patient as the same staff who allocate properties answer the calls.

## To complain or report a maintenance issue

These issues should not be reported to the HASC. Full details about [how to complain](#) or [report a maintenance issue](#) can be found on the SFA website and above.

## UK SFA Customer Survey reports now online

We encourage all customers who receive a call to take part in our monthly customer survey, as the results help us improve our services.

The quarterly survey reports are now being published on the SFA website on GOV.UK.

**More...**

[www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#uksfa-customer-survey](http://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#uksfa-customer-survey)