



Defence
Infrastructure
Organisation

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Home front

Information for Service families from
DIO Service Delivery Accommodation



New Service homes for Somerset

DIO has purchased 149 properties on new housing developments in Somerset to accommodate Service personnel and their families who are being relocated back to the United Kingdom as part of the withdrawal of British Forces from Germany.

Eighty-five of these properties (example pictured left) are situated on the Kingwell Rise Development in Wincanton, with the remaining 64 on the Wyndham Park Estate in Yeovil.

The idea is to purchase houses in local housing estates to integrate British Forces into local communities - a quick, efficient and cost effective way of meeting future demand for providing quality Service Family Accommodation (SFA). The acquisitions form part of a significant wider programme of purchases across the UK.

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

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

INFORMATION

www.gov.uk/dio/sfa

INTERACTION

www.twitter.com/mod_dio

SFA online applications top 70,000

Since the launch of the [online Service Family Accommodation \(SFA\) application system](#) in October 2010, well over 70,000 e-1132 applications have now been made. An average of 98% of applications are now made using the electronic system compared to the old paper form.

Making it easier to contact DIO

Two new contact lists have been created to help customers and members of the public contact DIO for services or to request information. A new [DIO contact list](#) has been created on the Defence Intranet (MOD systems only) and a further list of DIO contacts is available on the [DIO Contacts section](#) of the GOV.UK website.

A full list of contact information for SFA services continues to be published on the [SFA website](#).

Two new customer guides published

DIO SD Accn has published two new customer guides, building upon our series of customer guides offering advice and information for Service families.

The A-Z of SFA aims to make it easier to find information about Service Family Accommodation (SFA), listing key words on a range of topics that link directly to relevant information on websites or provide you with simple advice.

Fire safety in your home aims to provide clear straightforward advice to protect yourself and your family by avoiding fires in the home.

More... <https://www.gov.uk/government/publications/customer-guides>

Stepping up the SFA service

DIO SD Accommodation has now implemented its [Service Delivery Improvement Plan \(SDIP\) for UK Service Family Accommodation \(SFA\)](#), with the introduction of [Total Patch Management](#).

Housing Officers (HOs) now have time set aside (pictured below) to specifically to manage their areas of responsibility more effectively for the benefit of Service personnel and families. This time allows HOs to be able to spend time on their patches, and work with Units to champion issues connected with parking, caravans, graffiti, garages, neighbourhood disputes, and damage to roads.

If you need to contact your HO, please email the HASC with full details, which will forward your request. Alternatively you could ask your local Customer Assistance Point to be put in touch.



Local residents consulted on Salisbury Plain Masterplan

DIO has been conducting a consultation period for local residents living in Wiltshire, following the announcement that 4,000 troops and their families will be relocating to the area by 2019.

Local people were asked for their views on the Salisbury Plain Masterplan which sets out future development plans including the construction of new accommodation blocks for single soldiers and up to 1,200 service homes, as well as construction and conversion of other buildings. To support the plan, the MOD will be investing up to £800M on facilities.

Information about the proposals is available on the [GOV.UK website](#)

Responding to extreme weather

Although the weather has improved, parts of the UK have experienced bad storms and record rainfall this winter, leaving many properties affected by flooding and damage. Service homes are not immune from this prolonged extreme weather, and therefore many Service families turned to the MHS Helpdesk for assistance during this period. As a result the MHS Helpdesk managed many more calls than they would normally be expected to, and the type and complexity of call increased the average call handling time.

DIO staff liaised with the Chain of Command, including Welfare staff, to keep them informed of any relevant developments and MHS took a number of actions to support customers. For example, MHS focused its staff on taking new inbound calls –

Pets, sheds, businesses and firearms

This sounds like an odd mix but all customers who wish to keep pets, apply for an encroachment (for example a shed, satellite dish or security light), run a business or keep firearms in their Service Family Accommodation should apply for permission.

Whilst the Housing Allocations Service Centre (HASC) made these decisions in the past, these are now undertaken by Housing Officers - who are best placed to make the decision.

Customers should continue to email the HASC, who remain the initial single point of contact, however, the request will then be sent to the relevant Housing Delivery team to action and respond. A full list of email addresses is available on the [HASC map](#)

cancelling meetings and mobilising complaint and admin staff to support inbound teams.

DIO and MHS have a duty to protect the safety of their staff, ensuring that they operate in safe conditions. Therefore, any repair work required was dependent on the continuing weather situation, for example a roof cannot safely be repaired in high winds.

To report damage or request a repair, please ring the relevant Helpdesk number at the top of this page. Please be ready to supply the nature of the fault and full contact details.

www.gov.uk/dio/sfa