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Global Support Organisation

Location Guide

Izmir



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Accommodation Locations.

The British community resides in two locations in Izmir. Predominantly, all single/ unaccompanied service personnel are accommodated in the Gurel Tower which is located in the city centre and is approximately 4 miles from the NATO base. Married accompanied personnel are accommodated in Guzelbache which is approximately 20 miles (30/40mins) from the NATO base and 20 miles from the city centre.

Address Registration.

Once you move to your SFA in Izmir, the HNLO will register your address with the local council as soon as possible. This is necessary to apply for the Residence Permits for your dependants. Initially the address will be registered on the SP name, but once you apply for the Residence Permit for your dependants, they will also be registered at the SFA address. Please note that NSE will provide a letter to your local council office in order to register your address with them.

BFBS.

During your assignment to Izmir, you are entitled to receive a BFBS box. This will be issued to you by the NSE staff. Most of the houses have a satellite and connections set up to view BFBS. In case a new house is required to accommodate you then you may have to pay for the satellite and connection fees. NSE can arrange this for you.

BFBS is also available online using applications for personal devices. [BFBS TV Player](#) | [BFBS](#)



The information in this section has been compiled by DIO.

Your Housing Manager is Nihat Öksüz and he can be contacted by telephone on 05307643903 or 0232 4111688 or by email at Nihat.Oksuz100@mod.gov.uk or EJSU-Izmir-NSE-Mailbox@mod.gov.uk. Mr. Oksuz is the first DIO point of contact for your house and the other houses in Izmir, including for all type of repairs (for works services reported by email please use the form at Annex A).

Emergency repairs are to be reported to the emergency Works Services on-call clerk on 05307643903 or 0232 4111688. The UK NSE Head of Location can be contacted on 05301740153. You can obtain all Turkiye emergency services by contacting 112.

ZMIR SUPPLEMENTARY INFORMATION

UTILITIES

1. Generally Utility payments were included into the leases and they are paid by the landlords. If it is not included into the lease then you should request for fuel/LPG supply and utility payments via the DIO Housing Manager at NATO HQ LC (Izmir), Bldg 1 Room 202 ex: 1688. It is the occupant's responsibility to ensure that the property is adequately heated at all times and that a sufficient supply of fuel is maintained. Damage to heating systems or the structure of the property caused by the negligence of the occupant may result in charges being raised against the head of the family. In order to avoid problems it is advised to keep fuel/LPG tanks topped to at least one third of capacity.

2. Izmir is currently a Small Station Unit and therefore no charges are applied to you under the Fuel and Light Scheme. If occupants were to use utilities excessively then the MOD may consider recovering these costs.

DEFENCE ACCOMMODATION STORES

3. Where furnishing is requested it is provided as close to scaling as possible, and appropriate charges levied in accordance with current MOD instructions. Provision is often made through landlords by amending the lease contract between the MOD and the Turkish landlord. Current charges are available from your local EJSU. Issues of Defence Accommodation Stores (DAS) furnishings in excess of the authorised scales are not normally permitted except in special circumstances that must be justified. Requests for excess issues of DAS are to be directed initially to the housing manager concerned.



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REFUSE DISPOSAL

4. Normal household refuse is collected weekly. Refuse is only to be placed on the collection point on the day of collection. Collection details will be provided by your Housing Manager. The Refuse Collectors will not remove bags that contain prohibited items it must therefore be ensured that waste is separated appropriately.

5. Bulky items are collected periodically (normally 3/4 times per year); details are published by the compound management. Your housing manager also has access to details or is able to make enquiries locally as appropriate. Skips are available at various local disposal sites for metal, batteries, oil and non-domestic biodegradable items.

WATER

6. Water supply provided for married accommodation is for normal domestic use only, excessive usage may result in charges being raised. The water in the Izmir area is hard and may require the descaling of shower heads/taps and domestic items more frequently than is normal in soft water areas. Leaks, both internal and external are to be reported ASP after they are noted.

7. Some SFA are equipped with built-in water softeners and require topping up with the requisite type of salt periodically. Salt needs to be requested through DIO Housing Manager.

TV/TELEPHONES

8. Some UK purchased TVs will not operate in Turkiye without modifications. Landlord authority is required before affixing satellite dishes to SFA and failure to obtain such authority may lead to expensive remedial costs being raised prior to, or at vacation of, the SFA.

9. Requests for the installation of private telephones, additional extensions and modems are to be made to the local telecom suppliers. These costs are covered via Disturbance Allowance. Your Housing Manager will be able to advise as appropriate.



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12. There are a number of ways you can help us resolve your problem quickly and efficiently:

- Before reporting a fault, look through the diagrams available and carry out any suggested checks to see if you can resolve the problem yourself,
- If you do need to report a fault, provide the Housing Manager with as much information as possible about the problem,
- If the fault relates to a piece of equipment (such as a boiler or cooker) provide Housing Manager with details of the type and model so the operative has the right parts,
- Provide the operative with clear access to the property and the area where the fault is,
- Particularly where there are Health and Safety implications, for example when we are performing gas safety checks or electrical safety inspections, please ensure the operative has clear access to the relevant areas,
- To avoid missed appointments, try and be available within the timeslot of the appointment, or arrange for someone else to be there who is 16 years or over. If necessary, call Housing Manager before the original appointment date and time to re- schedule.

MAINTENANCE OF OUTSIDE AREAS

13. All occupants are reminded that gardens, driveways, hedges and immediate outside areas must be kept in a clean, tidy and weed free condition, i.e., grass, shrubs and hedges are to be cut or trimmed and disposed of as necessary in order to maintain a respectable appearance. Occupants should check with their Housing Manager to ensure that they comply with local rules governing garden maintenance times and disposal. Tasks outside the normal responsibility of the occupant, e.g. tree husbandry, hedges over 2m in height at March-In, should be referred to the Housing Manager.

14. Pathways and pavements in front of, or bordering, houses are normally the compound management's responsibility. These must also be weeded, kept clean, and in winter free of snow and ice. Rubbish is not to be swept into drains, as they are easily blocked.

DRAINS AND SEPTIC TANKS

15. Most SFA have septic tanks as part of the sewage disposal system for the house. Sewage collects there and is broken down by the action of bacteria and other processes before the resulting effluent flows into the main sewer. The use of bleach and strong detergents or disinfectant destroys the process and results in highly unpleasant smells and blocked septic tanks. The use of bleach or highly concentrated detergents to clean, or to unblock WCs, is forbidden by Turkish law. The products available in Turkey, in all supermarkets, which can be safely used with equal effect are those which have on the label the word:

"KANALİZASYONA ZARARI YOKTUR"



MAINTENANCE AND REPAIRS

10. DIO provides a maintenance service to all SFA which is free to occupants. However, you are responsible for looking after their property and protecting it from damage and in particular it is your responsibility to:

- Maintain the garden
- Change domestic fuses and standard light bulbs (not on a landing or high ceiling).
Contact Housing Manager to replace any fluorescent tube lighting
- Reset electrical trip switches as necessary
- Clear sink/bath blockages and gullies; carefully pour hot water from the kettle into the plug hole and gently plunge around the plug hole. If it still doesn't clear, report to the Housing Manager
- Arrange for safe connection and maintenance of your own appliances such as dishwashers and washing machines
- Repair any damage to the property caused by your family or visitors (if we have to repair such damage you may be charged)
- If you lose the keys to your SFA you are responsible for replacing the locks
- If your heating system is fed by an oil tank it may have a 'bund' (a brick/concrete construction under the oil tank to catch any escaping oil). Bunds have no lids, you must keep it free from leaves, debris and keep all vegetation 800mm clear of the bund and oil tank
- Maintain tidy gardens and ensure hedges are kept to 1.8m in height
- Respect your neighbours by not dumping rubbish in communal areas and by keeping stairs and hallways free from obstructions in flats
- Test your central heating in September, before the onset of the cold weather, so that any faults are identified and can be fixed in advance
- When you leave to go on holiday, leave the heating on low (15°C) during cold weather, turn the water off and arrange for a neighbour to visit the property periodically
Allow operatives safe access to your property by keeping pets in a separate area

11. **REPAIR PROCESS** - When you report a fault, it will be assigned a priority, you will be given a job reference number and you will be sent written notification of your appointment (by email if requested). If you need to change the appointment, please call your local Housing Manager before the appointment date, quote your job reference number and he will arrange a new date and time. However, if you are not available for an appointment within the original priority timeframe the job priority may be downgraded. The operative will attend your property within the time slot indicated in your appointment details. As part of the visit, he/she will assess whether the fault is the result of fair wear and tear or not; and will attempt to resolve the problem 'right first time'. Should this prove difficult (for example if parts are required) these will be ordered, the item/environment made safe and a new appointment made with you when the parts are received. Once the job is complete, the operative will ask you to sign the job pack to record satisfactory completion of the job. If there is any aspect of the job with which you are not satisfied, please raise a complaint to your local Housing Manager.



16. Blockages to drains not only cause distress and inconvenience to residents but can be time consuming and expensive to rectify. When such incidents occur they are invariably caused by a build-up of foreign bodies which have been flushed down sinks or toilets. Thoughtlessness can therefore inconvenience neighbours as well as you as an occupant and may be expensive to rectify. Charges for negligence may be raised if it can be shown that the fault of the blockage is that of a particular occupant.

DISHWASHERS/WASHING MACHINES/COOKERS (White Goods)

17. Dishwashers are generally installed by Turkish landlords prior to the MOD taking them over. These may be used at the occupant's discretion. If used they are normally maintained by the occupant, or, in exceptional cases, Landlords may agree to undertake some maintenance tasks. MOD funds or personnel are not authorised for the upkeep of dishwashers. The plumbing in of privately installed white goods is to be carried out under private arrangements. Privately owned cookers from the UK should not be connected for use in Turkey, although you may consult with your housing manager to ascertain the feasibility of installing your own cooker.

ELECTRICAL ADAPTERS

It is important that you use adequate adapter plugs for general household or multi-socket use. It should be noted that the 7.5 amp continental adapter plugs, widely available in the UK, are only intended for use with single small electrical portable appliances under 7,5 amp. Misuse of these adapters prevents a serious hazard and additionally can cause damage to electrical items.

PETS

19. As SFA in TURKEY is rented by MOD from Turkish landlords, the landlords have the right to prohibit the keeping of pets in their properties. Open communal and children's play areas surrounding the housing estates dictate that pets must be kept under strict control and are not to be allowed to foul open play areas or gardens. Individuals who intend bringing cats, dogs or other such pets to Turkey must state so on the SFA Application form. Pets are not normally permitted in single living accommodation. You are required to provide evidence at the Move Out 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.

20. It is to be noted in accordance with Turkish law, the following breeds are classified as dangerous and forbidden to import them into Turkey:

Pitbull Terrier Fila Brasileiro Tosa Inu Dogo Argentino

21. Cat flaps are not normally fitted in hirings. Upon request from the occupant the landlord's permission will be sought. You must be aware that if permission is granted, all costs for materials, fitting of the cat flap and the replacement of the door to the original one for Move Out, will be at your expense.



PESTS

22. Infestation of mice or rats in SFA properties is extremely rare. However many SFA properties are in rural areas and the occasional rodent is observed. In such cases the housing managers will advise on the appropriate measures usually via the local commune, for occupants to administer. Major infestation should not occur providing kitchen waste is double-wrapped and removed in appropriate bins or containers and not thrown onto compost heaps. Housing manager advice may be sought as appropriate. It should also be noted that bats are a protected species in Turkey, as in the UK, and it is not permitted to disturb them or their habitat under Turkish law.

CHIMNEY SWEEPING

23. Turkish law requires that all chimneys with open or closed fires, which are used regularly, are to be swept on an annual basis. Those not in regular use must be cleaned every three years. DIO Housing Manager will organise an annual programme of chimney sweeping through landlords.

PUTTING ISSUES RIGHT

24. Your housing manager is available to discuss any issues that you feel are not being adequately managed. If, however, you have concerns that your issues are not being adequately resolved then you should in the first instance contact the Area Housing Manager in SHAPE (Gordon Stewart) on SHAPE Ext 4026.

LEAVING IZMIR

25. Please contact your local housing manager within 10 days of receiving your assignment order to move. We will then confirm a date for a pre-march out and ensure that your move out is planned efficiently.



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SFA/SLA WORK ORDER	
Occupant	
Address	
Type of problem	
Fault Description (Occurrence)	
Date Found	
Report Date to Housing Manager	
Preferred dates for appointment	
Priority (See Housing Guide Prioritising Repairs Annex)	Emergency / Urgent / Routine
Remarks / Comments	
COMPLETED BY HOUSING MANAGER	
Date Received	
Reference/Log No:	
Action taken by HM	
Agreed Resolution Date	
Status	
Remarks / Comment	

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PREPARATION FOR IZMIR TURKIYE

Being assigned to an overseas location poses many challenges and failure to be diligent in your preparation for your assignment could compound the already burdensome task. The proceeding paragraphs will give you general guidance and it is recommended that you follow these instructions once you have received your assignment order. You will also receive the following prior to arrival in order to help inform your move:

- a) EJSU Supportability DIN
- b) Landcom Guide
- c) EJSU Medical DIN
- d) NATO SOFA
- e) MOD FORM1132
- f) Extra Information Form
- g) NSE Arrival Form
- h) Arrivals Brief
- i) CLO Introduction Document

Upon arrival you will also receive a hard copy of the 'in country arrivals folder' and the NSE will provide continuous support.

If you are married and will be serving accompanied, on formal notification of your assignment to Izmir, you are to contact the Families Section (FS) at the earliest opportunity as it is responsible for the family's transition to your overseas assignment. It will send you a pack asking for various information, it is imperative to complete this step by step and return it to the FS at the earliest opportunity. Global Removals and Family Services is located at:

Family Services, DE&S DSCOM, Cedar 3a, Mail Point #3338, Abbey Wood, Bristol BS348JH.

Tel: 030 679 81013 / 9679 81013 0044

Email: DESDSCOM-FamSec-Gp@mod.uk



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TRAVEL ARRANGEMENT

Families Section (FS). The FS provides travel service for families accompanying their spouse/civil partner on MOD overseas assignments. The FS processes family travel applications and coordinates the distribution of various documentations in support of immigration, medical and welfare organisations, to ensure sufficient support is available in the overseas station during your assignment. They should be contacted as soon as possible upon receiving AO.

DESDSCOM-FamSec-Gp@mod.uk

Unit. Single and married unaccompanied service personnel travelling on assignment to Izmir are to make their travel arrangements through their current unit HR staff.

Privately Arrange Passage (PAP). Privately Arranged Passage (PAP) is to provide assistance towards the travel costs incurred by service personnel and accompanying immediate family when they are required to make a duty journey on assignment but, for personal reasons, they choose to travel by other than the recognised flight route. Service personnel should familiarise themselves with JSP 752 Part two Chapter four Section eight to ensure they are fully conversant with the process.

Accompanied Baggage. All Military personnel are entitled to two pieces of baggage, each weighing 23kgs and dependants are entitled to one piece of baggage weighing 23kgs each. If you require excess baggage please refer JSP800, Volume 2. (Vol 2 Part 2 Chap 6).

Visas/ NATO Travel Order. Service personnel travelling to Turkiye for their assignment should ensure they are issued with a NATO Travel Order by their current unit.

A Residency Permit for each accompanying dependant will need to be applied for through the Turkish authorities once you are in post, with the cost being refundable. Applications for residency must be completed within 90 days from the date of entry into Turkiye, the UK NSE will guide you through this process.

Pre-assignment Recce. In accordance with JSP 752 Part Two, you will not be entitled to a pre assignment recce to LANDCOM Izmir. A recce at personal expense however can be helpful for some.



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PRE-ARRIVAL DOCUMENTATION

On notification of your assignment order, you are to forward the following documents to the NSE who will initiate your in-processing. (1) A copy of yours and each accompanying dependant passport (ideally covering the duration of your assignment to LANDCOM), (2) a copy of yours and your spouse's driver's license, (3) NATO SC, (4) Extra Information Form (CAN) which will be sent to you by email.

HOUSING APPLICATION

On receipt of your Assignment Order you are to complete an offline version of MODForm1132 and email it to the NSE team who will process the allocation of your accommodation. Once your accommodation has been allocated a notification letter will be sent you for your record.

MOVEMENT OF PERSONAL EFFECTS

Service personnel assigned to Izmir Turkiye are entitled to move their personal effects at public expense . The follow principles apply:

a. The Furniture Movement Service (FMS). The FMS will be used for moves within and between the UK, NI, France, Germany, Holland, Belgium, Denmark, Luxembourg, Italy, Spain, Portugal, Norway, Latvia, Lithuania, Estonia, Poland, Romania, Bulgaria, Greece and **Turkiye**. Normally only one consignment may be moved and SP are not entitled to publicly funded storage. FMS/UKRS is available to;

(1) Married accompanied personnel, those in civil partnerships, PStat Cat 2 personnel moving to or from SFA or equivalents and SP occupying overseas (not UK) SFA by virtue of their appointment (but not unaccompanied personnel moving into surplus SFA or misappropriated SFA or SFA).

(2) Married accompanied personnel, those in civil partnerships and PStat Cat 2 personnel moving to or from privately owned/rented unfurnished accommodation.

(3) Single homeowners or householders moving between privately owned or rented accommodation (or SFA by virtue of their appointment). Such moves must be to a RWA. FMS is not available for moves to or from SLA or equivalents.

(4) Personnel moving from a FMS country to a non-FMS country must use the Removal Service Overseas (RSO) with the remainder of their PE placed in storage in the UK.



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b. The Self Pack Service (SPS). The SPS is primarily intended for use by single non-homeowners and unaccompanied personnel, moving to or from an RWA in the UK or overseas and consists of one consignment only.

(1) Married accompanied SP moving in advance of their immediate family may use SPS in conjunction with the RSO or FMS, however the volume moved under SPS will count towards the overall entitlement. The SPS can also be used in conjunction with RSO to minimise the inconvenience of long transit times.

(2) Married unaccompanied personnel assigned to a new overseas duty station, where they will be joined by their family, may use the SPS but this will form part of the overall RSO/FMS PE entitlement for the family.

(3) Under the SPS, SP are responsible for obtaining packing materials from unit supply, and for the packing and unpacking of their PE. The contractor or military supply system where appropriate, will arrange transportation.

c. The Removal Service Overseas (RSO). RSO offers a lower entitlement of PE than under FMS but compensates by allowing certain eligible SP storage in the UK. The RSO is available for all married accompanied personnel, those in civil partnerships, PStat Cat 2 personnel and SP occupying overseas SFA by virtue of their appointment when moving to, from or between non-FMS countries. RSO is mandatory for all SP air-freighting to or from the USA and when air-freighting to Australia.

(1) Only one consignment may be moved under the RSO, and any balance of consignment shipped later must be moved via the Self-Pack Service within the overall entitlement. The exceptions to this rule are that up to 2 RSO consignments may be moved to/from the USA, and to Australia, within overall entitlement.

(2) Personnel moving from a non-FMS country to an FMS country must use the RSO and will retain their rights to storage in the UK. Alternatively, they may move their items from store in the UK to the FMS country, providing the combined volume of the RSO move and move from store do not exceed the maximum volume allowed under the FMS.

d. For removal applications, please contact:

Agility Logistics, GRMS Section, 66-68 St Mary's Butts Lane, Reading RG1 2L

Webpage: grms.agilitylogistics.com

Main Telephone: +44 (0) 844 282 1465



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e. **Insurance.** It is highly recommended that you have appropriate Insurance cover in place for the duration that your personal effects are in transit. This will ensure that your personal effects are protected should an unfortunate situation arise.

f. **NSE advice.** Personnel are advised to utilise a get you out pack through DIO at their losing unit, as shipping time may take upto 8 weeks to arrive at Customs in Izmir. This could take a further week to be cleared. Single and unaccompanied personnel are to have their personal effects shipped in good time as the duration of upto 8 weeks applies as well. You are therefore encouraged to take the shipping time into account whilst considering when to pack and send your belongings.



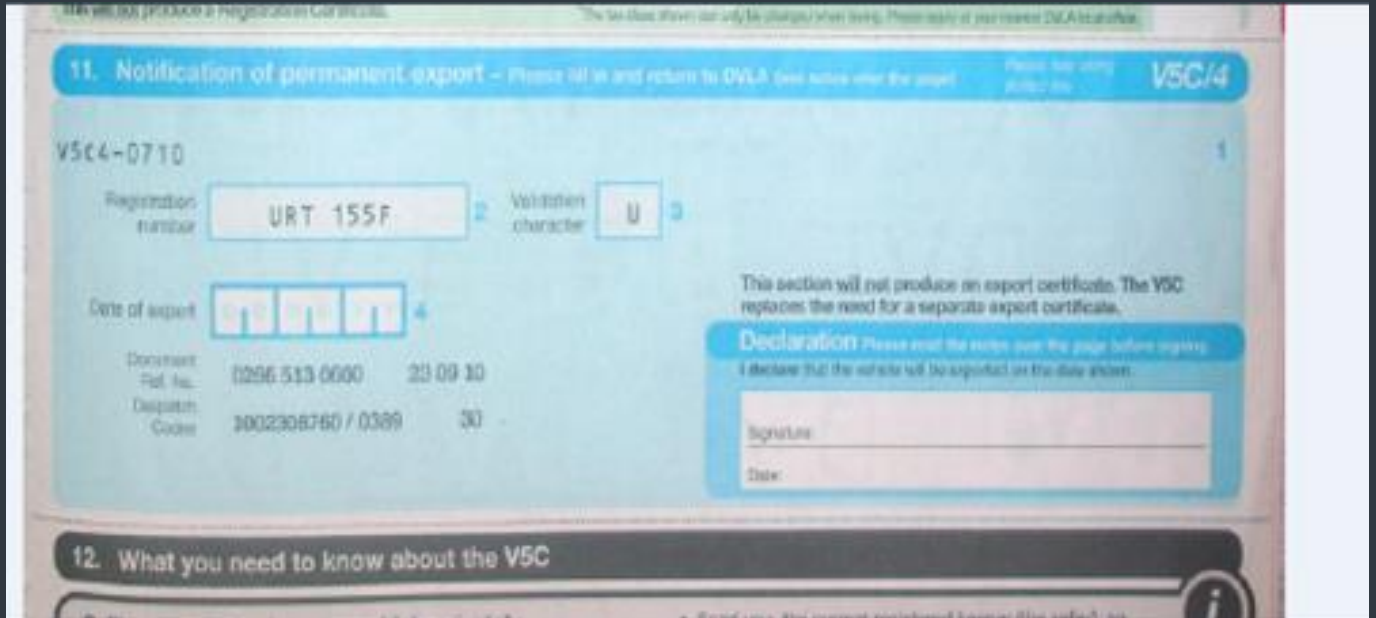
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VEHICLE DEREGISTRATION

Before shipping your vehicle to Turkiye, you must go through the correct procedure with DVLA to deregister your vehicle. For this you need to complete the part 11 of V5C as shown below, and send it to DVLA Swansea. Please note that DVLA will not send you confirmation or the export certificate. It is worth giving them call after couple of weeks to confirm if the vehicle is properly exported.



NATO SECURITY CLEARANCE

All service personnel assigned to LANDCOM Izmir, must have a valid NATO SC prior to their arrival their date. A valid NATO SC must be held for the duration of your assignment. Please check your JPA competence in order to confirm if you hold NATO SC or speak to your unit HR staff/ PVRO if you require further information.



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DISTURBANCE EXPENSE

Claims for DE may be submitted 45 days prior to the expected move date.

RELOCATION LEAVE

You are entitled to 10 days relocation leave for your new assignment. However, bear in mind that if you should take your relocation leave after you have arrived in post, LOA for the duration of your relocation leave will not be paid.

SUBSISTENCE ALLOWANCE

In line with JSP 752 subsistence may be claimed for a period of up to 14 nights on arrival in Izmir.

MODNET

All personnel must arrive with a functional personal issue MODnet laptop. The NSE currently operates 2 approach and use MODNET terminals.

CLOTHING

LANDCOM is a deployable Headquarters. Normal day to day working dress is PCS. Full deployable kit including sleeping bag, respirator and combat helmet is required for deployment or exercises. Please note that we don't have a facility to issue clothing and kit articles in our location in Izmir. New clothing and kit articles can be ordered using online remote clothing access system. They will post you the items you require from the catalogue. The timings of the post depend upon the BFPO postal service. QM department in EJSU Headquarters at SHAPE, Belgium will issue you those articles only, which are not available in the online catalogue. All personal on assignment to LANDCOM, Izmir, are required to bring their mess dress and No 2's.



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IN COUNTRY ADMINISTRATION

On your arrival in Izmir, please see the National Support Element (NSE) staff at the earliest opportunity for the completion of the following arrival processes. It is necessary to complete the arrival procedures at the earliest opportunity as this affects your pay and allowances. Some of the processes which you will go through with the NSE are listed below:

JPA Arrival. The NSE staff will complete the arrival process on JPA in accordance with your assignment order date. At the same time your allowances i.e. LOA (Local Overseas allowance) and HDT (Home to duty allowances) will be started. You may be eligible for Longer Separation allowance (LSA) and other allowances depending on your circumstances.

NATO Travel Order. You will be issued with a NATO travel order by the NSE which is valid for one month longer than for AO future availability date; this can be used for entry/exit from Turkiye for official duty. NATO Travel Order is only issued to service personnel. Dependants must travel on Residence Permits.

Banking. Whilst posted to LANDCOM HQ, you are required to open two bank accounts; a local TRY (Turkish Lira) account and a EURO account (For NATO TDY expenses). Opening a bank account is relatively easy as the bank is on the base. The HNLO – who works in NSE - will help you in opening the bank account. You need approximately 60 TRY cash in order to open the accounts. At the same time, you can open a fixed deposit account with the bank for approximately 5000 TRY; this is necessary in order to receive the tax-free fuel with OPET in Turkiye. A fixed deposit account can also be opened at a later stage.

Foreign ID no and Tax no. The NSE will apply for a foreign ID No. for the service person only and the tax no. for the service person and the dependants. These are necessary in order to obtain various services like car registration, tax-free goods etc. Dependants will receive a foreign ID No. when they apply for their residence permit. NSE requires various information in order to apply for both foreign ID and tax nos.

Driving License Conversion. In order to drive in Turkiye, your driving license needs to be translated in Turkish. This is done by the host nation Pass & ID Office. HNLO and the NSE will help you with this. You need to send the scanned copy of yours and your dependant's driving license as soon as possible after the notification email from NSE so that the conversion process can be started at the earliest opportunity.



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NATO ID card/Dependants. As part of in-processing the NSE will do the required paperwork to initiate the NATO ID card for the SP and dependant. NATO ID card is a photo ID card hence requiring the presence of SP and dependants for the photograph to be taken.

Car and Furniture Delivery. The NSE will do the necessary paperwork for the furniture to be delivered to your house from the port. This includes the customs registration of the electric goods and the completion of the NATO beyanname

For car registration on the Turkish traffic system, there are two brokers available for your use. Erman, Bilgin, who has a proven track record and Mr Zafer who works in/out processing centre on the NATO base. They will collect your car from the port and register it on the Turkiye Traffic System. See Annex B for a breakdown of charges.

Spouses Employment. It is possible for spouses to find employment in Turkiye. Please liaise with the NSE regarding this.

No Claims Bonus. On 25 June 2016, members of the Association of British Insurers gave new commitments to give flexibility for armed forces personnel stationed abroad. Armed forces personnel will be able to keep their No Claims Bonus for up to three years and insurers will waive fees normally charged if armed forces personnel need to cancel a policy at short notice when they are to be posted overseas.

Following the simple steps below will ensure that armed forces personnel can take advantage of these flexible policies. Three things you need to do:

- a) Check your insurance policy.
- b) Contact your insurer or broker directly.
- c) Provide your insurer with a letter from your Commanding Officer.

You should also ask you insurer about your No Claims Bonus. Insurers will keep your No Claims Bonus for up to three years if you are posted abroad. In addition to this your cancellation fees should be waived under the Armed Forces Covenant if you are posted abroad.



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Item	Cost	Remarks
Green Card	TL 500	(three months cover on UK plates until registration completed)
Car Registration	TL 6000 approximately	Includes plates, Turkish Technical Institute Inspection, Exhaust Emission Test and TUV inspection costs.
Car Registration (Private/2 nd Car)	TL 6000 approximately	Includes plates, Turkish Technical Institute Inspection, Exhaust Emission Test and TUV inspection.
Car Insurance	TL 2000-3000+ approximately	Mandatory Turkish Third-Party cover
Car Insurance	TL 4000-6000+ approximately	Fully Comprehensive
INTERNET		
Monthly Service	TL 165-200 per month	
TELEPHONE		
Connection Charge	TL 200	
Line Rental	TL 7/month	
Facilitation Charge	TL 20	Administration
Monthly Charges	TL 100 – 200/month	YTL 0.5/minute to UK
MOBILE PHONE		
Mobile phone registration	TL 20,000	
Sim Charge	TL 120	This includes credit



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GENERAL

1. The NSE would like to congratulate you on your new assignment. The administrative procedures and process associated with departure from a unit can be complex and time consuming at the best of times. Your departure from Turkiye is no less complex or time consuming; in fact, the bureaucratic nature of the theatre makes your departure even more burdensome. Parallel to this, are the many requirements associated from being assigned to the UK from an overseas theatre or being assigned to another theatre. Having a coherent structure in-place to manoeuvre the various requirements will allow for a smooth transition from Turkiye and ensure that you arrive for your new assignment in good order.

AIM

2. The aim of this instruction is to provide direction and guidance to you and the steps that you need to take prior to your scheduled departure from Turkiye. Personal Admin Plan (PAP) (CAN 2.1) to ensure the NSE is aware of your intentions and coordination at the AUM.

OUT-PROCESSING

3. Your Out-processing from LANDCOM HQ is initiated from G1 Branch and you are to liaise with that department to initiate your departure.

HOUSING

4. New Assignment Location. To arrange a new SFA at your new assignment location, you must complete an e-1132 (at www.e-1132.co.uk for UK application from a Dii terminal); during the application process you will be able to view the properties available to you. For overseas housing application you need to complete a manual 1132. To view pictures of your potential allocated property in the overseas space, you will have to request this through DIO.

MOVEMENT OF PERSONAL EFFECTS (PE)

5. Furniture. To apply for the removals of PE, you are to apply online at <https://grms.agilitylogistics.com>. When you are requesting your removal date with agility, please consider that it could take six to eight weeks for your PE to arrive in UK or may be longer if you are assigned to another overseas location. An exit beyanname is needed for your furniture from Host Nation Support office in Building One. If you have your beyanname from when you arrived, take this with you; if you do not then do not worry, they will be able to get a copy. This should be done at least 1 week prior to the collection of your personal effects. All of your electrical goods and furniture were recorded on your NATO beyanname upon your arrival. If you are selling/disposal you need to get it removed from your NATO beyanname.



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Furniture in Storage. If you have personal effects in storage in the UK, you should apply through <https://grms.agilitylogistics.com>, to have your personal effects removed from storage. You will need your UBM ref number and address of storage contractor.

7. Shipping Your Vehicle. If you are entitled to ship your car at Public Expense back to the UK. To apply for the removal of your vehicle, please complete Annex B to this instruction and forward to Agility at rso@agility.com

a. Please be aware that an exit beyanname is also needed for your vehicle which is obtained from Host Nation Support office. If you have your beyanname from when you arrived, you are to take this with you. This is to be done at least 1 week prior to your vehicle departure from Turkey.

b. Your vehicle must be de-registering from Turkish traffic system through a Traffic Broker. This can be done by the In/Out processing office on camp Mr. Zafer Demirtas or Insurance Agency on camp who will de-register your vehicle on your behalf at a cost.

c. Driving. Should you wish to drive your vehicle to your new assignment, the following process applies:

- (1) Deregister your vehicle: As above.
- (2) Apply for temporary number plates from a Traffic Broker.
- (3) Apply for green card insurance from Turkey to your new assignment order location.
- (4) Apply for Privately Arrange Passage (PAP) at least six weeks before the departure date.

d. Costs. The costs for deregistration varies between shipping and driving. Local vehicle brokers will be able to provide latest rates.

TRAVEL AND SUBSISTENCE

8. To travel to your new assignment, you have two options available to you and any accompanying family member. You can either travel by flying or drive using Privately Arrange Passage (PAP).

a. Travel Arrangements. Your hotel and flight on departure for you and any accompanying family member is booked through EJSU Travel Cell on the attached Annex D. Please be aware that when you are sending the Annex D to EJSU for approval and booking, you are also to send them a copy of your Assignment Order which supports your application.

b. Privately Arranged Passage (PAP). Service personnel and/or immediate family members who wish to undertake a PAP journey are required to complete an 'Authority and Entitlement Certificate', which is to be submitted to EJSU Travel Cell at least 6 weeks in advance of the planned travel date.



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a. PAP Restrictions.

(1). PAP may only be granted in lieu of a flight where the recognised form of travel on assignment is by standard commercial flight.

(2). Where the recognised form of travel on assignment to an overseas duty station is by private motor vehicle or hire car, PAP is not permissible. In these circumstances travel on assignment is deemed to be normal duty travel, and will be reimbursed at duty travel rates by the most direct route instead

(3). PAP refunds are capped at the costs of the official mode of travel (including terminal travel at either end) at non-flexible economy class rates only, by the most direct route between the 2 duty stations, per eligible member of immediate family.

(4). Accommodation and subsistence expenses may not form any part of any PAP claim. All such expenses are the personal liability of the SP. Expenses such as ferries and tolls may form part of the claim, but parking fees may not.

(5). Where a journey is split into 2 or more stages, part PAP may be granted for any individual stage i.e. if 2 consecutive flights are required, the SP may request a part PAP in lieu of the first flight, and then take the official flight for the second stage journey.

(6). PAP journeys by private motor vehicle will be refunded at the MMA rate plus passenger rates.

(7). PAP will be limited to a refund of expenses incurred by one private motor vehicle only.

Remember whilst on a PAP journey, you can't claim for night/day subsistence or ferries, you can only claim up to the PAP cap you have been quoted. Terminal travel can also be claimed. PAP applications for SP and family are at Annex A.

d. Welfare Flat. The welfare flat may be available for your stay on departure from Izmir. If you require usage of the flat, you should book this through the NSE at your earliest opportunity. The flat has two bedrooms with one double bed and two single beds. Please be aware that no dogs are allowed to be kept in the flat and day subsistence allowance is not admissible.

e. Night Subsistence. This may be authorised due to non-availability of the welfare flat on departure from Izmir.



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SECURITY CLEARANCE (SC)

9. If your new assignment requires you to hold a specific level of SC and you currently do not hold such level SC, you should contact EJSU PVRO at your earliest opportunity to initiate the required SC process.

APPRAISAL REPORT

10. On receipt of your assignment order, you are to check for any special instructions relating to your Appraisal Report. The NSE does check for this information and will also notify of any such requirements. Should an Appraisal Report be required prior to your departure, the NSE will initiate this report; you are to work with your reporting officers to complete the report prior to your departure from theatre.

SCHOOL

11. If you have children attending the MEF International School, you are to notify the school's administration of your impending move. This will allow for the recalculation of school fees already paid and refunded to EJSU if appropriate.

HANDING OVER OF ACCOMMODATION

12. Pre-March-out. You are to arrange a pre-march out inspection with DIO at least 2 months prior to your departure date, a pre-march out is strongly recommended.

13. Final March-out. You are to arrange a final march out with DIO prior to you departing your accommodation.

MEDICAL AND DENTAL

14. During your time in Izmir, you and your dependants may have used the local medical and dental facilities. The notes gathered during your visit would not have transferred to the UK automatically. It is recommended that you collect these notes prior to your departure and hand to your Medical Officer/ General Practitioner on your return to the UK or next overseas assignment.

15. At present, you are registered with FCDO Healix for medical care. If you are returning to the UK, you are to de-register from the Healix system once you have departed Turkiye. If your next assignment is in the overseas space, please check what medical cover is available to you before cancelling your Healix registration.

HGS (Toll)

16. If your HGS account is linked to your bank account, this needs to be closed a minimum of 4 weeks before you close your bank account. This is to be done with the bank. Once you have closed your HGS account with the bank, you can replace this with a 'pay as you go' card from the PTT if needed. The bank cannot close your current account if your HGS account is still in credit. This is because the HGS debits in allotments and if the account has a few TL left, the HGS Company is mandated to refund this and the bank must wait until the money is back in the account which it then passes to the account holder.



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OPET

17. To cancel your OPET account, the following actions are to be taken:

a. Stop using OPET facility four weeks before your intended cancellation date.

This is to allow time for the final bill to be processed. Please note from this point you are to purchase fuel Tax paid.

b. Notify Customs office (1st floor in the NSE building) of the requirement to cancel OPET account (s), they will contact OPET.

c. OPET will cancel your account and pass the requirement for final payment to your Bank. The bank will pay the final payment from your current account (or deposit account if you have insufficient funds in the current account). Once OPET have confirmed that the account is closed and the final payment has been taken, you can close the current / deposit bank accounts.

BANK ACCOUNTS

18. The Euros account can be closed at any point, but you will need to consider the processing time for any outstanding NATO travel claims. Your current account may be linked to various direct debits (HGS, OPET, Internet etc.), all of which need to be closed and debts cleared before the bank will allow closure of the account.

INTERNET/PHONE

19. You can cancel your direct debit prior to closing your bank account and maintain your internet access if needed by paying in store or at PTT. Once the account is closed with your service provider, you have to pay your final bill before departing. If you are leaving within the period of your contract, you may incur a financial penalty for ending the contract early, please check with your provider.

RESIDENCE PERMITS

20. Before your departure from Turkiye, you are required to provide a copy of your dependants' residence permit and passport to the Customs Office. On your departure from Turkiye the Customs Office will notify the immigration department of your departure who will then cancel the permits.

ADVANCE OF PAY

21. Service Person assigned to, from or between overseas assignments may receive an advance of up to four months' net pay. Please speak to NSE staff in order to complete JPA Form E004 for advance of pay. The completed form needs to be authorised by CO EJSU. It is recommended that you apply for your advance of pay one month prior to your departure from Turkiye.

RELOCATION LEAVE

22. You are entitled to up to 10 days relocation leave on your assignment from Turkiye. The NSE staff will update the entitlement on JPA upon receiving your Assignment Order. Please note LOA is not payable during periods of relocation leave.



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CURRENT ALLOWANCES

23. Please inform the NSE about your departure date and also the date you stopped using your car. This is to allow the NSE to stop your Home to Duty Travel and LOA as required to negate the need for any over payment of allowance.

DISTURBANCE EXPENSES (DE)

24. Claims for DE may be submitted 45 days prior to the expected move date.

BFBS BOX

25. If you received a BFBS box on arrival; this is to be handed back to the NSE prior to your departure from Izmir. Any missing/ broken parts or faults with the box are to be reported to the NSE.

BFPO POST

26. Prior to departing, you are to provide the NSE with your forwarding address in order for any mail arriving after your departure can be forwarded to you. You are also reminded to change your mailing address to new address.

GOOD CONDUCT CERTIFICATE FOR SPOUSES

27. If your spouse works in childcare, teaching or a profession that requires a Criminal Record Check. Disclosure and Barring Services may require you to provide a Good Conduct Certificate; unfortunately, Turkiye does not provide this certificate. In this instance you are to contact the Royal Military Police, details are shown below:

Individuals requiring a Military Police (Good Conduct) Certificates are to email the Vetting Officer (SpecOpsRMP-SPCB-Vetting0Grp@mod.uk or SpecOpsRMP-SPCB-Vetting0Grp@defence.gsi.gov.uk) who is located at the Service Police Crime Bureau with the following information for the person requiring the certificate:

- Valid Proof of ID (Either photo page of Passport, photo driving licence). Either scan the document or take a picture using a mobile phone / tablet and attach it to their email.
- Full Name (include any previous names), Date / Place of Birth and current address; or the address they wish the certificate to be posted to.
- The countries and dates they want the certificate to cover (IE Germany August 2001 – August 2016).

Once the information is received it can take anything from 2, to a maximum of 40 days (depending on the country(s) visited) for the certificate to be issued. The service is provided free of charge and personnel can apply for the certificate prior to returning to the UK.

The address and contact details for the Vetting Officer is as follows:

Postal address: Vetting Officer

Service Police Crime Bureau
Specialist Operations Regiment
Bassett Wilson Building, Southwick Park
Fareham, Hampshire
PO17 6EJ

Telephone: +44 (0)2392 28 4377



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NO CLAIMS BONUS (NCB)

28. As part of the Armed Forces Covenant, Service Personnel serving overseas are entitled to keep their No Claims Bonus. Please check with your insurer or refer to the armedforcescovenant.gov.uk aff.org or siiap.org for help and advice.

VISA REQUIREMENTS FOREIGN AND COMMONWEALTH SERVICE PERSONNEL

29. Foreign and Commonwealth Service Personnel should check with the NSE for any visa requirements you and your dependants may need for your next assignment or contact www.aff.org for further advice.

SELLING/ DISPOSING OF VEHICLE IN COUNTRY

30. If you decide to sell your vehicle in Turkiye, you can do so to entitled NATO personnel who are not of Turkish nationality. In this case you need to de-register the vehicle in the first instance before the new owner can register it in their name. Please approach one of the recommended Traffic Brokers. If you wish to dispose of the vehicle other than selling, you must pay a disposal fee which is approximately 1400 TRY.

AGILITY CONTACT DETAILS

Agility GRMS

66-68 St. Mary's Butts

Reading, Berkshire

RG1 2LG

U.K.

Main Telephone: +44 (0) 844 282 1465

Email:

Self-Pack Service sps@agilitylogistics.com

Overseas or Storage rso@agilitylogistics.com

UK to UK or UK to and from Western Europe ukrsfms@agilitylogistics.com

Fax:

SPS Fax: +44 (0) 844 282 1467

RSO/Storage Fax: +44 (0) 844 282 1468

UKRS/FMS Fax: +44 (0) 844 282 1469



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Defence Instructions and Notices	
(Not to be communicated to anyone outside HM Service without authority)	
Title:	Movement of Private Vehicles at Public Expense
Audience:	All Service and MoD Civilian Personnel
Applies:	1 January 2016.
Expires:	When rescinded and instructions have been updated in JSP 800.
Replaces:	N/A
Reference:	This Section is completed by DDC Internal Communications
Status:	Current
Released:	This Section is completed by DDC Internal Communications
Channel:	04: Defence Equipment and Support and the Defence Estate
Content:	Changes in the application process for the movement of vehicles at public expense.
Sponsor:	DE&S CMO
Contact:	
Keywords:	Relocation Allowances; Relocation and Transfer Allowances; Relocation Services;
Local Keywords:	Private Vehicles; MSS GRMS;
Supplements:	<u>Annex A: Movement of Private Vehicles Application Form</u>
(Please click on the links to access >>>>)	
Related Info:	<u>JSP 752</u>; <u>JSP 800</u>; <u>Agility GRMS (www)</u>
Classification:	OFFICIAL



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Introduction

1. Currently all Movement Requests for Private Vehicles are approved at the appropriate level by the Unit Admin Office and then countersigned by Team Leidos GRMS to authorise/not authorise Inland Haulage under contract. The form is then forwarded to the Global Removals Contractor (Agility Logistics Ltd) for them to make the appropriate movement arrangements.

New Administrative Procedures

2. With effect from XX XXX XX there will be no requirement to send the form to Team Leidos GRMS for countersigning. The approval provided at Part 6 will be the Unit's authorisation that an entitlement exists and, where applicable, an entitlement also exists for Inland Haulage. JSP 800 will be amended at the next update to reflect the following:

'Movement of Private Vehicles. Service personnel or Civil servants moving on permanent assignment (for more than 12 months) to a Small Station may be entitled to have their vehicle shipped to their new overseas station at public expense. Details of eligibility and entitlement are contained in the JSP 752 for Service personnel and from DBSI for Civil servants. Applications for Vehicle Movement should be authorised at Unit Admin Level (to ascertain entitlement) and submitted direct to the Contractor by the individual requesting the movement service. This scheme must not be used as a private repayment service for in lieu of non-entitlement. Personnel wishing to move privately owned vehicles outside the scope of entitlement should seek indulgence advice from local movement agencies or make private arrangements through a Freight Forwarding Company'.

3. A revised 'Movement of Private Vehicles Application Form' is at the Annex and is to be used with effect from 01 JUL 2016.

Agility GRMS
66-68 St. Mary's Butts
Reading, Berkshire
RG1 2LG
U.K.
Main Telephone: +44 (0) 844 282 1465

Email:
Self Pack Service sps@agilitylogistics.com
Overseas or Storage rso@agilitylogistics.com
UK to UK or UK to and from Western Europe ukrsfms@agilitylogistics.com
SPS Fax: +44 (0) 844 282 1467
RSO/Storage Fax: +44 (0) 844 282 1468
UKRS/FMS Fax: +44 (0) 844 282 1469



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APPLICATION FOR MOVEMENT OF VEHICLE AT PUBLIC EXPENSE

After completion of Parts 1 to 6 this form should be sent to the Contractor using the contact details on the Agility GRMS website.

PLEASE USE BLACK INK AND CAPITAL LETTERS

PART 1 DETAILS OF APPLICANT *(to be completed by the applicant)*

Please tick as applicable: RN RM ARMY RAF CIVILIAN

Service / Staff No:	
Name:	
Rank:	
Assignment Authority:	

PART 2: TYPE OF VEHICLE *(To be completed by the applicant)*

Vehicle Type: i.e Car		
Vehicle Make and Model:		
Vehicle Colour:		
Year of Manufacture:	Engine c.c	
Registration Number:		
Chassis No/VIN (USA Use Only)		
Value (£):		

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PART 3 CONTACT DETAILS *(To be completed by the applicant)*

These contact details are where either you or your family can be contacted in case the shipping agent has any queries regarding your application.

At present location until (Date):		At new location from (Date):	
Civilian Tel No:		Civilian Tel No:	
Civilian Fax No:		Civilian Fax No:	
E-mail address:		E-mail address:	

PART 4 VEHICLE SHIPMENT DETAILS *(To be completed by the applicant)*

Requested Point of Collection (Port, warehouse, depot, station):	
Preferred Collection Date:	
Requested Point of Delivery (Port, warehouse, depot, station):	
Preferred Delivery Date:	

PART 5 ACCEPTANCE OF CONDITIONS *(To be completed by the applicant)*

I confirm that:

- I will complete all the appropriate documentation and carry out all necessary vehicle preparations within my responsibilities as advised by the shipping contractor.
- I declare that no items, as detailed in the prohibited items list, or items not ancillary to my vehicle, will be placed or left in or on my vehicle.
- I agree to refund the MoD any costs incurred as a result of my failure to comply with my responsibilities in relation to the movement of my vehicle at Public Expense.**
- The information given on this application form is, to the best of my knowledge, correct.**
- I certify I have read, understood and accept the above conditions and request that any monies payable to the MoD be reclaimed through my salary by the following method:**

Lump Sum OR Instalments

Signed: Date:

Name: Rank:

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PART 6 UNIT AUTHORITY *(to be completed by Current Unit, Ship or Station Admin Staff)*

I confirm that the applicant is entitled to move their vehicle at public expense and that they are/are not entitled to Inland Haulage.

Signed:
(to be signed by OR9 or above)

Name:

Rank:

Date:

UNIT STAMP

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ANNEX C TO UK NSE IZMIR
DEPARTURE GUIDE DATED 21 Jun 20

LEAVING IZMIR DEPARTURE GUIDE

CHECK LIST

Have read the Leaving Izmir on Assignment Guide - CAN 2.3		
Applied for quarter/single accommodation at new unit e1132		
Applied for movement of furniture/storage - grms.agility.com		
Applied for shipping of vehicle - grms.agility.com		
Applied for Transfer of Residence relief to the UK.		
Booked temporary accommodation/hotel on departure - EJSU Travel form.		
Booked temporary accommodation/hotel on arrival at new unit - HRG.		
Applied for departure flight or PAP (min 6 weeks' notice) - EJSU Travel form.		
Entered relocation leave on to JPA (LOA not paid during relocation lve).		
Applied on JPA for Disturbance Expense Claim Allowance (JSP 752 Ch12 Sect1 - 45 days prior to the expected move date)		
Arranged pre-move out and move out visits with Izmir DIO rep		

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Cancelled HGS toll road – 1 month.		
Cancelled OPET Tax Free fuel with HNCC – 3 weeks.		
Informed NSE of OPET cancellation to receive HDT Tax Paid		
Closed bank account.		
Cancelled phone/internet and paid final bill.		
Informed NSE of next address for forwarding of mail.		
Informed NSE of date for ending HDT		
Informed NSE of date for ending LOA on departure from country		
Completed the Out-Processing LC Form 70B - G1 & Returned NATO and Turkish ID cards/passes.		

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Travelling with Pets:

When taking your pet out of Turkiye you are advised to visit your vet for further information and advice on the regulations on travel as the process detailed below is for guidance only and may change. You are also advised to look at the following websites for information:

www.madeeasierguides.org

www.overseasguidescompany.com

[LANDCOM FB Page – ask to be added as this is a closed group](#)

Under the new rules a pet from an unlisted country – such as Turkiye - whether directly or via a non-EU country, will be allowed to enter the UK without quarantine as long as they meet the EU entry requirements:

The pets need to be identified by a microchip, be vaccinated against rabies, have a blood sample taken by an authorised veterinarian at least 30 days after vaccination and three months before travelling to an EU country; have a blood test result from an EU-approved laboratory showing the rabies antibody titre was equal to or more than 0.5 IU/ml and be accompanied by a certificate issued by an official veterinarian certifying compliance with the above requirements.

Between 24 and 48 hours before being checked in to travel to the UK, your pet must be treated against ticks and tapeworm. This will also have to be recorded on an official certificate of treatment signed by a vet. You can do this via any European country.

Pets travelling from a non-European PETS country (and from Cyprus via Turkiye) must travel in a sealed container. In addition, you will be required to sign a declaration that the pet has been resident in one of the eligible countries for the past six months. This effectively means that all the requirements can be met in Turkiye and then owners and their pets can be back in the UK within four months.

The UK Department of Environment, Food and Rural Affairs states that as pet travel rules for entry to the UK will be the same as the rest of the EU, there is no advantage in entering another EU country before onward transfer to the UK i.e. to avoid quarantine.

The paperwork and inoculation costs of taking a pet back into the UK will cost in the region of £300, while the cost of a crate for travelling depends on the animal's size and the flight price depends on the animal's weight.

For more information, the Department for the Environment, Food and Rural Affairs (Defra) operates an export helpline on 44 (0)207 904 6347.

One of the many airlines that is approved to carry pets is Turkish Airlines and it outlines the necessary procedures on its website: <http://www.turkishairlines.com/en-int/travel-information/baggage/procedures-for-transport-of-pets>

Your pet may be put into quarantine for up to 4 months if you don't follow these rules - or refused entry if you travelled by sea. You're responsible for any fees or charges.

Before you travel

Check if the company you're travelling with:

will accept your pet for travel - and how many they'll accept if you have more than one
needs any proof that your pet is fit and healthy to travel, for example a letter from a vet or certain information in your pet passport



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TRANSFER OF RESIDENCE RELIEF

In order for your effects to be customs cleared into the UK, you must complete an application to obtain authorization for Transfer of Residence relief to the UK.

Please note that authorization can take 7-10 days or even longer so please make sure to put your application in early as we will not be able to arrange the shipping of your effects until we have received your authorization number.

The New application form is called 'ToR01' and is a form that has to be completed online and then printed off and signed and should be sent to the National Clearance Hub, (HCH) with all supporting documents to prove qualification for the relief.

Online form:

<https://www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01>

The application form and supporting documents should be signed, dated, scanned and sent by email to: nch@hmrc.gsi.gov.uk

We ask you to note that HMRC request proof that applicants qualify for the relief, examples of documents that may be required are suggested later in this document.

Basic Conditions to qualify for Transfer of Residence Relief

To obtain the relief you must:

Be moving from a country outside the European Union (EU) to the UK, in order to live in the UK. You are thereby transferring your normal place of residence to the UK

Have lived outside the EU for at least the last 12 consecutive months

Have used and had possession of the goods for at least the last 6 consecutive months

Have used the goods and are going to continue using them in the new place of residence in the UK for at least the next 12 months

Be importing the goods within 12 months of coming to live in the UK

Not lend out, pledge, give away, hire out or transfer the goods within the first 12 months after the date on which they were imported

The relief does not apply to:

Alcoholic beverages

Tobacco and tobacco products

Commercial vehicles

Articles for use in the exercise of a trade or profession, other than portable instruments of the applied or liberal arts

The following documents are examples could/should be enclosed with your application:

- A copy of your passport, including your visa if necessary
- Proof of registration, this document should show you have taken up residence in the UK and the date on which you did so. You may also send some other, comparable document which provides reasonable evidence for this purpose
- Two signed lists of goods. State the goods you wish to import on this list.
- Invoices, proofs of guarantee etc. for the goods you wish to import (commercial documents)
- Proof of ownership of any Motor Vehicles, Invoice Purchase Receipt, Copy of Registration Documents and proof of use for 6 months such as Service bills insurance or Local Vehicle Tax documents



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Enclose copies of any documents which show you are going to live in the UK, for example:

- Your employment contract
- Your employer's statement
- Your work permit
- Your tenancy or purchase agreement for the home you plan to live in

HMRC are looking for evidence to support how long you have owned these goods, so they are requesting proof of purchase receipt / guarantees to confirm the period of ownership. We suggest you should just do the most obvious higher value items in your consignment. HMRC when assessing your ToR01 form will consider the inventory of goods you have listed and if they decided that you have an item of potential higher value listed on an inventory for which they have not received any evidence to show period of ownership then HMRC will request further evidence from you to be able to continue and process your application further.

Most obvious items that may be considered to be of a Higher Intrinsic Value could be; Motor Vehicles, Bikes, Quad bikes, Boats, White Goods / Household appliances, TV's, HiFi, Jewellery, Computers, Electronic Gaming Devices, Tablets, Large Household Furniture, Antiques, Works of Art, Designer Label Goods.

If HMRC need further information to support your application they will request this but of course this may delay the application and approval so try and provide what you can first time.

Successful Approval by HMRC:

You will be sent an approval notification by HMRC this will contain an **Authorization Number**. This authorisation number together with the email/letter received from HMRC must be provided to White and Company and the supplier who has been tasked with your collection so that when your Consignment arrives at UK Port the final declaration can be completed with UK Border Force and HMRC.

Any goods not approved or that are excluded from ToR01 Relief under the approved ToR01 will be declared separately and any VAT and duty has to be paid in order for ALL your goods to be Customs Cleared at the UK Port, see below note. It is only when ALL your goods have been Customs Cleared that release and delivery can be finalised.

NOTE – Goods Excluded from ToR Relief

If you have goods that are excluded from relief you will need to complete a list of these items. You must give full description of each of the items and individual values, on no account should you include wines and spirits or tobacco or any other items on the prohibited items list. All items must be given a value – Not an Insurance Value as it should be an intrinsic value. This list will be used to assist in making calculations to establish how much Import Duty, Excise Duty and VAT would be applicable.

Further information about Transfer of Residence Relief is available from:

<https://www.gov.uk/guidance/customs-clearance-for-transfers-of-residence-to-the-uk-and-eu>

Or google 'transfer of residence relief UK' and usually the first link will be the HMRC site. There is a link on this page to Notice 3: 'bringing your belongings to UK' or follow the link below which give full details of the Conditions / Regulations of ToR01 relief:

<https://www.gov.uk/government/publications/notice-3-bringing-your-belongings-pets-and-private-motor-vehicles-to-the-uk-from-outside-the-eu>

Or google 'Notice 3: bringing your belongings' –



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EDUCATION

EJSU Policy on Children's Education. EJSU Policy on Children's education is drawn from a platter of information and gives guidance specifically to those service personnel on assignment to an EJSU supported unit.

MEF International School (MEFIS). The MEFIS is the only school in Izmir that has been recommended by Service Children's Education (SCE), therefore it is imperative that you have given due consideration to the educational needs of your child (ren). A review of the school was conducted by Directorate of Children and Young People in Oct 23, a copy of the report is available upon request. On notification of your new assignment, you are advised to contact the MEF School to register your interest in enrolling your child (ren) and discuss their educational requirements. The MEFIS uses the Cambridge International School Curriculum and caters for children from Early Years, Reception 1 up to Secondary School, year 13. The MEFIS is currently located in Gaziemir which is approximately 25 miles from SFA in Guzelbache and 10 miles from the SFA in Izmir City Centre. MEFIS is a fee-paying school and these costs are paid on your behalf by EJSU via the UK NSE. A Bus service with an escort is also available which takes your child to and from school and the cost for this service is covered EJSU HQ.

To enrol your child with the MEF, you are to contact it directly and submit your application, ensuring that the NSE is made aware of your intentions. Details for the MEF are as follows:

General Info: E-mail: info@mefis.k12.tr

Tel No: +90 232 274 7474

Fax: +90 232 274 7575

Website: www.mefinternationalschools.com

<mailto:bisadmin@bis.k.12.tr>

Alternative schooling options. Though we recommend the MEF International School based on the institution being accredited by DCYP, there are alternative educational institutions available in close proximity to where the community is located.

Preschool. Preschool (nursery education) is for 15 hours a week and is provided from the beginning of the term, after the term in which a child has his/her third birthday. The dates by which a child must have had his/her third birthday to qualify for free preschool are as follows:

- a. 1st September for Autumn Term admission.
- b. 1st January for Spring Term admission.
- c. 1st April for Summer Term admission.

It should be noted that the 3rd birthday must fall before, rather than on, the relevant cut-off date. Further information on nursery education and allowances can be obtained in 2022DIN01-008.



School Children's Visit.

Children at boarding school in the UK and those who are studying first degree are entitled to 6 returns or 12 single School Children's Visits (SCV) per academic year. Please refer to JSP 752 Part two, chapter four section 10 for a comprehensive read and how it may affect you. SCV travel is arranged by EJSU Travel Cell and must be submitted four weeks in advance of the proposed travel date. Please note that those children who are entitled to SCV, are not entitled to GYH(O).

Children with Special Needs.

The provision of SEN within the EJSU AOR is limited by the availability of places within specific SCE schools or the capacity of locally sourced schools to meet the requirement. Personnel who require SEN provision for their children must carry out the following actions prior to accepting an appointment within the EJSU AOR:

- a. For those children attending an SCE School, a full SEN enquiry is required to assess the needs of the child and whether these can be met. CEAS is the focal point for SEN.
- b. Check with the school that it can meet the requirements of their child.
- c. Check that funding approval has been given to fund the SEN of their child. CEAS will assess whether the costs are necessary before approval is granted by CO EJSU.





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BANKING

Credit/ Debit Cards. You are advised to bring credit cards with you. VISA, AMEX and MasterCard are all widely accepted (although there have been some sporadic cases of UK cards not being accepted in petrol stations and supermarkets), therefore it is recommended that you have more than one card in your possession. It is worthwhile having a credit card registered at a UK address as some firms will not accept credit cards registered as abroad or to BFPO addresses. You should also bring a cash card with PIN for ATM machines.

UK Bank Accounts. Some UK banks and credit card companies apply charges for cash withdrawals and foreign currency transactions overseas. You are advised to check with your card provider prior to departing the UK and, if required, upgrade your cards to one which allows free overseas transactions.

ADVANCE OF PAY

Service personnel assigned to an overseas location can apply for an advance of pay, of up to four month's net pay, which is repayable over 12 months. Please see your current unit HR staff for more information and familiarise yourself with the regulations as you may have a tax liability on the outstanding balance (£10,000.00 in a FY). Initial outlay of costs on arrival in Izmir can be expensive, for example car registration, internet/phones.

Banking. Whilst posted to LANDCOM HQ, you are required to open two bank accounts; a local TRY (Turkish Lira) account and a EURO account (For NATO TDY expenses). Opening a bank account is relatively easy as the bank is on the base and HNLO Muhsin Mukiyen – who works in NSE - will help you in opening the bank account. You need approximately 50 TRY cash in order to open the accounts. At the same time, you can open a fixed deposit account with the bank for approximately 500 TRY; this is necessary in order to receive the tax-free fuel with OPET in Turkiye. A fixed deposit account can also be opened at a later stage.



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ALLOWANCES

During your assignment to Turkiye there are various allowances that you will attract. Some of the most common ones are listed below:

LOA. LOA is to contribute towards the necessary additional cost of day-to-day living, when Service personnel (SP) are assigned or deployed overseas at public expense. It recognises the amount by which average essential day-to-day expenditure in an overseas location differs from that in the UK.

GYH (O). All Service personnel who are permanently assigned to an overseas station are eligible for GYH (O). For Reserve personnel, this eligibility is unlikely to extend beyond Full Time Reserve Service (Full Commitment) (FTRS (FC)), FTRS (Limited Commitment) (LC) and Mobilised Personnel. In addition, any spouse/civil partner and/or dependent child (ren) accompanying the Service person on the overseas assignment will also be entitled to GYH (O). For your post in Turkiye you are only eligible for 1 GYH (O) journey for every 12 months of your tour. More information on GYH (O) can be found at JSP 752 Pt 2 Chapter 9 Section 11.

Longer Separation Allowance. This covers both VOLSEP and INVOLSEP. Depending on your circumstances you may be eligible for the separation allowances for your post in Turkiye. You also get separation allowances when you go for temp duty from your post in Izmir to another location for more than 7 days or from day 1 if field conditions are granted. To understand your eligibility for this allowance please liaise with the NSE staff. More information on LSA can be found at JSP 752 Pt 2 Chapter 5 Section 4.

Travel and Subsistence Allowance. Travel and Subsistence allowances in Turkiye are governed by two policies, National Travel and NATO Travel. National Travel falls under the EJSU Travel Policy and can only be used for national business e.g. career related courses etc, whereas NATO travel falls under NATO and EU per Diem travel policy for UK personal and is used for temporary duties based on your job within the NATO LANDCOM headquarters. On your arrival to Izmir, NSE can provide more information on these policies.

Travel for Medical and Dental Appointments. Due to non-availability of Service transport, service personnel and dependants can either use their personal vehicle for medical and dental appointments or can use public transport/taxi. If you are using your own vehicle you can only claim MMA if you have business insurance for that vehicle. For taxi and public transport, you can claim the receipted actuals.



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Split of Net Pay. Split of net pay to a Turkish Bank account is not possible using the JPA automated process. Once, you have a Turkish bank account you are to make arrangements with your UK bank to transfer the money into Turkish account. This can be achieved either with phone banking or internet banking. The charges and the difference in GAR (Government Accounting Rate – Updated monthly) can be claimed back through JPA i-Expenses. More information regarding this can be found at JSP 754.

It is understood that this is going to be very difficult with all the expenses upon your initial arrival. To cover this, and to make sure the service person is not out of pocket, the policy of EJSU headquarters states that for the first six weeks of your arrival you can use your UK card in Turkiye e.g., ATMs and points of sale, and claim the transaction fees and the difference in the GAR rate through the JPA I – Expenses. Upon your arrival NSE will provide more information on this topic.

Tax-free Motor Vehicles UK. Service personnel on assignment to Turkiye are entitled to purchase tax free motor vehicles. Single/Unaccompanied soldiers can only register one motor vehicle on the Turkish Traffic system where as married accompanied personnel can register 2 vehicles at the Turkish Traffic system.

Tax free motor vehicles Turkiye. Consistent with Article VIII paragraph 2 and 3 of the Paris Protocol, personnel who are entitled to temporarily import motor vehicles in accordance with Article XI paragraph 6 of the NATO SOFA may also purchase such motor vehicles on the Turkish commercial market free of duties and taxes.



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HEALTHCARE INFORMATION - OUTLINE

Please also read the Central European Practice Patient Information Leaflet which contains important and relevant information for all CEP locations.

This leaflet is designed to add local detail which may be useful as you arrive.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by Healix in conjunction with the Central European Practice (CEP). You may also be referred into NHS services where appropriate.

In the background the Central European Practice (CEP) manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to Healix.

Healix Healthline

+44 (0)2084 817800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

ukstratcom-dms-dphc-ejsu-cepgrp@mod.gov.uk

EJSU Areas - Medical Finance

ukstratcom-dms-dphc-ejsu-fin@mod.gov.uk



CEP TELEMEDICINE SUPPORT

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both [eConsult and video-consulting](#) are also available.

Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to:

Ignore pop up window saying 'looks like you are overseas' and **continue**

Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705

Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY

If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services

Time zones are UK based at the moment, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)



ACCESSING HEALTHCARE In an Emergency - call 112

Primary Healthcare

You are free to choose your own GP although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population. One of the recommended doctors is Dr Cem. He speaks good English and is located in the city centre. Cashless payment is set up with him.

Dr Cem Akedniz
Ali Cetinkaya Bulv No 56
35220 Alsancak Izmir
Dr.cemakdeniz@gmail.com



NB. If you attend A and E or are admitted to hospital unexpectedly call Healix

If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on **+44(0)208 481 7800** and can also reach the CEP clinical team when required.



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HOSPITALS

The hospitals have a 24 hour accident & emergency department, although, you may be requested to pay upfront and you will have to claim back on JPA after obtaining a claim number from HEALIX. We also have a direct billing option with the hospitals stated below so will make things easier for any sort of payment.

The following Hospitals are established as Healix Cashless Providers, though, if the issue is not urgent, it is worth contacting Healix in advance to ensure relationships are still in place.

[Medical Park İzmir Hospital](#) Yeni Girne St, 1825, Sok No: 12, Karsiyaka, Izmir
+90 850 304 4484 info@medicalparkizmir.com

[Ozel Saglik Hastanesi](#), Mimar Sinan Mahallesi 1399, Sokak No 25, Izmir
+90 232 977 7700 info@ozelsaglikhastanesi.com

Kent Hospital [Kent Hospital - Kent Health Group | +90 850 222 53 68 \(kentsaglikgrubu.com\)](#)

NB. If you attend A and E or are admitted to hospital unexpectedly call Healix

If you need the support of a clinical team out of hours the Healix Healthline is 24/7. They may be reached on **+44(0)208 481 7800** and can also reach the CEP clinical team when required.



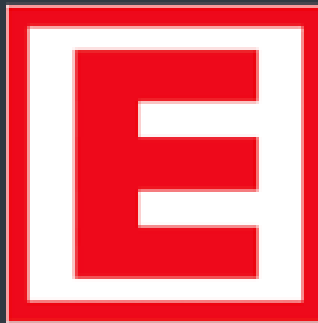
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Prescriptions

Individuals will pay at the point of collection for prescriptions and reclaim via JPA. In order to facilitate the Expense claim, the attached form should be completed and sent (with itemised receipts and a copy of the prescription) to the Central European Practice (CEP). They will then authorise the reimbursement for you to enter via JPA Expenses.

The email address for the CEP is: DPHCBFG-EJSU-CEP@mod.gov.uk

Info: 'Eczane' is Turkish for chemist. Your local Eczane can be found easily using Google Maps (or any other internet map search). Please look for the Eczane sign, usually lit up:



Medical supplies

Most medical supplies can be obtained usually without a prescription in the pharmacy (Eczane – Turkish word for pharmacy) ; however, drugs may be marketed under a different name or can be expensive and difficult to find. Specific requirements and/or brand names may not be available and where they are relied upon, example (Calpol, Imodium, types of antihistamine, etc), it may be wise to bring a stock from the UK.



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Physiotherapy and Rehabilitation

Once you have received a referral for physiotherapy from the Host nation GP, Healix should be informed and will provide you with a note of authorisation or link you to a provider with whom they have an invoicing relationship so that you can proceed with treatment.

Please ensure you have obtained an authorisation letter prior to commencing physiotherapy treatment so that you do not become liable for the bill. Physio is most frequently undertaken at:

Dr Emine Birsen Ferahli (physiotherapy)

Fizik Tedavi ve Rehabilitayson Uzmani

Alsancak Izmir

bferahli@birsenferahli.com



Healix will undertake a clinical review of the indication for therapy and then sessions will be authorised. Typically, this will be reviewed after 5 sessions and a report from the treating therapist is required to authorise further sessions. The CEP will also be involved if there is any concern about a lack of progression or occupational implications for military personnel.

For military personnel, occupational health is a factor and commonly the CEP will offer a UK regional rehabilitation Unit referral and involve a GP to ensure the serviceperson is appropriately graded.

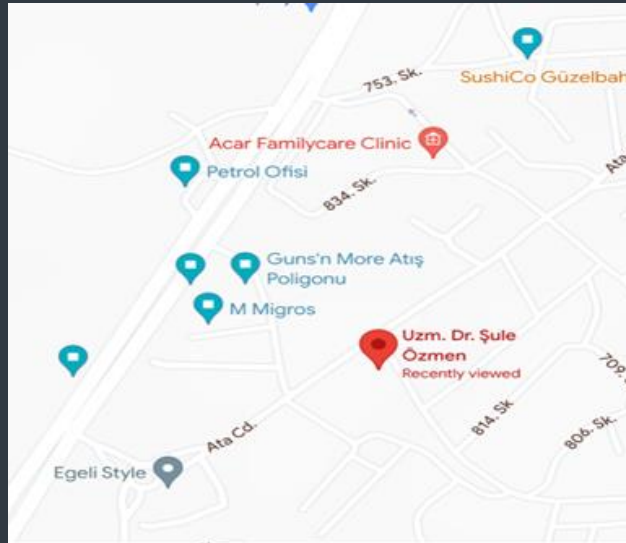


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CHILDREN

Paediatrician

Paediatrician- Dr Sule Ozmen Kahramandaere Mah, 745 Sk No: 2/1 Guzelbahce Izmir, Tel 0533 335 8943 Mob 0535 208 8426



If your child requires an appointment then you may attend a host nation paediatrics service, of which the details are listed above, but we have a UK trained Health visitor based from SHAPE who can provide UK support should it be requested by the CEP. She can provide information on

- Childhood Immunisations
- Monitoring growth & development
- Nutrition and feeding
- Sleep, routines and toilet training
- Behaviour management
- Parenting questions Immunisations

Immunisations

You should maintain a red book, or the e-redbook which is now also available, and be aware on assignment of when your child is due any immunisations. Please ensure that your child's red health book is kept current with all vaccinations and assessments. Any new immunisations can be given by Dr Onen

Other Child-Focused Organisations

Other Child-Focused Organisations. The CEP also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.

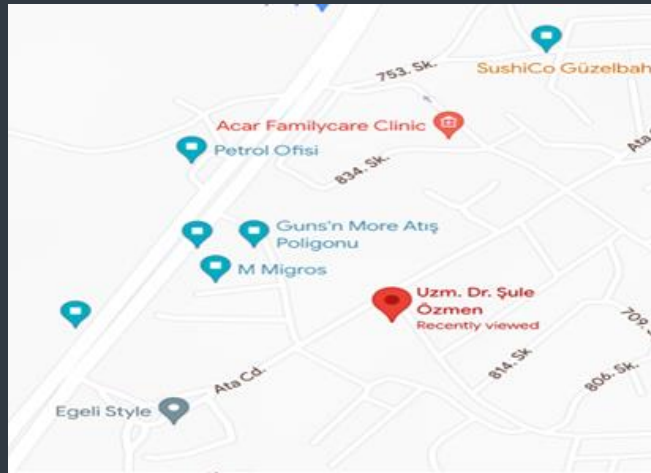
Women's health services. All women's health services, including a full midwifery and obstetric service, are provided in Izmir by: Dr Abdullah Onen, Tel: 0532 275 2082 Mob: 0535 2088426 745 Sk No: 2/1 Guzelbahce Izmir



Womens Health Service

All women's health services, including a full midwifery and obstetric service, are provided in Izmir by:
Dr Abdullah Onen

Tel: 0532 275 2082 Mob: 0535 2088426 745 Sk No: 2/1 Guzelbahce Izmir



Cervical screening- If you are due to have cervical cytology, please book your appointment with the local clinic or Healix can help you to arrange it in the UK. UK screening is preferred but you may elect to have screening at post. It is important, if electing to have your cervical screening in Izmir, that you recognise that although the service is of good quality, the continuity of information is less coherent that continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC. The CEP should be forwarded any results in order the basics may be entered on the national screening system. Mammography If you are due for mammography for routine screening, this can also be booked with Dr Onen.



SPECIALIST SERVICES

Cervical Screening

You should receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic (Dr Abdullah Onen). Contraceptive Services are also provided.

If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through Healix or DPHC.

The CEP should be forwarded any results in order the basics may be entered on the national screening system.

Pregnancy

It is important that you let Healix know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with them will allow the CEP and Healix to ensure you are supported before, during and after birth.

Secondary Care

Referrals to Hospital / outpatient clinics.

Should a GP refer you to another clinician, please make sure you let Healix know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing/ local payment is organised with the provider. Once approved, Healix will contact you to send you a guarantee of payment/ refund authority letter. If your hospital clinician recommends surgery or any other significant intervention, you should contact Healix following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to Healix. Consultant Advisors and Clinical Review If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended. The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.

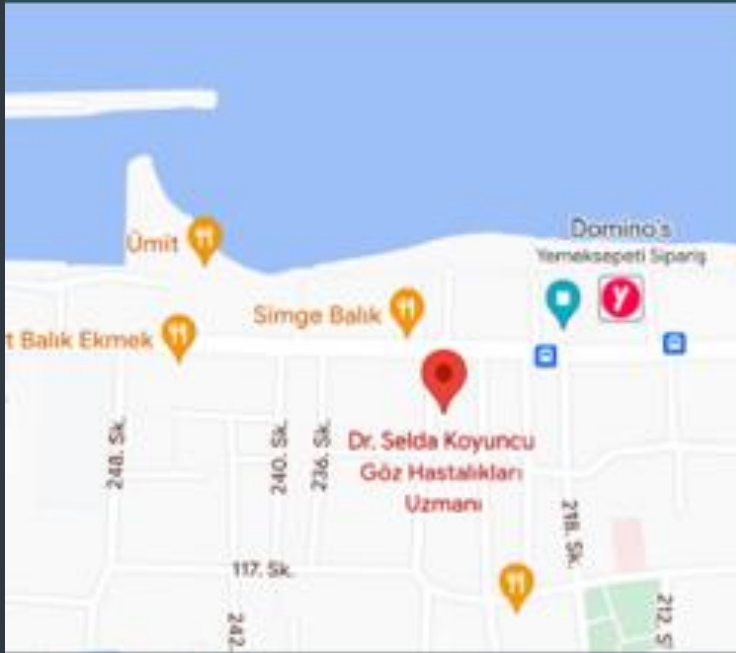


Opticians and eye tests

Adults and children aged 16 or over who require routine eye tests: Most low-risk patients should have their eyes checked every two years. If a patient is considered at low risk, your employer may refund eye test charges every two years via Host Nation provision. If a patient is at higher risk, but still considered suitable for Host Nation testing, you can reclaim the cost of more frequent eye testing. The maximum refund provided will be in line with UK costs. Please speak to the NSE who can offer you the correct paperwork in advance. If you are military, it is important that you return the completed FMed79 to the CEP staff to ensure records are maintained. You may make an appointment with a local optician of your choice. Sight test charges may be incurred it is recommended that itemised receipts are retained to support any reclaim entitlements through CEP.

Eye tests/ advice for children under 16 should be directed to the CEP.

Dr Selda Koyuncu - Tel: 0530 1773197 <https://drseldakoyuncu.com/>



Travel Insurance

Please note that GHIC card is not valid in Turkiye.

The process outlined above is for when you and your family are in the location of assignment. If you travel away from your assignment area on leave, you will be required to have adequate medical insurance to ensure you are protected. This is vital especially if you cross an international border.

When selecting travel insurance please ensure the policy covers your circumstances. There have been incidents where insurance companies will only provide cover if you start/end your journey in the UK. There are several companies who are sympathetic to military families and have policies to cover our unique situation.

<https://forcescompare.uk/military-travel-insurance/>

<https://www.paxinsurance.co.uk/military-travel-insurance>

<https://www.talktotrinity.com/military-travel-insurance/>

<https://www.forcesmutual.org/insurance/travel-insurance/>



Izmir - Pets

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PETS

Service personnel on permanent assignment to LANDCOM are allowed to take their pet (s) along with them for their assignment. However, it is recommended that single and unaccompanied personnel do not take any pets with them as there is a "no pet policy" in LANDCOM HQ where you will be working and your accommodation is not within walking distance. For more information on the importation of pets into Turkey, please visit your vet in the first instance to gain further information and also defra.gov.uk , <http://www.turkishairlines.com/en-int/travel-information/baggage/pets> or email specialcargo@thy.com. Please see Annex D for more information.

TURKISH AIRLINES PET POLICY

Turkish Airlines requires that your pet be accompanied by a certificate of good health, and that your dog or cat is transported in an approved pet carrier or cargo crate.

Your veterinarian will be certifying that your pet is healthy enough to travel and is free of diseases communicable to humans. Turkish Airlines also requires that you provide copies of the veterinary certificates and other documents required by the country to which you are travelling.

During periods of very cold weather, an acclimation certificate may also be required for pets traveling in cargo. On most airlines, pets are not accepted for transport in the cargo section of the airline when the ground temperature is below 45 degrees Fahrenheit (8 degrees Celsius) at any location on the itinerary unless your dog or cat has a veterinarian's statement of low temperature acclimation (Acclimation Certificate).

All instructions and Turkish Airlines pet policies are verified at the time of order. Requirements to fly your dog or cat with Turkish Airlines are included. Enforcement may not be consistent at every airport and having proper documentation will better ensure that no problems will arise during your travels.

<http://www.turkishairlines.com/en-int/travel-information/baggage/pets>

The staff at Turkish Cargo are qualified and are experts in the carriage of live animals. In addition to working to IATA rules, they have current information about foreign countries' restriction rules and law enforcement. Turkish Cargo gives incentive care to animals and provides a suitable environment to transport them safely from origin to destination. For detailed information on the domestic transportation of live animals, please contact the following e-mail address: specialcargo@thy.com

Dogs: According to Article 14, paragraph (L) of the Protection of Animals Law No. 5199, dated 24.06.2004, "The production, possession, introduction to country, sales, advertising, bartering, exhibition, and presenting as a gift dangerous animal like Pit-bull Terriers and Japanese Tosas is forbidden." Aggressive dogs, which cannot be intervened with in emergency cases, include the following:



- Pitbull Terrier,
- American Pitbull Terrier,
- Bull Terrier,
- American Staffordshire Terrier,
- Japanese Tosa,
- Dogo Argentino,
- Fila Brasileiro,
- Rottweiler,
- Staffordshire Bull Terrier,
- Neopolitan Mastiff,
- Spanish Mastiff,
- Dogue De Bordeaux,
- Roman Fighting Dog,
- Bandog,
- Tosa Inu,
- Mastiff,
- Tibetan Mastiff
- And they are not accepted as cargo on our flights.

Two adult animals accustomed to living together, each weighing up 14 kg and of comparable size, can be transported in a single cage/container. Animals weighing over 14 kg should be transported in separate cages/containers.

Three animals from the same delivery, of ages up to six months, can be transported in the same container/compartment.

Sedated or otherwise medicated animals pose a significant risk because their reactions to stress caused by transportation may be unpredictable. They may also need a veterinarian's supervision for an emergency response. As the medications for sedating these animals, or anesthetic dart weapons, are forbidden in the aircraft, these animals are not accepted.



Izmir – Mobile Phones

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Mobile Phones.

It is recommended to keep your UK phone with sim card and buy a cheap Turkish phone. This saves you the hassle to register your phone with the Turkish system.

You can also apply for Vodafone UK pay monthly or pay as you go contract, which will give you free roaming in European countries including Turkey. This can be useful as you may need to travel to various European countries on TDYs. Also, this negates the requirement to buy a Turkish sim card henceforth saving you the registration of your UK phone with the Turkish system. (Please be aware the Vodafone roaming policy may be subject to change)

Dated 21 Jun 20: Any phone purchased outside of Turkey must be registered. That means both Turks and foreigners must register foreign phones. You must register within 120 days of entering Turkiye. The law currently states one phone registered per person per two “calendar years.” Please do not try to register 2 as this will only result in you losing money and having one (perhaps even both) contracts cancelled and having to start again.

STEPS FOR REGISTRATION:

Go to the Zirat Bank to Pay Tax First: You must pay a fee (tax) at a Zirat bank branch.

At the bank, they will need your passport, your kimlik number, and the IMEI number for your phone. They are not concerned about the date of entry at the bank. But make sure it is legible and the correct number of days. You will need that in the next step. The kimlik number is the number in your residence permit book (starts with 99).

If you don't know your kimlik, you can find it using this website: <https://tckimlik.nvi.gov.tr/YabanciKimlikNo/KisiBilgileriSorguModul.aspx>.

Be very careful when filling out the form for you kimlik number (and any other form). Names must be exactly as registered. If you don't know how to find the IMEI number, google it. It's very easy. For most phones you simply dial *#06# and it will appear. The fee/tax will be paid at the bank. Currently around 2,732 TL. Be sure to get a receipt and check the IMEI number, kimlik number, and name are correct before you leave the bank.

Go to the PTT to get a E Devlet (E-Government Gateway) password: Go to any PTT. Get a number for the counter at the machine. Wait for your number to show up and go to that counter. At the counter, say, “E-Devlet Şifresi almak istiyorum.” E-Devlet is the keyword for the portal where you can do several government processes. Şifre is password. Almak istiyorum is I would like to get/purchase. You will need your kimlik number (see #2 above), your passport, and your residence card/permit. They must type in everything to their system exactly as it appears on your documents. They will need your place of birth. This must be taken from the resident permit and typed in exactly. For example, mine was “A. B. D.” They had to type it with the periods and spaces for the system to accept it. Password is sent to your phone as a text message.



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Online Registration

You will need the PTT password, and all of the above listed documents, including the bank receipt. You will need a Turkish speaker to help you manoeuvre the website, HNLO Muhsin is always happy to help but please ring first to confirm his availability.

Go to this website: <https://www.turkiye.gov.tr/btk-imei-kaydet>

Click on “Kimligini Simdi Dogrula” and enter your TC No (kimlik) and the PTT password. It will take you to a page to register. First, it will ask you to set up a new password. Then you will easily register using your passport, kimlik, and paid tax receipt. This process takes about 15 minutes.

Check the Registration:

After registering the phone, your phone is actually only “temporarily” registered until the proper authorities (BTK) review it. You can **check the status** by plugging your IMEI number into this website: <https://www.turkiye.gov.tr/imei-sorgulama>

If you get the **following message**, it means that the phone is temporarily registered, and you should check back for the final determination: **IMEI numarası abone kayıt merkezince geçici olarak kayıt altına alınmış olup Kurum tarafından evrakları kontrol aşamasındadır.**

This message means the system is temporarily out of order:

Sistemde yaşanan bir teknik aksaklık nedeni ile işleminiz tamamlanamadı

This message means it is not registered: **KAYITDIŞI OLDUGU TESPİT EDİLEN IMEI**

If your phone was not registered, the most likely reason is that there was a typo in your name or IMEI number during registration. My registration was final in less than 30 minutes after registering online!

“IMEI NUMARASI KAYITLI” – The cell phone is REGISTERED!

Alternatively

If arriving from the UK - consider keeping your UK phone registered to the UK and buy a cheap Turkish handset from one of the many mobile phone shops in Izmir. It is a lot less work and will save you having to cancel your UK mobile phone contract / number.



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Izmir – Vehicles & Travel

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DRIVING TO TURKIYE

Driving to Turkiye (there is also a train service available) is not a problem but each country that you may transit through has its own set of rules and regulations that may or may not affect your journey. Please conduct thorough research before you embark on your journey. The AA or RAC should be able to offer you sound advice. Do check with the Foreign and Commonwealth Office (FCO) web site for further travel advice.

<http://www.fco.gov.uk> – travel advice available.

http://www.theaa.com/motoring_advice/overseas/countrybycountry.html - selectable by country – good advice.

<http://www.nationalcar.co.uk/drivesafe/english/index.html> - general advice with a drop-down menu to select the country.

<http://www.bugeurope.com/transport/driving.html> - not always the most descriptive but worth a look.

Car Insurance. For entry into Turkiye you should produce your green card, Bill of Sale for the vehicle, driving licence and UK car registration document to the Turkish Customs at the border crossing. (It is recommended that your Green Card also covers you driving in Turkey. If you do not have a valid Green Card for Turkiye, you can purchase the legally-required third-party insurance at the border and it is worthwhile getting this for three months duration). You will need to get your Passport stamped to allow you to drive in Turkiye on your national registration until your car is legally registered. This permission should be good for up to 180 days, but may be less if you travel on a green card for example. Either way, this gives plenty of time to register your car.

Night Stops. In Germany, Austria, Hungary and Italy, hotels and camping places are no problem. Thereafter, standards vary and it is best to look for suitable accommodation reasonably early so that you are not forced into having your choice determined by the lateness of the hour. This especially applies in winter when many hotels are closed. Also, you should note that the 'star systems' for hotels are not necessarily as those in the UK. As a general rule of thumb, a 3-star hotel in Eastern Europe should be considered to be equivalent to 2-star in NW Europe. Camp sites in Romania and Bulgaria are cheap, but basic.

Tax-free Motor Vehicles UK. Service personnel on assignment to Turkiye are entitled to purchase tax free motor vehicles. Single/Unaccompanied soldiers can only register one motor vehicle on the Turkish Traffic system where as married accompanied personnel can register 2 vehicles at the Turkish Traffic system.

Tax free motor vehicles Turkiye. Consistent with Article VIII paragraph 2 and 3 of the Paris Protocol, personnel who are entitled to temporarily import motor vehicles in accordance with Article XI paragraph 6 of the NATO SOFA may also purchase such motor vehicles on the Turkish commercial market free of duties and taxes.



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Aim

The aim of this document is to define the process for contacting and establishing the GBR Contingent condition in response to an incident. It will define the tools for use and actions to be taken by both military and civilians serving within the community.

Assumptions

The following assumptions remain key drivers in the developed and maintenance of this process:

- The requirement to account for all serving members and their families is crucial within the SNR's Risk Management responsibility. It supports CO EJSU and wider MoD duty of care and is mandatory.
- The CDO must report back to LANDCOM/CoC within 2hrs of any activation on GBR accountability.
- The community must have declared their routine, primary and secondary contactable means with a copy held in the CDO Folder.
- Individual tracking will be supported by all ranks fulfilling the mandated 'out of station' administration for TDY, courses, leave or national business.
- Unless briefed on a change in the UK security posture, a community member could reasonably be away from Izmir during weekends or evenings without others in the community being aware.
- CAN 3.8 Technology Support has been read in conjunction and individuals have registered their routine, primary and secondary communication choices with the NSE.

Communication Platforms

To comply with privacy guidance (and maintain trust), access to personal contact details will be restricted. The CDO folder is to contain an extensive list of all known contact details which is SEALED and may only be opened if activation of this plan (or other emergency responses) is required. Those details will not be shared on public forums.

The following are used within the contingent for sharing a variety of information. They are trusted platforms that are ideally placed for exploitation as part of the emergency Focal Point architecture. The platforms to be exploited are listed below; those used during an emergency are highlighted in RED:



Communication Platforms		
Platform	% Coverage of GBR Members	Remarks
Turkish/UK Mobile Phone	All	May not have data access for WhatsApp, but could still make calls (subject to connection)
Signal App Check In Group	Very High %	Service persons and staffs, limitations if mobile
Signal App Gurel Group	100%	All living in the Gurel tower, limitations if mobile
WhatsApp Wives Group	?	Coverage is not known, limitations if mobile
Facebook TRIB Turkey	High %	Has limitations for some data users if mobile
Facebook Private Messenger	High %	Has limitations for some data users if mobile
Email	High %	Has limitations for some data users if mobile



Activation Procedure		
Driver or Mechanism	Requirement	Response
LANDCOM OPSCEN SNR EJSU Natural Disaster Obvious risk to contingent	Accountability of a specific person or all personnel in the contingent within 2hrs.	Activate the Security and Focal Point Plan
Sent out via: 1.Signal App Check In Group 2.Text 3.Facebook The Contact List Preferences held in the CDO Folder is to be used to identify individual contactable means.	**CHECK IN ACTIVE** + 'Brief explanation of the threat'	All contingent must respond within 2hrs with a mobile text to the CDO or WhatsApp Check In Group message stating information about: 1.Name ((s) if in a group) and location. 2.Names and locations of those family members not in that group - but of a known whereabouts. 3.Names and possible locations (if known) of those family members not unaccounted for. CDO updates the nominal roll of those accounted for.
ALL COMMUNITY MEMBERS ARE TO CEASE USE OF THE PORTALS AND MINIMISE DESTRUCTING INFORMATION TO ENABLE THE FACTUAL HEAD COUNT TO BE COMPLETED WITHIN 2 HRS		
CDO investigates non responders to the initial ACTIVE message	NSE staffs may be required to interrogate JPA for leave, TDY or course locations.	CDO uses direct communications with those yet to respond or who may not be in country to ascertain if they are OK.
90 minutes after the initial activation a second message is sent	**CHECK IN CLOSES IN 30 MINUTES** + Relevant update	Those respondents to the first message do nothing. CDO continues to establish communications with those still not found using personnel secondary contact means.
2hrs after initial ACTIVE message a final message is sent.	**CHECK IN CLOSED** + Brief explanation of what threat remains and action to take	CDO reports the final status/location of known community members and a list with potential locations of those not contactable to the following: 1.SNR 2.LANDCOM OPSCEN 3.Contingent Commander
Feedback and continued support	The CDO provides a releasable situational update via WhatsApp and Facebook.	No response is required from staffs
ALL PORTALS ARE OPEN FOR NORMAL BUSINESS		



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Home Security

If you have an alarm, make sure it is set, working properly and don't leave sensors covered. Make sure all doors and windows are locked.

If you have a door lock or window locks make sure they are serviceable, and you use them.

If you have an internal door between your SFA and garage, consider this as an external door and ensure it is secured appropriately.

Don't leave door keys within sight or reach from anyone outside. Potential thieves have been known to 'fish' keys through letterboxes or windows that have been left open. This also applies to car keys.

Open/Close shutters.

Purchase a Wi-Fi security camera for your home (i.e. Ring). These are very reasonable and can be purchased from the internet and will allow you to view your home when you are away. You will have seen adverts on the TV for wireless cameras for your front door, there are some good alternatives for sale on Amazon which are relatively inexpensive and easy to install.

Use time clocks to show lights in your home during the evening and early morning. Try to use the time clocks with a feature of several days and do not set everyday with the same time, a radio on a timer is also a great deterrent. This will give the impression of a normal pattern of life and deter any would be burglar.

Don't advertise your planned period away on Social Media, people use Social Media to check for holidays to select houses to break in to.

Park your vehicle near the garage door so it cannot be opened.

If leaving your property vacant, contact the local police and see if they offer a 'Homewatch' scheme. They will arrange for extra police patrols to cover your street and will pay attention to your home address. The form is available on-line, from the police or BSG. If they don't offer this service, ask a friend/neighbour to check on your property and pick up the post.



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Cold Callers

Receiving unwanted callers on your door step when living in a foreign country can be very daunting. All official callers should notify DIO first, who will then book an appointment with you. Workmen should not turn up unexpectedly, if they do turn them away.

Here is some guidance to help deal with these callers

- Put a sign on your door, ask your CLO for some advice.
- If someone knocks the door:
 - Do not open the door fully. If you have a safety chain use it.
 - Check ID
 - Confirm what they are here for, are they asking a lot of questions?
 - Politely turn them away
 - Contact DIO/NSE and detail what has happened
- Get a social media group together, where you can forewarn each other that people are in the neighbourhood.

Use of Social Media

Most people think a Virtual Private Network (VPN) is just another way to watch UK TV in Europe.

It is also the best way to secure your internet, protect your personal information and the information you are sending/receiving when using the internet.

WIFI hotspots that don't ask for a log on or password to use are particularly vulnerable to hackers who will intercept your information. This could lead to your identity being stolen or your bank details being copied.

It is recommended that you use a VPN to secure yourselves. Some are free and some you purchase. A paid for VPN provider is more secure than a free VPN, as free VPN providers tend to sell your information on to make a profit. Some VPN providers to consider are:

- NordVPN • PureVPN • ExpressVPN



Internet Searches

The term 'let's Google it' is common place nowadays. But have you noticed that Google seems to already know where you want to look, and it knows what you have recently purchased? That's because they store your search information. If you want to remain anonymous, use these search providers:

- Mozilla Firefox
- DuckDuckGo

Fitness Apps and Tracking Devices

Most of us use fitness tracking devices, be it via smart phone or through a smart watch. There is evidence to suggest that these devices are tracking our movements and sharing our data.

If you use these devices it is suggested that you follow these easy steps:

- Lock down/apply privacy settings on any media account where location data could be available to prevent unauthorised/uninvited access.
- Opt out of any heat map data collection or enable privacy zone functionality using application settings
- Turn off GPS on any application when not required.

Phishing Scams

Phishing is a form of fraud in which an attacker masquerades as a reputable entity or person, through email and other communication channels, to induce individuals to reveal personal information such as passwords and bank account details.

Phishing scams have been around since the internet first existed and are not likely to disappear any time soon. There are however several ways you can prevent falling victim such as using Antivirus Software and Firewalls and thinking before you click.

For further information on cyber security advice to protect you and your family visit www.ncsc.gov.uk/section/information-for/individuals-families



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Country Advice

Certain countries hold a very real threat to military personnel, be that from espionage or terrorism. Before travelling to a country, you believe may be of interest, first check the FCO website – <https://www.gov.uk/foreign-travel-advice>

If you haven't already, download the Travel Oracle App. Details available from the CLO.

CSSRA/High Threat Countries – those with DV

If you are travelling to Countries to which Special Security Regulations Apply (CSSRA) or High Threat Countries, whilst not prohibited, it is essential that you contact EJSU J2, who will be able to offer you guidance on these locations. The CSSRA list and associated guidance can be found in DI-CI Overseas Travel Guide (for MODNET only).

If you have any further travel queries, please contact EJSU J2 who will be able to offer more guidance. EJSU-J2-Mailbox@mod.gov.uk



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Izmir - Welcome

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WELCOME BY THE UK NSE

United Kingdom National Support Element (UK NSE) Izmir would like to congratulate you on your new assignment to Izmir, Turkiye. The NSE is subordinate to European Joint Support Unit, which is based in SHAPE Belgium and is responsible for providing administrative support to all UK personnel assigned to NATO and European post across Europe and Turkiye. This guide is prepared in order to make you and your family's transition to Izmir a stress-free experience. The guide will cover the required administrative processes that need to be completed once you have been formally notified of your assignment.

The information provided herein is the most up to date as of Feb 23. MoD policies relating to travel and subsistence arrangements for assignments do change, so be sure to check with your local admin team for up to date advice. This guide must not be used as authority to submit any JPA claims or provisions of service. Authority for JPA claims remains extant in the relevant publications. This guide is not a policy document, but merely a guide to help you. After you have settled in your new assignment you may be required to contribute in updating the guide in order to keep it relevant for the next arrivals.

In addition to this guide, you are to read 2021DIN01-50 titled Support Available to Service Personnel assigned to EJSU supported post in Europe and the Global Family Removal Service here on MODNet.

UK NSE CONTACT DETAILS

The NSE is staffed by WO2 Lee Arnold, Head of NSE Izmir along with his deputy Cpl David Griffiths and Mrs Danielle Deane (Admin Clerk). The NSE also has one Locally Employed Civilian Host Nation Liaison Officer, Mr Muhsin Mukiyen, DIO representative, Mr Nihat Oksuz.

To complement the NSE staff, we have a Community Liaison Officer (CLO) Mrs Sarah Gilbody, who splits working hours between the NSE and within the British Community. The CLO provides support to the families and is key in the organisation of community activities. The NSE is located on the second floor of building 1 on the NATO base. The contact details for the UK NSE are as follows:

- a. UK NSE : 0090 2324111687 or 1686
- b. UK NSE Fax: 0090 2324526989
- c. NSE Mobile: 0090 530 174 0153
- d. CLO Mobile : 0090 530 174 0152
- e. DIO rep : 0090 530 764 3903
- f. HNLO Mobile : 0090 530 174 01 51
- g. UK NSE Email: gso-ejsu-turkey-nse-mailbox@mod.gov.uk



NEW ASSIGNMENT – MOVING TO TURKIYE CHECKLIST

Administration in Turkiye will be the responsibility of the United Kingdom National Support Element (UK NSE), Izmir and will be the first Point of Contact (POC) for any admin matters, parent units will be notified as required.

What	Who	Notes
<u>Receive an AO and subsequent email from the NSE making contact</u>	UK NSE SP	This is the initial connection between you and the NSE.
<u>Register with the UK NSE CLO</u>	UK NSE SP	To include access to FB Files, WhatsApp groups and other CLO advice.
<u>Define and Confirmed Initial Itinerary on the Personal Arrival Plan (PAP)</u> <u>Complete the UK NSE Information Requests</u>	SP UK NSE	Complete CAN 2.1 Personal Arrival Plan (PAP) and forward to the NSE. It is to be reviewed as plans mature and the NSE informed. It also contains advanced info for pass production delivered in your first week.
<u>Define the best Contact Details</u> This is part of CAN 2.1 PAP.	SP	Decide what POC details are to be used throughout the transition process as there is no easy access to military emails or phones throughout much of the activity, therefore early consideration will enable smoother communication. Update PAP
<u>Submit the 1132 Application for Accommodation/Housing (MODForm1132)</u>	SP UK NSE	Accommodation details will be provided by the NSE DIO Rep once allocation made.
<u>Obtain Security Certificate</u> Your original NATO Security Clearance must be brought on arrival for in-processing. This is available through your Current Unit Security Officer (USyO).	SP	A copy is to be sent to the NSE with the original brought on assignment. Be aware of Security Clearance Expiry. Original SC Clearance will be held by unit PVRO. If misplaced a duplicate copy can be requested by unit PVRO. This will be authenticated by DBS Vetting.



<p><u>Arrange Storage of furniture and transit of Unaccompanied Baggage (UB)</u></p> <p>Arrange through current Unit Admin Office. https://grms.agilitylogistics.com/</p>	<p>SP</p>	<p>RSO or UB to Turkey can take 6 – 8 weeks. Advice on what to bring vs. what to store is available from the UK NSE or your mentor. MQ is FSA, Gurel is furnished. KEEP COPIES OF ALL BOX/SHIPMENT CONTENTS. Update PAP and inform NSE of details.</p>
<p><u>Register with HEALIX</u></p>	<p>SP</p>	
<p><u>Register with the EJSU Central European Medical Practice</u></p>	<p>SP</p>	
<p><u>Completed all Medical Screening</u></p>	<p>SP</p>	
<p><u>Completed all Dental Treatment</u></p>	<p>SP</p>	
<p><u>Welfare Screening Completed</u></p>	<p>SP</p>	
<p><u>Established Training for Job Requirements</u></p>	<p>SP</p>	<p>Where specific courses are mandated in the JS, are course booked/resourced.</p>
<p><u>Equipment for Deployment</u> (Military personal issue)</p>	<p>SP NSE</p>	<p>Is the required equipment available with SP for the assignment duration? The SP must check personal readiness profile with incumbent/AO/NSE.</p>
<p><u>OJAR/SJAR Requirements</u></p>	<p>SP</p>	<p>The SP has their reporting process dates clearly defined and met.</p>
<p><u>Confirm and Arrange Immunisations</u></p> <p>All family members should be up to date.</p>	<p>SP</p>	<p>Relocation Services will provide details on how to proceed and what you can claim back.</p>



<p><u>Contact Relocation Services</u></p> <p>Establish information requirements.</p> <p>Married and serving accompanied must contact FS, on formal notification of your assignment to Izmir, as they are responsible for the families transition to your overseas assignment. Ask for the Izmir, it is imperative to complete this step by step and return it to them at the earliest opportunity.</p>	<p>SP</p>	<p>Global Removals and Family Services is located at:</p> <p>Family Services, DE&S DSCOM, Cedar 3a, Mail Point #3338, Abbey Wood, Bristol BS348JH.</p> <p>Tel: 030 679 81013 / 9679 81013 0044</p> <p>Email: DESDSCOM-FamSec-Gp@mod.uk</p>
<p><u>Seek Disturbance Allowance</u></p> <p><u>Submit claim on JPA.</u></p>	<p>SP</p>	<p>From 45 days prior to assignment date on AO, accommodation in Turkey is classed as SFA/SLA and NOT privately rented.</p>
<p><u>Arrange Flights to Turkey</u></p> <p>Application for flights to Turkey should be booked with DSCOM Relocation Services through current Unit Travel Cell.</p>	<p>SP</p>	<p>Economy seats, but you are entitled to Excess Baggage. Check JSP 800, Vol 2 for latest entitlements.</p>
<p><u>Obtain the Initial NATO Travel Order</u></p> <p>Issued by losing unit</p>	<p>Losing Unit</p>	<p>UK NSE can advise on details. To be used only the SP for entry on flight/by car to assist in initial entry to Turkey.</p>
<p><u>Clarify Education Options</u></p> <p>See the CAN 3.3 Educational Support</p>	<p>SP</p>	
<p><u>Manage Boarding School Issues</u></p> <p>If your child is in Boarding School you will be required to renew your CEA Eligibility Certificate.</p>	<p>SP</p>	<p>No CEA claims will be approved until the new CEA Eligibility Certificate has been issued by CEAGT.</p>
<p><u>Request Advance of Pay</u></p> <p>Request up to 1 months Advance of Pay (if required) from UK unit admin, authority at: JSP 754, Ch 2, Section 5</p>	<p>SP</p>	<p>To help the extra initial setting up costs, personnel assigned for 12 months or more overseas may receive an advance of pay up to 4 months net pay.” JSP 754</p>
<p><u>Become a Signal Group Member</u></p>	<p>SP CLO</p>	<p>Install Signal (Mobile Phone application)</p>
<p><u>Research and Plan Pets Transit</u></p> <p>Private arrangements made. See CAN 3.6.</p>	<p>SP</p>	<p>Inform NSE/DIO application if taking pets into the MQ. Caution if living in the Gurel as pets may not be accepted.</p>



<p><u>Complete JPA Arrival Process</u></p> <p>The NSE staff will complete the arrival process on JPA in accordance with your assignment order date</p>	<p>UK NSE</p> <p>SP</p>	<p>At the same time your allowances i.e. LOA (Local Overseas allowance) and HDT (Home to duty allowances) will be started. You may be eligible for Longer Separation allowance (LSA) and other allowances depending on your circumstances.</p>
<p><u>Induction</u></p> <p><u>Meet the SNR, Contingent Commander and wider CLO, DIO and staffs team.</u></p>	<p>SP</p> <p>GBR Team</p> <p>UK NSE</p>	<p>This should include spouses and if possible the whole family. Tea and Toast on a Monday is an ideal time.</p> <p>Your Mentor can facilitate.</p>
<p><u>Conduct the following Visits/Activities</u></p> <p>This should include all family members subject to car capacity and logistics.</p>	<p>UK NSE</p> <p>Dom Spon</p> <p>SP</p>	<p>Doctor</p> <p>Dentist</p> <p>Residency Office</p> <p>Address Registration Office</p> <p>Gurel Local Area familiarisation</p> <p>MQ Local Area familiarisation</p> <p>Gurel Fire, Security and Access plan</p> <p>Public Transport area opportunities</p> <p>Groceries and supply opportunities</p> <p>PX/BX access</p> <p>Pharmacy (Gurel or MQ locations)</p>



<p><u>Conduct the following NATO Camp Activities</u></p> <p>This should include all family members.</p>	<p>UK NSE</p> <p>Dom Spon</p> <p>SP</p>	<p>Bank</p> <p>Post Office</p> <p>Gymnasium</p> <p>Pool, café and shop</p> <p>Travel agent</p> <p>Car registration agents</p> <p>Tour of perimeter</p> <p>Access and egress drills</p> <p>Pass Office</p> <p>Parking requirements</p>
<p><u>Book Relocation Leave</u></p>	<p>SP</p>	<p>See CAN 6.6</p>
<p><u>Obtain the NATO Travel Order</u></p> <p>Issued by UK NSE</p>	<p>UK NSE</p>	<p>For use on travel that is not sponsored by NATO.</p>
<p><u>Obtain a NATO ID Card</u></p> <p>For all family members.</p>	<p>SP</p> <p>UK NSE</p> <p>Mentor</p>	<p>You will need:</p> <ul style="list-style-type: none"> - Assignment Order - NATO Security Clearance - Copy of All Passports. Photo is taken at the Pass Office. Inform the NSE when all members have their cards issued.
<p><u>Obtain a Turkish ID and Tax Number</u></p> <p>Only for the NATO member. The UK NSE will guide you through the process.</p>	<p>SP, UK NSE</p>	<p>You will be supported in this task with a translator, inform the NSE when issued.</p>
<p><u>Obtain a Residency Permit</u></p> <p>Needed for family members. The UK NSE will guide you through the process.</p>	<p>SP, UK NSE</p>	<p>You will be supported in this task with a translator, inform the NSE when issued. This process will involve a trip to the local Police Station.</p>
<p><u>Complete Car Registration and Insurance</u></p> <p>See CAN 3.5.</p>	<p>SP</p>	<p>A UK Green Card is adequate until the car is on the Turkish system, or 3rd party must be bought at the border. Inform the NSE when your vehicles are road legal in Turkey with full registration numbers.</p>



<p><u>Open a Turkish Bank Account</u></p> <p>Open a Turkish Bank Account on the base, where they speak English.</p> <p>UK NSE will help you do this.</p>	<p>SP</p> <p>UK NSE</p>	<p>See CAN 3.4. Inform NSE and update JPA on any pay allocation requirements.</p>
<p><u>Move into Accommodation</u></p> <p>Occupy allocated accommodation</p>	<p>SP</p> <p>UK NSE</p>	<p>Normal 'March In' activities apply.</p>
<p><u>Receive Unaccompanied Baggage</u></p> <p>UK NSE will arrange delivery of your personal belongings through the local agent, once it has arrived in country.</p>	<p>UK NSE</p> <p>SP</p>	<p>You will need a full list of all your electrical items that have been shipped and their serial numbers. Please bring this with you on arrival, it is a requirement but often not asked for.</p> <p>KEEP A COPY FOR WHEN YOU LEAVE</p>
<p><u>Obtain Internet and Mobile Phone</u></p>	<p>SP</p> <p>UK NSE</p>	<p>See CAN 3.8</p>
<p><u>BFBS & Internet</u></p>	<p>SP</p> <p>UK NSE</p>	<p>See CAN 3.8. The NSE is responsible to arrange BFBS box, card and dish installation. Cost to the SP are about 200TL.</p>
<p>Address Registration.</p> <p>Once you move to your SFA you need to register your address with the local council as soon as possible.</p>	<p>SP</p> <p>UK NSE</p>	<p>The NSE will provide a letter to your local council office in order to register your address with them. This is to apply for the Residence Permits for your dependents. Initially the address will be registered on the SP name, but once you apply for the Residence Permit for family they can be registered to your SFA address.</p>



Izmir – Activities

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Turkish Language Training

All Service personnel and their spouses in EJSU are eligible to claim the Turkish Language training grant. The Language Survival Training reimbursement (up to €100) is available and can be used for any language qualification delivered face to face through a recognised training provider. The refund is based on a first- come, first-served basis with a limited overall budget that is assessed on a yearly basis. Personnel are strongly encouraged to complete a course within the first financial year. Should a course start in one financial year and finish in the next, then these requests will be authorised on a case by case basis, dependent on future EJSU budget availability.

You will then be required to pay for your required language survival course, (normally around 20 hours) from a recognised language training facility. Upon completing the course, you are required to provide and send the original receipt along with your IBAN, BIC and bank account holder details to the NSE. You should also include course details and start/finish dates.

NB - The amount of refund will depend on the price of the course, e.g. if the course costs €80 then the full amount will be refunded, if it is more than €100, then only €100 will be refunded.

