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Global Support Organisation

# Location Guide

# Brussels



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I hope you find the information within this booklet useful, but if you require more detailed information or have a specific need, please contact either the administrative support team or the Community Liaison Officers (CLO) in the Welcombeek for more information.

Please bear in mind that this booklet is a guide and not an authoritative document. For entitlements to travel, allowances or accommodation; please refer to official publications.

All personnel in Brussels are accommodated in rented housing across the suburbs of the city, therefore all the usual facilities associated with a garrison, base, camp or patch are not instantly available. This arrangement can feel strange and unsettling at first, but most families enjoy being part of the local community.

As with any move to a new country the best information comes from those who have lived and worked there for a considerable time. The following link <https://expatsinbrussels.be/en> is a live booklet which is updated weekly by the British Civilian Community residing in Brussels and the surrounding area.

It gives an in-depth guide on what's happening and where to go for such things as: registering with the local communes, shopping, schools and leisure activities. It has an App you can download to your phone, BUT we recommend you **do not** join the Facebook group for security reasons.

To help you settle in, a 'sponsorship scheme' operates whereby each incoming person or family will have a sponsor to assist them over the initial period.

The sponsor acts as a 'Q & A' focal point, who will generally help you as a new arrival to settle into your new surroundings and will hopefully enable life in a new country to be the exciting, rewarding and stimulating experience it should be.



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For further information on any subject, please call or email the Admin Office for advice. The admin office is staffed by our Host Nation Liaison Officer (HNLO) however the bulk of administration is done remotely from SHAPE. There are currently tri-weekly admin clinics staffed by personnel, both civilian and military from SHAPE on Monday, Wednesdays between 0930-1600 and Fridays between 0930 and 1330. The contact details are as follows;

European Joint Support Unit Belgium  
Admin Office  
HQ NATO  
BFPO 49

Email: [GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk)

## Telephone Numbers

NSE Office (SHAPE - Open Mon - Fri): 0032 6544 5274  
NSE Office (Brussels (Open Tues, Thurs & Fri 0930 - 1500): 0032 2707 7509  
Head of Location Belgium: WO1 L Farmer – 0032 6544 8060  
Deputy Head of Location Belgium: FS M Worsencroft – 0032 6544 5548  
NSE Office Manager Belgium: PO R Connell – 0032 6544 5966

**You have a dedicated admin team for Brussels, who will handle all admin queries and support your move to and from Brussels. They are as follows;**

LWtr Thomas - 0032 6544 5388 - [Russell.Thomas881@mod.gov.uk](mailto:Russell.Thomas881@mod.gov.uk)  
Sam Gallimore - 0032 6544 5966 - [Sam.Gallimore102@mod.gov.uk](mailto:Sam.Gallimore102@mod.gov.uk)



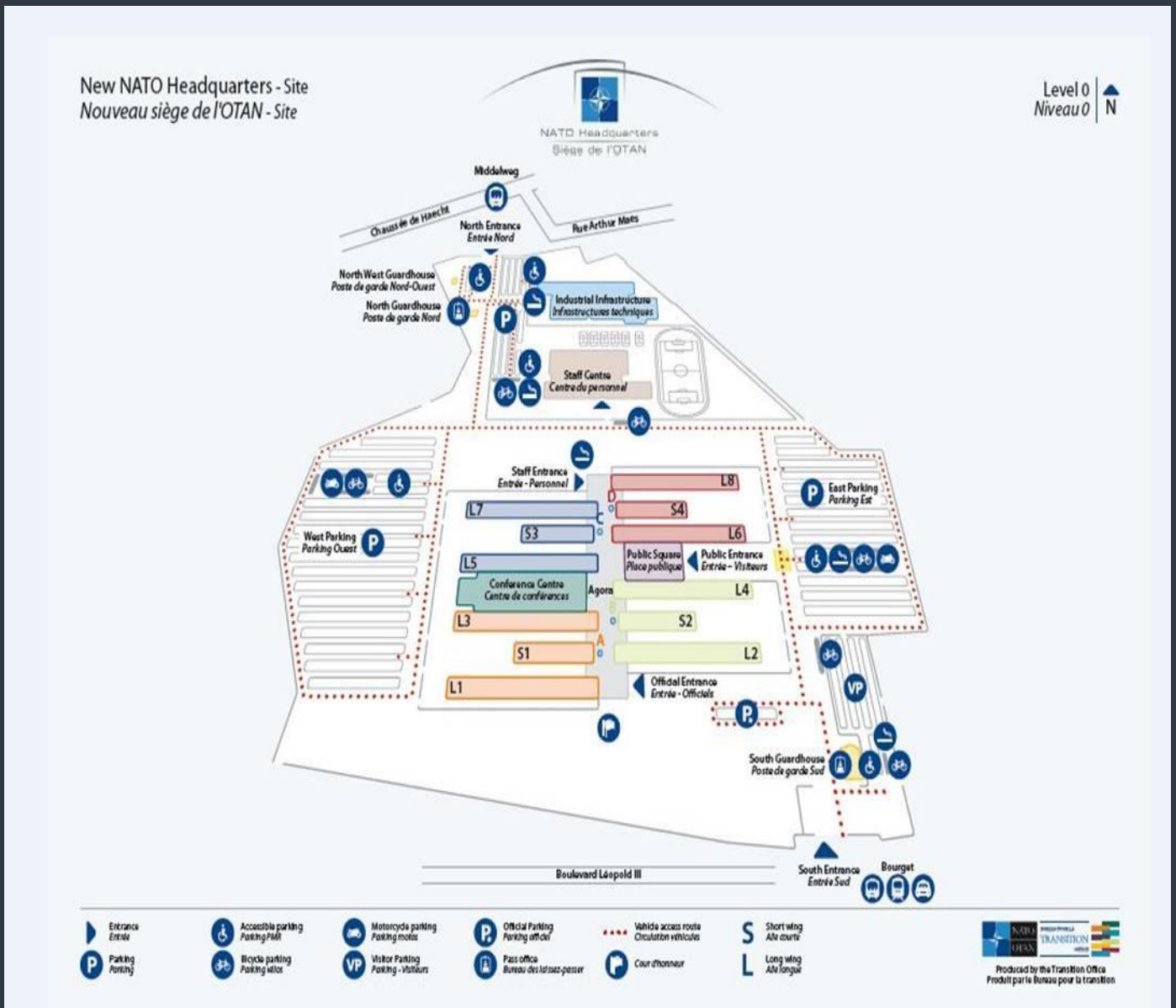
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## HQ NATO

The North Atlantic Treaty Organisation (NATO) Headquarters in Brussels, Belgium, is the political headquarters of the Alliance and the permanent home of the North Atlantic Council, NATO's senior political decision-making body. The NATO HQ is located on Boulevard Leopold III, B-1110 Brussels Organisation (NATO). It is situated in Evere, a suburb about 9 kms northeast of Brussels close to Brussels International Airport. Personnel assigned to UK Delegation or the International Military Staff (IMS) work in this building.



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## EMBASSY/UKMIS OFFICES/EEAS OFFICES

The UK Permanent Representation to the EU (known as UKMIS) are in the Schuman quarter of Brussels approx. 4 kms NE from the centre of Brussels. As is the case for HQ NATO, on your first day you will require a valid passport and Service ID to gain entry. Driving a car into the Schuman quarter is not advised as parking is extremely restricted. Personnel who are assigned to UKMIS should contact their sponsor regarding the best mode of transport.

## WELCOMBEEK

Welcombeek is your Community Centre in Brussels and provides you and your family with a MOD Focal point. The Centre is staffed by two Community Liaison Officers (CLOs) who are there to support and help you from the time you are notified of your posting to Brussels until the day you depart. The CLOs have access to a wealth of current information which will prove to be invaluable, before arriving, during the early stages of your assignment and beyond.

Welcombeek is in the village of Sterrebeek, at 204 Mechelsesteenweg, 1933, which makes access easy for anyone as no pass is needed to visit. The CLOs are available from Mon -Fri from 9am-1pm. Welcombeek has a lounge/meeting area, kitchen, small children's playroom Wi-Fi and a wireless printer are available for your use. The CLOs can supply blue parking discs for a €2 charge, the parking discs will allow 2 hours free parking in certain areas throughout Belgium including outside Welcombeek. The CLO's send a weekly email detailing social activities as well as useful information for everyday living. You can also request to hire equipment such as hoovers, floor cleaners, pressure washers and hedge trimmers from the team. There is also a closed Facebook page you are welcome to join. Please contact your CLO's to ask to join the WELCOMBEEK Facebook page for yourself or any family members over 16 before you arrive.

Once you have been assigned into Brussels you should hear from the CLOs but please feel free to contact them yourself:

Tel: 0032 (0) 2688 2009

Email: [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk)



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The HIVE would like to offer you a warm welcome to Belgium

The HIVE Information Service is available to all members of the British community including Serving personnel, family members, MOD employees and civilians. The HIVE works closely with the Community Liaison Officers as part of the Community Hub Team.

The HIVE's aim is to provide a professional and friendly information and referral service.

If you've just arrived or been here a while, the HIVE endeavours to answer your questions, make enquiries or point you in the right direction for the best possible help and support.

We are here to offer information on a range of area's including;

- Housing
- Education, schooling and childcare
- Job vacancies and employment opportunities
- Discounts
- Health care and welfare services
- Relocation information
- Local area information and events.

Please feel free to contact the Hive Information Support Officer regarding any of the above topics and more. Moving to a new place, a new Country, people often have lots of questions and concerns. Come in for a chat, call or email. I look forward to meeting and speaking with you.

SHAPE HIVE Information Officer (HISO) - Hannah Smith.

The HIVE office is situated in Building 309, EJSU, SHAPE

Email:

[Rc-pers-hive-shape-0mailbox@mod.gov.uk](mailto:Rc-pers-hive-shape-0mailbox@mod.gov.uk)

[GSO-EJSU-Belgium-Communityhub@mod.gov.uk](mailto:GSO-EJSU-Belgium-Communityhub@mod.gov.uk)

For up-to-date information visit the SHAPE HIVE Blog at; [www.shapehive.blog.com](http://www.shapehive.blog.com)

Keep your finger on the pulse and sign up for regular updates of current and local information. Visit [www.shapehive.blog.com](http://www.shapehive.blog.com)

You will automatically be added to the weekly HIVE email unless you wish to opt out, in which case, just email the community hub.



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At the earliest opportunity, you are to complete and return the following forms/paperwork, as applicable:

Application form for Service Family Accommodation (MOD Form 1132).

- This form should be completed by all personnel who are assigned to Brussels, irrespective of Personal Status Category or, in the case of married personnel, whether you will be accompanied or unaccompanied.

## **Security Clearance.**

- Please make sure you have the correct security clearance in place before you arrive. The level of UK and NATO security clearance required will depend upon your work position. Your Assignment Order and Job Description should state what is required, if not then you should contact either the person you're taking over from or your Career Manager to find out. A NATO Secret clearance is the minimum level required for all military personnel and can be obtained if a SC or DV clearance is held. If you do not have a NATO personnel security clearance certificate you cannot be issued with a HQ NATO ID card.

## **Schooling**

- Please read [Education overseas for service children - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- Also email [RC-DCS-HQ-CEAS@mod.gov.uk](mailto:RC-DCS-HQ-CEAS@mod.gov.uk) for advice. All SP who have children of school age must complete the attached education supportability clearance form [EOS Form January 2021f.pdf](#)
- Authority to claim overseas school fees (BSB fees): [Overseas Endorsement Form](#)

For CEA claimants please remember to submit an eligibility certificate before you arrive at your NATO post.

## **UK Medical Centre Registration Form**

- Please ensure that dependants have their NHS Number

## **Travel on Assignment**

- All personnel intending to travel to Belgium under private arrangements are required to complete the following actions, if applicable, prior to travelling:
- For travel to Belgium from outside UK/NWE1 : An application for travel under the Privately Arranged Passage (PAP) scheme should be completed and authorised by Unit HR Staff. Where the method of travel on assignment is private car, only 1 vehicle may be claimed for, regardless of the number of vehicles taken. JPS 752 Chapter 4 Section 8.
- For travel to Belgium from UK/NWE1 : Personnel travelling on assignment to Belgium from the UK or within NWE are permitted to claim a refund of the ferry/tunnel costs, if applicable as well as MMA for up to 2 vehicles. Ferry crossings/Channel Tunnel crossing should be booked centrally via Unit HR staff. JSP 752 Chapter 4 Section 11.
- To obtain Belgian ID Card and Belgian Car Number Plates you will need to contact the appropriate personnel in accordance to the department you will be working in:

UKREP/Embassy: Quentin Vangramberen: 0032 (0)2287 8276

UKDEL: Frank Opoku: 0032 (0)2707 7509

IMS: Alex Vandeveld: 0032 (0)2707 5378

CMC: Alex Vandeveld: 0032 (0)2707 5378



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Time	1 <sup>st</sup> Line Action	2 <sup>nd</sup> Line Actions
On Notification Immediately	<ul style="list-style-type: none"> <li>Assignment Order Received on JPA</li> <li>Read and action EJSU <a href="#">Supportability DIN</a></li> <li>DESCOM Families Section should have made contact if you are serving accompanied. <a href="mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk">UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk</a></li> <li>Contact the Overseas Education &amp; Supportability Team if you have children of school age. <a href="mailto:RC-DCS-HQ-OES@mod.gov.uk">RC-DCS-HQ-OES@mod.gov.uk</a></li> <li>Ensure Passport(s)/Visa(s) are in date, apply for <a href="#">Schengen Visa</a> if necessary.</li> <li>Check your inbox/spam for contact from the NSE.</li> <li>Submit manual MOD F1132 to DIO Required for SFA and SLA. <a href="mailto:DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk">DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk</a></li> <li>SNCOs and Officers requiring SLA will live off base in flats.</li> </ul>	<p>Contact the Community Hub to be added to the community mailing list:</p> <p><a href="mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk">GSO-EJSU-Belgium-CommunityHub@mod.gov.uk</a></p> <p>Contact can be made by SP/UKBC/HoH and/or the spouse/partner.</p> <p><a href="mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk">GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk</a></p> <p>Dependants &lt;18, 18-year-olds taking a gap year or those 18-23 in full time education will be taken into consideration. 18-21-year-olds are required to have PACCC authority for Immediate Family Status if not in full time education or undertaking a gap year between ages of 18-19.</p>
On receipt of Assignment Order	<p><b>Personal Administration Considerations</b></p> <ul style="list-style-type: none"> <li>CEA</li> <li>Family Welfare</li> <li>Medical – Register with HEALIX</li> <li>EHIC/GHIC/E106/Travel Insurance/</li> <li>Child Benefit/Tax Credits</li> <li>Marriage Tax Allowance</li> <li>Change of Postal address</li> <li>Broadband contracts</li> <li>Cancel utility bills/standing orders/direct debits</li> <li>Personal/Family Insurance/PAX cover</li> <li>Complete NSE arrival proformas</li> <li>Medical insurance for any child over 18 not in full time education (without PACCC approval).</li> <li>Pet travel /Pet vaccinations/insurance</li> </ul> <p><b>Schooling considerations</b></p> <ul style="list-style-type: none"> <li>Apply for school places / Complete educational clearance</li> <li>Inform DCYP/CEAS/NSE if you wish to consider Elective Home Education (EHE).</li> <li>Contact Overseas Education and Supportability Team</li> </ul> <p><b>Spousal Employment considerations</b></p> <ul style="list-style-type: none"> <li>BREXIT rules for Employment – we are no longer EU citizens.</li> <li>Registration with HN for local employment.</li> <li>Self-employment tax implications</li> <li>Speak with a tax advisor UK and HN.</li> </ul> <p><b>Personal Vehicle considerations</b></p> <ul style="list-style-type: none"> <li>Tax Free Vehicles</li> <li>Insurance</li> <li>Transfer ownership of all vehicles not registered in the SP or UKBC's name.</li> <li>Enquire as to entitlement for Overseas Private Vehicle Provision (OPVP).</li> </ul>	<p>Reapply for CEA on assignment iaw JSP 752</p> <ul style="list-style-type: none"> <li>Do you have any ongoing welfare concerns?</li> <li>Registration with HEALIX once supportability has been confirmed.</li> <li>Change Driving Licence/Bank - use BFPO 49</li> <li>Contact Community Hub for internet support in BELGIUM</li> <li>Contact NSE for further information if planning to bring child(ren) over 18 but not in education or undertaking a gap year.</li> <li>Check the rules post-BREXIT for any animals coming with you.</li> </ul> <p><b>Home Education requests requires further supportability checks contact the NSE.</b></p> <p><a href="mailto:RC-DCS-HQ-OES@mod.gov.uk">RC-DCS-HQ-OES@mod.gov.uk</a></p> <p>Check Tax/SOFA status rules if planning to retain UK employment working from BEL.</p> <p>Accompanied status may need to be reviewed if Spouse spends more than 91 days out of Belgium contact NSE for further guidance.</p> <p>Ensure Insurance covers for residency in Belgium. A green Card is mandatory in Belgium, ensure your company will provide one per vehicle/trailer/motorbike.</p>
Families Section Email	<p><a href="mailto:UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk">UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk</a></p> <p>Complete all forms received in a timely manner, these are used to ensure you, and any family members, are supportable overseas.</p>	<p>No movement to Belgium is to be booked before supportability has been granted.</p>

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<p><b>3 Months Prior to move</b></p>	<p>Apply for a SOFA Status card prior to arrival, this cannot be done until receipt of SFA/SSSA allocation.</p> <p><a href="#">SOFA Status App</a></p>	<p>You must complete one application per eligible family member.</p> <p>SOFA Card only for eligible pers, non-dependent children are not entitled. Speak with NSE if in doubt.</p>
<p><b>45 days prior to move</b></p>	<p>Confirm allowance entitlement</p> <ul style="list-style-type: none"> <li>Disturbance allowance</li> </ul>	<p>Overseas rate - Do not claim for children for whom CEA is in place or for those at university</p>
<p><b>30 days prior to move</b></p>	<p>Confirm allowance entitlement</p> <ul style="list-style-type: none"> <li>Advance of Pay (if required)</li> </ul>	<p>Up to 4 month's salary - Consider tax implications</p>
<p><b>4 weeks prior to move</b></p>	<p>Confirm SFA/SLA allocation</p> <ul style="list-style-type: none"> <li>Postal address</li> <li>Occupation date/Removals arrival date</li> <li>Is Proxy 'March in' required?</li> <li>Personal contents insurance</li> <li>Arrange internet appointment with Belgium company (VOO or Proximus) for arrival date.</li> </ul> <p>Personal administration</p> <ul style="list-style-type: none"> <li>Check statement of earnings</li> <li>Unit clearance certificate</li> <li>Change of address Royal Mail/Unit</li> <li>UK broadband contract – use BFPO 26 address.</li> <li>Bills/Standing Orders/Direct Debits</li> <li>Personal/Family Insurance/PAX cover</li> </ul>	<p>Book through your Sponsor</p> <p>HNLO can assist through the Community Hub email.</p>
<p><b>NSE Arrival</b></p>	<p>Personal Administration</p> <ul style="list-style-type: none"> <li>Attend NSE, for arrivals and allowances</li> <li>Protocol ID appts are arranged by the UKDEL or IMS.</li> <li>Register with Medical/Dental Centre - Sterrebeek</li> <li>Open local bank account</li> <li>Collect BFBS box if required.</li> <li>Book into relevant mess</li> <li>Arrange CT for all vehicles and register vehicles with your relevant contact in UKDEL or IMS.</li> <li>Complete assignment expense claims as necessary.</li> <li>You should ensure that your GBT profile is working and up to date when you arrive. We will need this to book your national business travel. You may also need it to book your NATO travel. GBT can be accessed by following this link: <a href="https://uk.hrgsuite.com/dtd/Logon?returnurl=%2fdtd">https://uk.hrgsuite.com/dtd/Logon?returnurl=%2fdtd</a></li> </ul>	
<p><b>1 - 2 months after arrival</b></p>	<p>Personal administration</p> <p>Check statement of earnings</p> <p>Are you on the correct: Rate of pay / LOA rates / Accn charge?</p> <p>Apply for Second Vehicle Supplement (SVS) if entitled.</p>	

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## **NATO HQ**

- The NATO Headquarters, in Brussels, Belgium is situated in Evere, a suburb about 9kms north east of Brussels close to Brussels International Airport. The NATO HQ is located on Boulevard Leopold III, B-1110 Brussels.
- Personnel assigned to the UK Delegation (UKDEL) or the International Military Staff (IMS) work in this building.
- On your first day you will need to proceed to the Main Entrance to be escorted into the headquarters.
- You will require your passport; service ID card and a copy of your NATO Security Clearance to ensure you are issued your NATO security pass.
- On arrival to NATO HQ, you will need to visit the pass office to collect a NATO permanent 'NP' pass (blue) and if applicable a NATO families 'NF' pass (green)
- The application should have been completed as part of your pre-arrivals documentation.

You are to visit the EJSU admin office in HQ NATO (B4 L2) as soon as possible after arriving in Brussels, to complete the necessary documentation e.g. arrival in theatre and commencement of allowances, if applicable. You may also need to complete several forms if not done so prior to arrival:

For UKDEL/UKMILREP – diplomatic passport (OF3s and above) Official Passport (OF2 and below)

## **Embassy Offices/EEAS Offices**

- The UK Permanent Representation to the EU (known as UKREP EU) and the EU Military Staff are in the Schuman quarter of Brussels approx. 4 kms NE from the centre of Brussels. As is the case for NATO HQ on your first day you will require a valid passport and Service ID. Driving a car into the Schuman quarter is not advised as parking is extremely restricted. Personnel who are assigned to UKREP should contact their sponsor regarding best mode of transport.

## **Protocol ID**

- It is a legal requirement for dependants to have a protocol ID if they are not here under Diplomatic terms. This is proof of legal residence within Belgium. It should be noted these cards expire on the end of tour date, and a new card must be applied for should there be changes to this date. In addition to this, children's cards will expire on their 1st, 3rd and 5th birthday and a new photo must be taken at the time of application for the new card. The process to obtain a card is carried out during your in-processing and they can take up to 2 months to arrive.



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## ID Cards

- All military personnel, entitled civilians and dependants must carry an ID card, those here on with a Diplomatic Status must carry their passports.

To obtain Belgian ID Card and Belgian Car Number Plates:

- EJSU: SHIPPS Office at SHAPE - 0032 (0) 6544 4638
- UKREP/UKMIS: Quentin Vangramberen - 0032 (0) 2287 8276
- UKDEL / FCO: Quentin Vangramberen - 0032 (0) 2287 8276
- UKDEL / MOD: Frank Opoku - 0032 (0) 2707 7509
- IMS/CMC: Alex Vandeveldel - 0032 (0) 2707 5378

## ACCOMODATION

Your Estate Manager is **Mr David Yon** and he can be contacted by telephone on **0032 (0) 65 44 3863** or by email [David.yon892@mod.gov.uk](mailto:David.yon892@mod.gov.uk). David is the first DIO point of contact for any information regarding your house or apartment.

Your Housing Manager is Jurgen Cauldwell he can be contacted via email on [Jurgen.Cauldwell101@mod.gov.uk](mailto:Jurgen.Cauldwell101@mod.gov.uk)

**For any housing maintenance issues, faults and repairs should be reported through the SHAPE repairs helpdesk via**

Telephone: Civ: **+32 (0) 65444620** / Shape Mil: 4620

Email: [DIOSDOS-ESG-HELPDESK@mod.gov.uk](mailto:DIOSDOS-ESG-HELPDESK@mod.gov.uk)

**Emergency Out of Hours: +32 (0) 475 753850**

**Mon - Thurs: 1700 - 2359, Friday: 1500 - 2359, Weekends: 0800 - 2359**

## Keep up to date:

It is important to keep your contact details up to date with us in the case of contacting you for appointments. If you change mobile numbers whilst here, please get in touch via phone, email or face to face in the office.

Email: [DIO-ESGFinance@mod.gov.uk](mailto:DIO-ESGFinance@mod.gov.uk)

Phone: +32 (0)65442354 EXT: 2354



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## **Utilities – Fuel and Light Charges:**

DIO pays your utility bills, if you receive a bill to your property, please email it to [DIO-ESGFinance@mod.gov.uk](mailto:DIO-ESGFinance@mod.gov.uk) for payment.

Fuel and Light charges (X/Y charges) are levied at UK rates via the relevant Paying Authority directly from salaries. DIO inputs your actual consumption into the XY database and it compares these to the UK rates. You will be paid a refund or charged depending on your consumption compared to the allowances granted by MOD.

Requests for fuel supply and fuel and light queries concerning bills, are to be made via the DIO Business support office, Building 306, Room 212 on telephone: +32 (0) 65 44 2354 or by email: [DIO-ESGFinance@mod.gov.uk](mailto:DIO-ESGFinance@mod.gov.uk)

## **DIO – Utility Meter Readings:**

Periodically you will be requested to supply your meter readings for utilities present within your property. This will be requested by the supplier in the form of a letter as shown below for Gas, Electricity and Water or via an email from DIO Business Support/Finance Team.

It is imperative that accurate meter readings are provided to ensure accurate billing is received. Please respond in a timely manner by providing a clear photograph of your meter showing the meter number and the current meter reading, along with a copy of your letter received by the utility company. If you are not able to provide a photograph, then please fill out the meter reading on the letter. This should be sent to [DIO-ESGFinance@mod.gov.uk](mailto:DIO-ESGFinance@mod.gov.uk)

## **Security & Emergency Services:**

Emergency services can be reached by calling 112.

### **Local Area:**

For further info on the local area please contact the SHAPE HIVE and Community Officers on [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk)

## **Fault Reporting Response Times:**

Emergency - Within 3 hours

Urgent - Within 5 working days

Routine - Within 15 working days

We will do our best to repair reported faults within the given time frame however, some properties are landlord owned and response times may vary.



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## **Defence Accommodation Stores (DAS):**

Where furnishing is requested, it is provided as scaled and appropriate charges are levied in accordance with current MOD instructions. Current charges are available from your local EJSU. Issues of DAS furnishings more than 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. The DAS Exchange Store is responsible for ensuring that you have curtain rail stops, door mats, toilet brushes and holders. They also have several items you can hire including a pressure washer & carpet cleaner. Please contact [DIO-DAS-ESG@mod.gov.uk](mailto:DIO-DAS-ESG@mod.gov.uk) to arrange collection of stores items.

## **Refuse:**

Refuse sacks are to be purchased locally and claimed back via [DIO-ESGFinance@mod.gov.uk](mailto:DIO-ESGFinance@mod.gov.uk) within 90 days IAW JSP 752.

Refuse must be sorted into separate bags for general rubbish and recyclables, and bins for paper/cardboard and glass. Refuse bags carry your commune's logo in large writing, and the 'wrong' bag will not be collected. If you have not recycled correctly, they will not collect.

Bin bags must only be placed outside of the building from 5pm the day before pick when it takes place in the morning, or on the day of pick up when it takes place in the evening. Bin bags must be securely fastened, and necessary precautions must be taken with regards to weather conditions.

For more information on collections and refuse in your area, please use the relevant links below.

Tervuren - [Interrand](#)

Kortenbergh - [Kortenbergh | Ecowerf](#)

Zaventem - [Samen voor minder afval, wij helpen u | Interza - Incovo](#)

Brussels - [Bruxelles-Propreté - Homepage : Net Brussel](#)

## **Water:**

Water supply provided for properties is for normal domestic use only. Excessive usage may result in charges being raised. The water in the Brussels 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 ASAP after they are noted. Some properties are equipped with built-in water softeners and require topping up with the requisite type of salt periodically. Salt is available from DAS stores: [DIO-DAS-ESG@mod.gov.uk](mailto:DIO-DAS-ESG@mod.gov.uk)



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## **Telephone Connections/Disconnections & Mobile Phones:**

The country code for Belgium is +32. e.g.: 0032 65447075. When dialling the UK from Belgium dial: 0044 then drop the first zero from your number e.g.: +44 208 111 2222. It is important to be aware of the terms and conditions of your service agreement. If you sign a contract without fully understanding it, you are liable to pay for what you have signed for requests for the installation of private telephones, additional extensions and modems are to be made to the local telecom suppliers. Details of these suppliers will be provided by your Housing Manager during your March-In appointment. These costs are covered by the Disturbance Allowance.

## **Commune Laws:**

Residential property: In accordance with Belgian Law, residents may be subject to a fine imposed by Federal Police if local regulations are not adhered to i.e. clearing pathways in winter etc. Estate Managers may also raise charges (at local Belgian rates) on vacation if grounds/gardens/hedges have not been maintained to a satisfactory standard.

## **Noise:**

It is forbidden to use chainsaws, spraying machines, lawn mowers and toys or devices powered by petrol engines or electric motors on Sundays, and weekdays between 8pm and 8 am.

## **Sundays & Public Holidays:**

Rules do vary from commune-to-commune but, in general, Sundays and Public Holidays are still regarded as a quiet day. Unless you see your neighbours' mowing lawns or hanging out washing, it is fair to assume that these activities are forbidden. Also, be aware that many shops are closed on Sundays and Mondays. On the first Sunday of the month some shops are open.

## **Pests:**

Moles are a common problem in the Brussels area. Deterrent measures are not MOD funded. Control is difficult, and a recommended deterrent is to place a minute amount (1/2 teaspoon) of creosote in the tunnel entrance under the mound. Other products are available at local outlets. Mole traps may be purchased locally. A Taupier (Mole Catcher) can be hired locally at private expense, Estate Managers are able to advise as appropriate.

Infestations of mice or rats in properties is extremely rare. However, many properties are in rural areas and the occasional rodent is observed. In such cases the Estate Managers will advise on the appropriate measures usually via the local commune, for residents to administer. Major infestation should not occur providing kitchen waste is disposed of in the correct manner. Estate Manager advice may be sought as appropriate. It should also be noted that bats are a protected species in Belgium, as in the UK, and it is not permitted to disturb them or their habitat under Belgian Law.



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## Drains and Septic Tanks

Most properties 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, or wet wipes is forbidden by Belgian law. The products available in Belgium, in all supermarkets, which can be safely used with equal effect are those which have on the label the words:

“ZONDER GEVAAR VOOR SEPTISCHE PUTTEN” “SANS DANGER POUR LES FOSSES SEPTIQUES” “WITHOUT DANGER TO SEPTIC TANKS”

Products such as DETERTRANT WC (GRANULES) or DETERTRANT WC (LIQUID) are readily available.

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 a resident 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 resident.

## Maintenance Inspections:

A number of routine maintenance inspections and servicing will take place within your accommodation throughout your tour ie; boiler servicing, chimney sweeping. In most properties this is organised by DIO. Dates and approximate timings of contractors' visits will be notified to the occupant directly by DIO help desk.

## Leaving Brussels:

Please contact the Housing Allocation Assistant on Skype: +44 300 1608378 or by email: [diosdos-esg-housing-enquiry@mod.gov.uk](mailto:diosdos-esg-housing-enquiry@mod.gov.uk) within 10 days of receiving your assignment order to move. We will then confirm a date for a pre-move out Advisory Visit and ensure that your move out is planned efficiently.



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# Getting to NATO HQ

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# Getting to NATO HQ

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## Driving to NATO HQ

On your first visit you will be directed by the security guard to the Visitor's Car Park at the front of NATO.

Once you receive your NATO security pass you will also receive a car pass which will enable you to pass through the security barriers and use the NATO HQ car parks which are all colour coded zones.

UKDEL parking spaces are marked and are in the first few rows of the RHS car park (just behind the bike shed).



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# Getting to NATO HQ

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## Public Transport to NATO HQ

NATO HQ is located between Brussels Airport and the city centre. The two bus companies in Brussels (MIVB/STIB and De Lijn) both run services which connect to NATO HQ.

### MIVB/STIB:

- Bus no. 12, the Airport Express, runs between Place du Luxembourg, Schumann, NATO (stop: Bourget) and Zaventem Airport.
- Bus no. 21, replaces 12 after 2000 hours and weekends. Bus no. 65, Bourget runs between Gare Centrale, Madou, and NATO HQ (Bourget).
- Bus no. 80, Place Luxembourg, Merode, Bordet (train station) and NATO HQ (stop Middleweg)
- Tram 62 runs from Cimetiere De Jette to Eurocontrol via NATO HQ (stop Bourget). Tram 55 runs from Gare du Nord, Rogier (Brussels Centre) to Da Vinci which is a five-minute walk from NATO HQ.

### De Lijn:

- Bus nos 272 and 471 connects Gare du Nord to the airport (stop Haren Bourget for NATO)
- Bus nos 270 and 271 connects Gare du Nord and NATO HQ (stop Middleweg)

It is much cheaper to purchase a MOBIB (reusable) pass for approximately €5 at a metro station and top up at a machine or station rather than pay on the bus or tram, 10 trips (jumps) cost approximately €14.

You must validate your ticket on the bus or tram; there are hefty fines if you are caught without a validated ticket. The use of the MOBIB card is MIVB/STIB for network only. For De Lijn buses you can purchase tickets on board or at a kiosk.



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# Brussels - Education

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## Schools, pre-schools & Nurseries

You may be able to reclaim the fees at the schools below; advice from the Head of Location at SHAPE MUST be sought before making any commitment [GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk) For Nursery in particular, funding is only provided in line with current UK provisions. Please seek confirmation of entitlement before applying for any place at school/nursery. If you would like to be put in touch with parents from any of these schools, please contact the CLOs at Welcombeek. [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk)

## ACE (Academy for Collaborative Education)

Age range from 2.5 to 14

Drève du Prieuré 19 1160 Auderghem, Brussels

Tel: 0032 (0) 2 342 08 75

[www.aceofbrussels.com](http://www.aceofbrussels.com)

## International Montessori Schools

Age range 2 months to 18

Bilingual French - English

Locations: Tervuren, Sterrebeek, Woluwe and Wezembeek-Oppem

Tel: 0032 (0) 2 767 6360

[www.international-montessori.org](http://www.international-montessori.org)

## ISF Tervuren International School

Age range 3 to 11

Stationstraat 3, Vossem, 3080 Tervuren

Tel: 0032 (0) 2 767 3098

[www.isftervuren.org](http://www.isftervuren.org)

## The British English Primary School

Age range 2.5 to 11

BEPS Brussels, Avenue Franklin Roosevelt 23, 1050 Brussels

Tel: 0032 (0) 2 648 4311

[www.beps.com](http://www.beps.com)

## The British International School of Brussels

Age range 3 to 11

Avenue Emile Max 163, 1030 Brussels

Tel: 0032 (0) 2 736 8981

[www.bisb.org](http://www.bisb.org)



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## Schools, pre-schools & Nurseries

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### The British Junior Academy of Brussels

Age range 3 to 11 Boulevard Saint Michel 83, 1040 Brussels

Tel: 0032 (0) 2 732 5376

[www.bjab.org](http://www.bjab.org)

### The British School of Brussels (BSB)

Age range 1 to 18 years

Secondary - Offers iGCSEs, BTEC, A levels and IB

Leuvensesteenweg 19, 3080 Tervuren

Tel: 0032 (0) 2 766 0430

[www.britishschool.be](http://www.britishschool.be)

### The Courtyard International School of Tervuren

Hof te Oudevooroorde, Stationsstraat 49a, 3080 Tervuren

Tel: 0032 (0) 4844 91141

[www.thecourtyard.eu](http://www.thecourtyard.eu)

## Free Childcare

You may be eligible to receive free childcare per week. For more information, please see <https://www.childcarechoices.gov.uk>



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## Further Education

Education & Resettlement Office

Address: Building 309

Tel: 0032 (0)65 44 28 69

Can offer British Service Personnel, dependants, civilians and spouses the opportunity to sit IGCSEs, AS Levels and A Levels (limited subjects available)

SHAPE ADP Training Centre

Address: Building 126

Email: [sctc@shape.nato.int](mailto:sctc@shape.nato.int)

Courses in Outlook, PowerPoint, Word, Excel, Access. Open to NATO members only

## Local Language Training

Crescendo CVO offers high-quality adult education From September to June, there are several courses both in French and Flemish. Beginners start in the basic course and those who already have prior knowledge can determine through a level test with the teacher at what level he or she can take up. During the school year there are different activities for the students: day trips, guided tours or a visit to a museum in another language, conversation tables with students from the different language courses, speakers or, for example, cooking workshops.

Pater Dupierreuxlaan 1B - 3080 Tervuren

Tel .: 02 766 53 89

E-mail: [info.tervuren@cvo-crescendo.be](mailto:info.tervuren@cvo-crescendo.be)

Website: [www.cvo-crescendo.be](http://www.cvo-crescendo.be)

## Open University

(For BFPO students in Belgium)

Tel: 0044 121 426 1661

Web: [www.open.ac.uk](http://www.open.ac.uk)

The Open University offers a variety of programmes - including degrees, post-grad, MBAs, certificates and diplomas.



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# Brussels – Finance & Banking

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The local currency is the Euro (€) against which a General Accounting Rate (GAR) of exchange is set, which moves up or down in response to the international money trends. Accordingly, small gains or losses will be registered as individuals move money to and from UK.

If you elect to be paid locally, and we suggest that at least a proportion of your salary will be required here, your pay and overseas allowances will be paid into your Belgian bank account at the current GAR rate. However, the usual allotment arrangements may still be used for the remainder of your monthly pay.

## **Banking**

Local ING branches in Kortenberg, Tervuren etc. are very accessible, and it is easy to open an account with them, the NSE will supply you with a letter confirming your Status in Belgium. In the European Institutions quarter of Brussels, ING, Paribas Fortis and KBC banks are all easily accessible. Until you decide how much of your salary is to be credited to a Belgian bank account.

## **Child Benefit (CB)**

CB may no longer be claimed through Service pay and arrangements should be put in place with the CB Centre to ensure continued payment of CB entitlement during the overseas posting. Child Benefit Change of Family Circumstances.

## **Relocation Allowances/Expenses**

The normal service rules apply, and you should consult your current Unit HR staff for further information.

## **Local Overseas Allowance (LOA)**

To reflect the difference between the cost of living in Belgium and the UK, LOA is payable to entitled personnel from the date of arrival for duty. The current rates of LOA are available from your HR staff. Cost of Living Addition (COLA) is payable to UKBCs, and rates are available from DBS.



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## Medical

- The main medical and dental facilities are located at SHAPE which is about 78km from HQ NATO near the town of Mons/Bergen. It takes about 1hr to drive to SHAPE – although at busy times it may be double this! Your HQ NATO ID will allow access to the SHAPE site too (including family passes). All appointments should be arranged through SHAPE (065 44 5824). The US Army Garrison at Sterrebeek hold weekly medical clinics each Friday with UK doctors. Appointments for these clinics must be booked via the Medical Centre at SHAPE (065 44 5824).
- In order to access the facilities at Sterrebeek all personnel will require a US Installation pass. Application forms for this pass should be completed as part of the arrival process. Emergency treatment can be carried out at local Belgian clinics and there are A&E Departments in Brussels and Leuven, but prior authority/budgetary approval must be sought from SHAPE. These requests once actioned timeout after 31 days so its imperative you attend the appointment.

## Pharmacies

- Virtually all villages have at least one Pharmacie/Apotheek, recognised by its green cross, generally illuminated when the pharmacy is open. They are normally all open Monday to Saturday 0900 to 1800 (with an hour's closure for lunch). A list of 'On Duty' pharmacies in the local area will be prominently displayed on the doors of most pharmacies. Prescription drugs from the medical centre can be collected from the pharmacy at SHAPE, from the pharmacy department in the Sterrebeek medical centre or from Apotheek Spruyt in Everberg. Note that supermarkets do not sell medication of any kind.

Duty regional Dr for weekend cover can be found in local press or information given on 0032 78157500/Healix

## Hospitals

If you are admitted to any hospital in Belgium, it is very important that you let the medical centre know as soon as possible by calling the hospital hotline on 0049 521 305 3960. As well as providing you with patient support, they will ensure that medical treatment costs will be paid (for entitled patients).

## Travel Insurance

All Service personnel and their dependants are strongly advised to carry their GHIC at all times and especially if crossing any international borders.

Though the GHIC will provide you with emergency health care whilst travelling within other EU member countries, it does not include the country of residence.

The GHIC is not an alternative to travel insurance. Visit this [link](#) for further information or to apply online.



All Service personnel and their dependants are strongly advised to obtain travel / holiday insurance to cover all countries you will be travelling to or through. Please check the policy wording carefully, check what activities are covered and that your residence and start of journey location are correct.

## Dental Treatment

The Dental Centre SHAPE is located in the NATO wing on the first floor of the SHAPE healthcare facility, a purpose built 4 storey building which provides all primary healthcare services.

The centre offers services to both military and dependant civilians, or UKBC personnel. Civilians will be charged NHS banding prices, unless exempt.

Reminder: Unless it is for emergencies SP's and family are not entitled to dental treatment in their first or last 6 months in country.

Treatments available are:

- Check up with X-Rays
- Hygiene treatment
- Fillings
- Root Canal Treatment
- Lab work including crowns, bridges, onlays, veneers, dentures and retainers or mouthguards.
- Orthodontic referral and secondary care referrals are to be discussed with the Dental Officer.

## Dental Centre SHAPE

Address: Avenue d'Oslo, Maisieres, 7010, Belgium

Military: 9205423 5878

Civilian: 06544 5878

E-Mail: DDS(G)-SHPPracMgr@mod.uk

## Opening Hours

Mon, Tue, Wed, 08:15-1230 and 1330-1700

Thursday 07:45-1220 and 1330-1700

Out of hours emergency treatment only is to be sought at UZ Leuven hospital in Brussels. Authorisation is to be granted from the dental centre on return for approval of payment.



# Brussels - Pets

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## **Pets and Registering Dogs**

For current, up to date information and advice about travelling with pets please visit; <https://www.gov.uk/guidance/pet-travel-to-and-from-great-britain>

Here you will find up to date information on bringing your dog/cat out to Belgium <https://www.gov.uk/taking-your-pet-abroad>

Here you find up to date information for bringing your dog/cat back to the UK <https://www.gov.uk/taking-your-pet-abroad>

For useful information about pet travel to Belgium <https://www.pettravel.com/immigration/belgium.cfm>

Before you bring a new pet into your home you must ask permission and register the dog at the Housing Office on your application for your SFA.

D.I.O: 00 32 (0) 65444620

## **Dog walking rules Belgium**

In Belgium dogs must be kept on a lead. In certain green spaces and parks, you can find free running zones marked off so that your dog can be off a lead. However, you must still have good control of your dog. You must also have liability Insurance.

The forest reserves and the Natura zones 2000 are prohibited to dogs.

## **Pet Food and items**

Tom and Co are a big Pet shop retailer in Belgium. They stock many of the brand name pet foods as well as their own. Some people opt to use Tails.com which is also available for delivery straight to the door.

## **Vets**

Once you have your protocol card, you must register your dog and their microchip with a local vet. Please contact your CLO office for more details.



# Brussels – Postal Services

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## Postal Services

There is a limited BFPO mail service for eligible personnel only (all military and UKBC personnel who are paid by the UK and administered by GSO EJSU Brussels). The mail is administered from the EJSU Admin Office inside UKDEL (B4 L2). Note that customs forms and postage stamps (no sales in Brussels) are required for all mail being sent via BFPOs post Brexit.

## Postal Address

The correct postal address for mail is below, please ensure that you use the exact format as below, **for all changes of address:**

Rank/Title Name

EJSU Brussels

HQ NATO

BFPO 49

BF1 2AN

## Use of BFPO addresses to operate a business

All personnel are reminded that the use of BFPO by customers who are operating a business overseas for personal gain are not authorised to use the BFPO facilities to forward or receive mail items connected with that business. The MOD pays for the transportation of mail to/from overseas by air or surface mail and to allow customers to use the BFPO to operate a business for personal gain constitutes an abuse of public money.

## Civilian Postal Service

bPost is the Belgian equivalent to the Royal Mail, they will deliver to homes daily Monday to Friday. If the postman tries to deliver a parcel and you are not at home, a note will be left for you telling you where you can collect it and how long they will keep it for, be aware that you will need photo ID to collect your parcel. It will only be released to the addressee, and it will not be held for long before it is returned to sender. You may also find that bPost employees are only allowed to speak Flemish in certain areas! All usual post office services are offered through bPost.



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# Brussels - Shopping/Services

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## Food Shopping

The cost of living in Belgium is a lot more expensive than the UK and food shopping is no exception. There is a reasonable range of supermarkets but limited competition to drive prices and customer service.

Delhaize – Roughly equivalent to Waitrose - choice and prices vary widely between branches but it is slightly less expensive than Carrefour.

Carrefour – These are roughly equivalent to Sainsbury's.

Colruyt/Okay – Open to everyone but has more of a cash and carry feel. It's a good value place to shop, but not very attractive. Usually have freshly cooked meats to taste on a Saturday morning.

Lidl/Aldi – both these familiar supermarkets are also available.

Stonemanor - AKA The British Shop. They stock most things you can't otherwise find in Belgium and it's worth having a wander around to know what they do stock, but it is expensive compared to UK. If you can't do without your special treats, here's where to shop.

[www.stonemanor.uk.com](http://www.stonemanor.uk.com)

Steenhofstraat 28, 3078 Everberg,

Tel: 02759 4978

(closed Mondays)

Food Allergies - the Belgian supermarkets and other specialist shops stock a range of gluten and dairy free products. These can be expensive compared to the UK.

Milk - fresh milk is not widely available. If you can't find it in the fridges close to the yoghurts, then it is likely that the shop only sells long-life milk. As far as we are aware, Stonemanor (see below) is the only place where you can buy fully skimmed milk.

Bread - is normally freshly baked, and you can slice it at the machines close by. Some shops do sell "breakfast" pre-sliced bread, but it's not the same. If all else fails, Stonemanor has Kingsmill and other British breads, but remember to check the sell by date and the price! Many of the local bakers are open for half a day on Sunday mornings.



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You will probably find that your village has a local supermarket too. There are a good range of delicatessens, butchers and bakers in all the villages and suburban centres. Be aware that plastic carrier bags need to be bought, so take your “bags for life” along whenever you shop!

## Electrical

- Brico is a bit like B&Q, household and garden items.
- Kréfel specialises in the field of electrical appliances, TV, stereo, video, multimedia, telecom and photography.
- Media Markt is a large chain selling white goods, computer consumables, DVDs etc.

## Clothes

The main shopping areas in Brussels are Rue Neuve (chain stores) and Avenue Louise (luxury shopping). INNO is the department store that you’ll find in most malls.

Clothes can be expensive in Belgium, but the sales are excellent and genuine. There are shopping malls in Stokkel, Leuven, Anderlecht and Waterloo. The largest mall is the Woluwe Centre, an indoor shopping mall in Woluwe St Pierre, next to Roodebeek Metro. Parking at malls is generally underground and there is plenty of it.

## Hairdressers

There is a barber/hairdresser within the main hall at HQ NATO. For alternatives;

- Nancy’s Hair Salon, Leuvensesteenweg 67, Tervuren, Tel: 02 767 3263
- Hairstudio Chrystel and Glen, Moorselstraat 220, 3080 Moorsel, <http://www.christelenglen.be/index.html>, Tel: 02 768 21 22
- Studj’o Hairstyle, Tramlaan 133A, 1933 Sterrebeek, Tel: 02 731 3101
- Victoria’s Scizzors, Goedestraat 30, Meerbeek, [www.victoriassizors.com/en](http://www.victoriassizors.com/en), Tel: 02 767 2247
- Blow – Merode, [www.blowhairdressing.be](http://www.blowhairdressing.be)
- Deborah Hair Salon – Tervuren, Tel: 02 767 8258
- Cindy’s Hairstyle – Vossem, Tel: 02 768 1406
- Stefan – Barbers – Hoornzeelstraat 29 Tervuren , Tel: 02 767 6121



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# Brussels – Vehicles & Registration

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## General

It is unlawful for a car you intend to import to remain on UK licence plates for more than 6 months; registration should be undertaken as soon as possible after your arrival. For advice, if you are posted to International Military Staff, please go to the P&I Office. If you are posted to UKREP please seek advice from the HNLO in the NSE Admin Office.

## Driving Habits

One of the most important places to follow Belgian customs is behind the steering wheel of your car. Do take your priority, otherwise you will upset other drivers. Should you decide to relinquish it, let them know you are doing so. There have been some terrible accidents caused by the flashing of headlights in broad daylight. Of course, if the car signalling is behind you, it generally means you are in his way. Belgians are particularly good motorway drivers: mostly they keep well to the right (and that means the inside lane) and leave the way clear for overtaking traffic.

## Documentation

You are required to carry the following documents in your vehicle at all times:

- The Certificate of Local Registration (Matriculation). Photocopy advised with original being retained at home.
- Importation documents, if applicable.
- Manufacturers Certificate of Conformity (obtained prior to Belgian registration).
- A valid white card – insurance certificate.
- An insurance Constat d'Accident (accident report form) obtainable from your insurance company.
- An identity card (or passport if just arrived).
- A valid driving licence.

## Car Lights

In Belgium, right hand dipping white headlights are in normal use with no requirement for yellow lights. Dipped headlights are mandatory in built-up areas at night, and side lights (or parking lights) are insufficient unless the car is stationary.





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## Car seats in Belgium

Belgian law states the following:

- Babies up to 13 KG (28 lbs) must be in a car seat in a backwards position.
- Children from 13 KG to 18 KG (28 lbs to 39 lbs) must be in a car seat in a forward facing.
- Children 18 KG to 36 KG (39 lbs to 79 lbs) must be in an adapted car seat using the normal seatbelt.
- Children measuring less than 1.35 m must be in an adapted car seat.

[www.avis.co.uk/drive-avis/driving-guides/road-rules/belgium](http://www.avis.co.uk/drive-avis/driving-guides/road-rules/belgium)

## Parking in Belgium

Parking in town centres is controlled by parking meters, or in so-called blue zones by using a special disc (showing the time of arrival), which can be bought from supermarkets, newsagents or tobacconists.

If using parking meters, a ticket must be bought from a machine and placed clearly on the dashboard, showing valid hours.

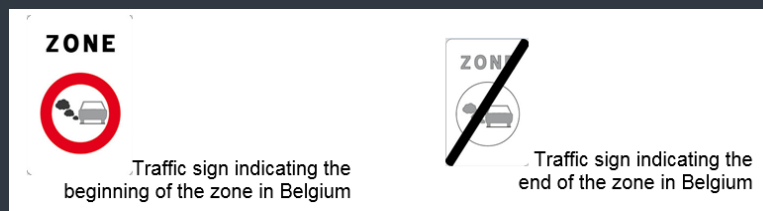
Be vigilant for temporary signs left by the commune to indicate that the road needs to be kept clear for road works etc.

Do not park a vehicle within 15m of tram and bus stops.

## Low Emission Zones (LEZ)

Please research before you travel if you will be travelling through any LEZ.

A useful website is [www.urbanaccessregulations.eu](http://www.urbanaccessregulations.eu) and [www.lez-belgium.be](http://www.lez-belgium.be)



## Winter Tyres

The Belgian authorities recommend the use of winter tyres when conditions dictate. They are compulsory if you wish to go to Germany.

## International Driving Permit (IDP)

You can obtain an IDP from most UK main post offices.

You will need to bring a “passport” photo, your in-date driving licence and the fee (see below). The application must be made in person.

At this stage only Military and UKBC personnel will be able to reclaim the cost of an IDP. The UK cost is £5.50. This fee can be reclaimed by Military Personnel through JPA and by UKBC via the EJSU Cashier.

Further guidance can be sought from either Post Office and Head NSE.



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# Brussels – Vehicles & Registration

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- **Priority to the Right**
- Belgium practices priority to the right. This means you must yield to all traffic on your right. Often there are no designated signs at an intersection. The priority in a roundabout is given to those currently in the roundabout.
- **Drink Driving**
- The legal alcohol limit for non-professional drivers in Belgium is 0.22mg per litre of breath, or 0.5g per litre of blood, which is measured by a blood test in hospital. If you are required to do a breathalyser test it will give one of three answers:
  - S (Safe): under 0.22mg
  - A (Alarm): between 0.22 and 0.35mg
  - P (Positive): over 0.35mg
- In the event of an A or P result, the driver must take a further breath analysis test, which calculates the exact amount of alcohol in the breath. This is usually carried out in a police van. Police automatically test the breath of anyone involved in a traffic accident, whether victim or pedestrian.

- **Useful Road signs**



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## SECURITY & EMERGENCY SERVICES AWARENESS MESSAGE

- Stay calm, keep safe
- If you have had an accident, it's important not to panic. Turn off your car engine. Turn on your hazard lights and get out of the car safely – you may want to exit from the passenger side to avoid traffic.

### Consider the moment and situation you exit the car

- Wear the reflective vest, secure the area and place the warning triangle. Take all necessary measures to avoid further damage or casualties. This includes extinguishing a fire if necessary.

### Consider using a flash light at night

- Don't put yourself in danger
- Stand a safe distance away from your car and the road. Don't smoke or use mobile phones if there is a risk of petrol vapor in the air. Don't move any vehicle until the police have arrived, unless there's a chance of further injury if it stays in place.

### The safety of everyone involved is always the first priority.

- Call for help
- If you or anyone else has been hurt in the accident, call the emergency services immediately on 112 or SHAPE Police 065 / 44- 3334. Be prepared to provide personal details, information concerning the type of accident, your location and casualties.
- First Aid
- Any person involved in an accident is obliged to provide assistance to casualties.
- First Aid if you have sufficient knowledge
- Actively assist casualties and seek for help
- Take down the details
- Once everyone involved is safe or being cared for, it's time to annotate exactly what happened. You'll need to write down:
  - The date, time and exact location of the accident
  - The name address and phone numbers of the other drivers
  - The make, model and registration numbers of the other vehicles
  - The name address and phone numbers of any witness, including passengers
  - Details of injuries and attending police officers
  - The insurance details of the other drivers
- The details mentioned are included in the standardized European Traffic Accident Report forms. As a side note, it's a good idea to take photos of the accident scene, showing positions of the vehicles involved, any skid marks and any damage. If you don't have a camera or a camera phone, ask others in the area to do so or draw a sketch of the scene.
- Don't admit liability



# Brussels - Vehicles & Registration

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- Whether you've had a minor prang or suffered something more serious, don't admit liability even if you think the accident, was your fault. You should not discuss details of a settlement with the other driver(s) without speaking with your insurance company.
- Your legal responsibilities
- Following a minor accident, it's possible to simply arrange a "Gentlemen's Agreement". This agreement can be settled if there were no injuries, no offences committed and no damage to public property (like road signs) as a result of the accident.
- In order to provide all information required you should use the standardized European Traffic Accident Report form. In these forms the information is standardized so you are sure that the right information is passed on.
- Reminder
- Please make sure the safety and emergency equipment in your vehicle is up to date and in good condition. This applies especially for your First Aid Kit and the Fire Extinguisher. This equipment has to be maintained frequently.
- Emergency Phone Numbers
- Belgium Emergency Service: 100 / 112 via Cellular
- Gendarmerie / Police: 101 / 112 via Cellular
- SHAPE Police / Emergency Service 065 / 44-3334  
065 / 44-3333

In case you have a traffic accident off base you may request support from the SHAPE Federal Police.

## Useful Links

- [Accident - Aide Memoire](#)
- [Accident Form English](#)
- [Accident Form EU](#)
- [European Accident Statement Forms](#)



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# Brussels - Departures Guide

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## INTRODUCTION

I am sure that your time here in Brussels has been filled with many new experiences and that you will look back on your time here with fond memories.

You will shortly be receiving an email from the NSE to inform you of what actions you need to do in order to prepare for your departure. This process will require you to fill out a plethora of forms for various departments, it will be painful, but it is imperative that you read everything and complete the forms in a timely manner. Whilst we cannot envisage every scenario you may face upon your re-assignment we will endeavour to help where possible.

This departure booklet should lay out all the information you need in order to leave us in good order, however if there is something we have not covered then please send us an email and we will endeavour to get you the answer. For all administrative/financial questions please contact the NSE on [GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk)

Thank you for your time here in Brussels and we would like to wish you all the best for the future.



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## GENERAL INFORMATION

Your out-processing can take up to two weeks so factor this in when arranging your departure timelines. UKMIS, IMS, IS, NSA and NCIA personnel should also ensure they obtain their own clearance forms from their relevant sections.

SFA/SLA

Submit your housing application as soon as possible. If you are assigned to another overseas location, use the manual 1132 process and email DIO as per the checklist. If heading to the UK, and in need of SFA, follow the link for further guidance:

<https://www.gov.uk/guidance/defence-infrastructure-organisation-service-family-accommodation>

All applications for movement of personal effects and household furniture must be submitted via the Agility Logistics GRMS website. Once you know the address you will be moving to you can start to arrange your removals by going online to <https://grms.agilitylogistics.com>

The online application process leads you through a series of questions to determine your removals requirement and volumetric entitlement. Once complete print/email to [GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk](mailto:GSO-EJSU-Belgium-NSE-Mailbox@mod.gov.uk) for signature by HoL.

The completed form is to be emailed back to Agility. SP are required to follow the instructions given to them by the Agility suppliers to avoid any unnecessary delays and or charges. SP will be required to produce paperwork on request and are to discuss these requirements with their Agility suppliers as soon as possible. SP are reminded to book moves in good time and prepare for delays. Careful consideration is to be given to the Agility Brexit Section [here](#). Household moves the UK are to use the Transfer of Residence (ToR) process and follow the Gov.uk website for updates:

<https://www.iamovers.org/ResourcesPublications/ShipperGuides.aspx?navItemNumb%20er=580>



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## TRANSFER OF RESIDENCE

- Follow this [link](#) to HMRC.
- Completed form and supporting documentation is emailed to HRMC, can take 7+ days from completion to approval.
- The email address is annotated on the form. Once you start the form, you can't save it, ensuring you have all information to hand i.e. vehicle details.
- You should attach the following supporting documents (as necessary):
  - Vehicle registration documents (Belgium issued)
  - Photocopy of passport page
  - Proof of Belgium address (The NSE proof of residence form is sufficient)
  - Proof of UK address
  - Assignment order
  - Contents list x 2 signed (List furniture/appliances and add Qty of boxes of personal items, or unknown number if completing in advance of the pack.
- You will receive an approval letter and reference number which is to be passed to the removals company.
- The above does not affect the vehicle registration process. Your vehicle must be de-registered in Belgium and will need to re-registered back in the UK.





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## VEHICLES / MEDICAL

De-Registration of vehicles must be completed. The import process returning your vehicle to the UK has been consolidated by MTWO into a vehicle booklet which will provide you with all the information and relevant forms in order for you to return to the UK. This booklet can be found on:

[BFG.net – Returning a vehicle to the UK](#)

If your vehicle is registered with SHAPE, then further information can be found here:

<https://www.shape2day.com/arrivingleaving/vehicles/deregistering-a-vehicle>

SHAPE ONLY Appointments to out-process through SHIPPs can be made through the following link: <https://www.shape2day.com/arrivingleaving>. You will need three appointments in total – VAT, Customs and Fast Lane. The VAT and Customs should be booked at least two weeks in advance of your departure. In the event that the VAT office are unable to accept appointments an email can be sent to them. The email address is: [vat.shape@minfin.fed.be](mailto:vat.shape@minfin.fed.be). They require the following:

*Please send us by e-mail a copy of the car registration documents (both parts are needed) and if applicable the bill of sale of the vehicle. In case of out-processing provide us with the copy of SF52 stating the date of departure.*

## MEDICAL/DENTAL

The main medical and dental facilities are located at SHAPE. Clearance can be done remotely, there is no requirement to visit SHAPE, the Forms are here: [Medical Proforma](#)  
[Dental Proforma](#)

Those with Sterrebeek installation passes are to return them to the NSE or to the US installation for termination.



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## Travel on Assignment

Personnel travelling on assignment from Belgium to the UK or within NWE are permitted to claim a refund of the ferry/tunnel costs, if applicable as well as MMA for up to 2 vehicles. Ferry crossings/Channel Tunnel crossing are booked centrally via Unit HR staff. JSP 752 Chapter 4 Section 11 refers. When your movements are known then hotels (if required), Tunnel etc can be booked centrally by the EJSU Travel Cell at SHAPE.

They can be contacted directly: [EJSU-J1-Travel-Mailbox@mod.gov.uk](mailto:EJSU-J1-Travel-Mailbox@mod.gov.uk)

The head of Family is that SP who is entitled to travel, against whom the entitlement for family travel (if applicable) is conferred, complete all fields as required. The SP must identify the earliest date which they could travel and the latest date they must arrive. The preferred date is expected to be within that period. Travel may be booked either side of the preferred date. Further notes can be found [here](#), the booking form is [FMOV 564](#) but contact the Travel Cell prior to completion.

## MISC

The EJSU admin office in NATO HQ (B4 L2) will endeavour to answer any of your queries when departing Belgium. The link [here](#) is for us to forward any relevant mail/information after your departure. Thank you for your time here at Brussels and all the best for the future.



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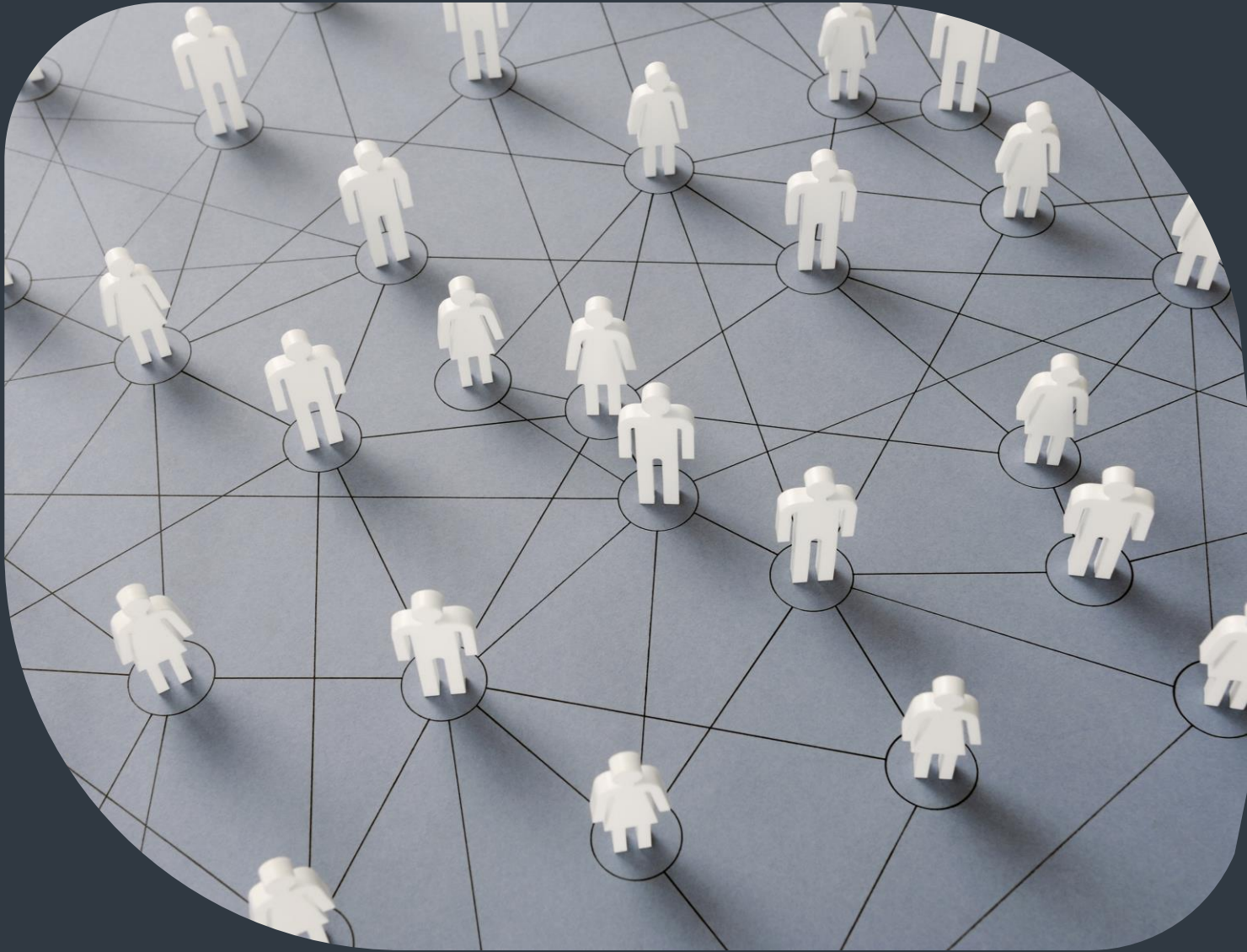
# Brussels - Departure Guide - Checklist

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Time	Actions	Comments	✓
Immediately	<p>Considerations</p> <ul style="list-style-type: none"> <li>• Childrens Schooling</li> <li>• Moving Overseas?</li> <li>• Health Issues?</li> <li>• Pets to move?</li> <li>• Contact Agility for removals with your TOR reference</li> </ul>	<ul style="list-style-type: none"> <li>- Passports for the family</li> <li>- Discuss with GP</li> <li>- Pet passports, vaccinations</li> <li>- Complete transfer of residence for those returning to UK</li> </ul> <p><a href="#">Transfer of residence to the UK - GOV.UK (www.gov.uk)</a></p>	
On receipt of new address	<ul style="list-style-type: none"> <li>• School Admissions</li> <li>• Apply for disturbance allowance.</li> <li>• Apply for removals.</li> <li>• Pet arrangements</li> </ul>	<ul style="list-style-type: none"> <li>- No earlier than 45 before joining date - This will be the UK rate not OVERSEAS</li> </ul>	
6 - 8 weeks prior to move	<ul style="list-style-type: none"> <li>• Packers Survey</li> <li>• Book pre-march out.</li> <li>• Pet passport</li> </ul>	<ul style="list-style-type: none"> <li>- Check it's up to date and all relevant vaccinations have been administered</li> </ul>	
28 days prior to move	<ul style="list-style-type: none"> <li>• Stop split pay if applicable.</li> <li>• Address Conformation</li> <li>• Issue change of address</li> <li>• Transit accommodation</li> <li>• Movements (ferries/flights etc)</li> <li>• Check entitlement to allowances and travel.</li> <li>• Consider advance of pay.</li> <li>• Consider starting SHAPE/Brussels and NSE clearance procedures</li> </ul>		
1 week prior to move	<ul style="list-style-type: none"> <li>• Double check all arrangements in case there is any issues.</li> <li>• Ensure you have informed the NSE of your final day in office to depart for allowances.</li> <li>• If applicable hand back SOFA cards, SHAPE ID's and Protocol ID's.</li> <li>• Ensure you have arranged for your Belgian bank account to be closed.</li> <li>• Childrens education</li> <li>• TV/Telephone disconnection</li> </ul>		
Move Day	<ul style="list-style-type: none"> <li>• Give movers emergency contact in case of issues or delays.</li> <li>• Handover</li> </ul>		

# Brussels – Useful Contacts

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## Medical Care Out of Hours

### In an Emergency - call 112

You should attend A and E if you need urgent care out of hours. The [eConsult](#) site also provides some useful information on common conditions. If you need the support of a clinical team out of hours Healix Healthline is 24/7. They may be reached on +44(0)208 481 7800 and they can also reach our practice team when required.

If you require care that cannot wait until the next working day then attend the local accident and emergency department.

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

## Emergency Dental Treatment

During out of hours, anybody who needs to seek any **emergency care** please contact: UZ Leuven Hospital on Tel: 016 33 24 55 or during out of hours: 016 33 22 11. Available from 0800-1230 & 1330-1630.

There is also care available at Cabinet Dentaire De Mons” Rue des Viaducs, 145, 7020 NIMY Tel: 065/318148 OU – Option 1\*. Available from 0900-1800 Monday to Saturday.

Please keep the receipt and contact the dental centre so you can claim the fees incurred during the visit.

## Welfare

Life can be tough, whether that's service related or personal, we are here to help!

If you are experiencing a welfare issue, need some support or have a crisis then please contact the Welfare Officer:

Military Telephone: 9205 423 8082

Civilian Telephone: +32 (0)65 44 8082

Duty Mobile (24/7): +32 (0)478 97 02 80

You can also contact the Army Welfare Service (AWS) direct – don't let the name put you off, for EJSU and UK personnel in NATO, the AWS will support tri-service and their families. Their number is: 0044 (0) 1904 882 053. This connects you to their triage service which can take a number of days before you receive a response. The Welfare Officer at EJSU can speed up this process if you contact them first.

## CLO Team Welcomebeek

Telephone: +32 (0) 2688 2009



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## WELFARE & SUPPORT SERVICES

**SHAPE Welfare Officer** 0032 (0) 478970280

**SHAPE Padre** 0032 (0) 470 664 582

**Army Welfare Service (AWS)** 0044 1904 882053

AWS provide a confidential non-discriminatory support service to assist with the challenges that arise in personal and Service lives.

**Alcoholics Anonymous** 0044 (0)800 9177 650

Offering support and guidance on alcohol dependency and sobriety.

<https://www.alcoholics-anonymous.org.uk/>

**Childline** 0044 (0)800 1111

A confidential, free, 24-hour counselling service for children and young people under the age of 19

<https://www.childline.org.uk/>

**Combat Stress** 0044 (0)800 138 1619

Support & treatment to former members of the British Armed Forces who are suffering from a range of mental health conditions

<https://www.combatstress.org.uk/>

**Cruse Bereavement** 0044 (0)808 808 1677

Cruse Bereavement Care and its counterpart Cruse Bereavement Care Scotland are the United Kingdom's largest bereavement charity, which provide free care and bereavement counselling to people suffering from grief

<https://www.cruse.org.uk/>

**Macmillan Cancer Support** 0044 (0)808 808 0000

Provides specialist health care, information and financial support to people affected by cancer

<https://www.macmillan.org.uk/>

**Money Advice Service** 0044 (0) 300 500 5000

An organisation that provides free and impartial advice on money and financial decisions

<https://www.moneyadviceservice.org.uk/en>

**RBL** 0044 (0)20 3376 8080

Is a British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.

<https://www.facebook.com/Royal-British-Legion-District-of-Germany-149170368511341/>

# Brussels – Useful Contacts

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SSAFA 0044 (0)800 731 4880  
The Armed Forces charity, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependents.  
[www.ssafa.org.uk](http://www.ssafa.org.uk)

The Samaritans 0044 (0)116 123  
Are a registered charity who provide emotional support  
<https://www.samaritans.org/>

Step Change 0044 (0)800 138 1111  
The UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts  
[www.stepchange.org](http://www.stepchange.org)

Veterans Aid 0044 (0)800 012 6867  
Is a UK charity providing support to ex-servicemen and women  
[www.veterans-aid.net](http://www.veterans-aid.net)

Veterans UK 0044 (0)808 1914 218  
Veterans UK is part of the Ministry of Defence and is a dedicated support organisation for service personnel, veterans and their families  
<https://www.facebook.com/modveteransuk/>

Veterans Gateway 0044 (0)808 802 1212  
Access to a network of organisations, for veterans and their families to connect with the help, advice and support  
<https://www.veteransgateway.org.uk/>  
<https://www.facebook.com/veteransgateway/>

Victim Support 0044 (0)800 724 3176  
Victim Support is an independent charity in England and Wales that provides specialist practical and emotional support to victims and witnesses of crime.  
[crt.bfsws@coreassets.com](mailto:crt.bfsws@coreassets.com)  
<https://www.facebook.com/victimsupport>

The list of welfare and Support services is not exhaustive and not endorsed by HIVE, other Welfare Support & Charities are available.