



Ministry  
of Defence

**JSP 464**

**Tri-Service Accommodation Regulations Volume 5:  
Overseas Service Family Accommodation (SFA), Single  
Living Accommodation (SLA) and Their Substitutes.**

# Foreword

People lie at the heart of operational capability; attracting and retaining the right numbers of capable, motivated individuals to deliver Defence outputs is critical. This is dependent upon maintaining a credible and realistic offer that earns and retains the trust of people in Defence. To achieve this, all personnel must be confident that, not only will they be treated fairly, but also that their families will be treated properly and that Service veterans and their dependants will be respected and appropriately supported.

It is a condition of service in recognition of their inherently mobile lifestyles, frequently remote bases and terms of service, that Regular Service (including FTRS(FC)) personnel are provided with high quality subsidised accommodation, which is a fundamental part of the overall package for Service personnel, which can take the form, subject to PStatCat and individual circumstances, of either publicly provided family or single accommodation (or an appropriate substitute) either at or within an appropriate distance from their duty unit or an appropriate allowances package.

JSP 464 is the authoritative policy and guidance for the provision of Service Family Accommodation (SFA) and Substitute Service Family Accommodation (SSFA) both in the UK and Overseas.

**Vice Admiral Phil Hally**  
**Chief of Defence People**  
**Defence Authority for People**

# Principles

## **A Posting Overseas.**

### **Background and information**

British Armed Forces personnel and MOD entitled civilian staff serve in a variety of posts and locations worldwide. Each deployment differs in structure and relationships with partner nations, meaning there is no “one size fits all” model for overseas service. Most of the overseas accommodation we own or source (and are building) for our Service Personnel (SP) is well above UK minimum standards, is generously subsidised, and offers excellent value for money.

While serving overseas offers exciting and challenging opportunities, it can also bring unique personal and domestic challenges. In many countries, living and working conditions may be difficult or frustrating. While the Overseas Accommodation policy team endeavours to match UK standards as far as possible, there are constraints and limitations in some areas. In many overseas locations, climatic issues and building regulations do not correlate directly to the UK standard; variations of different country building standards for example, include the lack of thermal efficiency. This policy aims to acknowledge these variations and offer compensation to SP with Band reductions, where applicable.

### **Overseas Accommodation Offer.**

Overseas accommodation varies by country due to factors such as local culture, the size of the Defence estate, security considerations, and in-country laws. For certain Defence Attaché (DA) postings, loan service, and secondment posts, accommodation may be “tied” to the post or provided by the Host Nation. In some cases, the MOD may not be able to support accompanied assignments, especially where Status of Forces Agreements (SoFA) or other treaties differ in their frameworks for employment. Local laws and customs in some countries also present significant challenges for family members. For instance, countries like Brunei, Saudi Arabia, Oman, and Kenya have strict laws regarding cohabitation and same-sex couples.

The MOD cannot replicate the type of accommodation available in the UK across all overseas locations. Differences may arise in the size, type, number of rooms, layout, and style (fixtures and fittings) of accommodation provided. These variations are subject to local market conditions, cost-effectiveness, and country-specific construction regulations. However, wherever possible, the MOD’s guiding principle is to ensure parity of treatment for personnel serving overseas.

In some locations, where the MOD owns the accommodation and it is situated on a secure base (e.g., Cyprus, BATUS Canada, Germany, Gibraltar), Single Living Accommodation (SLA) and Service Family Accommodation (SFA) are more closely aligned with the UK offering. In other locations, where SLA or SFA is not available in the same way, substitute or alternative accommodation may be provided in the form

of a “hiring,” typically secured on behalf of SP, through long-term leases to meet ongoing requirements.

The MOD is not always able to offer policy flexibility regarding Substitute Service Family Accommodation (SSFA) overseas, in the same way we can in the UK. Similarly, Substitute Single Service Accommodation (SSSA) for those who are serving single and/or unaccompanied.

In most cases, the Defence Infrastructure Organisation (DIO) or Front-Line Commands (FLCs), are responsible for acquiring, managing, and disposing of MOD accommodation. However, in a limited number of locations, some personnel may **not** be supported by the MOD, but by the Foreign Commonwealth & Development Office (FCDO) or another provider, depending on their employing organization or location.

It is important to note that the MOD cannot always support self-sourcing of accommodation in the private rental sector overseas, as this presents significant security and force protection risks. Crime hotspots, external threats, language barriers, and unfamiliarity with local tenancy laws and legal systems can all pose challenges. There are a small number of locations where this is allowed, and the Overseas Rental Allowance (ORA) for these properties is covered in JSP752. Please note that the overseas accommodation policy outlined in this Volume V does not apply to personnel assigned to longer operational tours and appointments covered under Chief Joint Operations Standard Operating Procedure 1070.

As such, the Tri-Service Accommodation Regulations are based on the following overarching principles:

- The Department has sought to comply with the public sector equality duty when preparing this JSP. An Equality Impact Assessment has been undertaken and will be updated on a regular basis.
- JSP464 sets out MOD’s policy entitlement and eligibility to Defence-provided accommodation and allowances. On occasion, individuals may have a compelling circumstance that is not accounted for in policy. In these situations, the circumstances will be reviewed to consider whether a deviation from the policy is necessary and proportionate, based on a reasonable interpretation of the aim of the policy, the specific circumstances of the Service personnel concerned and the interests of Defence. Any such deviation from policy for an individual or cohort must be signed off by Director Armed Forces People Policy or delegated authority.
- Accommodation policy is not static and may need to change. Any changes to policy will be informed by evidence and made through the relevant governance structures.
- The MOD People Accommodation Team is responsible for maintaining accommodation policy as outlined in JSP464, in close collaboration with the Front-Line Commands and the Defence Infrastructure Organisation. Both are

responsible for delivering this accommodation policy through appointed accommodation providers or delivery agents.

In addition to the above, the following principals have been used as a foundation for overseas policy development:

- Overseas chapters within this Volume 5 of JSP 464 have been developed as an overarching policy. Therefore, it will not capture all the nuances of each overseas location. For this reason, Country specific appendices have been included where applicable. Service personnel should, in all instances when referring to policy, cross reference with the relevant overseas appendix. If there is conflicting policy guidance between these two documents, the guidance in the appendix should be followed.
- In overseas estates where the MOD builds and maintains accommodation it will adhere to UK building regulations if legal to do so in that country. In cases such as contracted substitute accommodation or properties bought off the open market, building regulations and standards lie outside the MOD's locus of control. Therefore, any property rented on behalf of or by the Service person will adhere to local building standards.
- Accommodation policy seeks to align the UK and overseas offer where possible, but local laws, religious and cultural beliefs may affect entitlements, preventing some families from accompanying their Service person. These restrictions are highlighted within the country specific appendices but are outside the control of Accommodation Policy.
- The alignment of UK and overseas entitlements refers to accommodation only. Entitlement to any related policies (e.g. payments, allowances, leave) will be as set out in the appropriate JSP.
- This policy is for Defence provided accommodation. Any (SP) being provided accommodation outside of this including OneHMG (FCDO), Host Nation Accommodation or ORA (Overseas Rental Allowance) should speak to their Accommodation Colonel for further details.
- There are several types of overseas postings that will have accommodation either 'tied' to the role or be provided by the host nation. Assignments across Loan Service, Defence Attaché and Exchange Officer postings may fall outside this Overseas Policy because the AF Accommodation policy team (Overseas) may not always set policy guidance or process directives for these properties.
- There can be 3 or 4 different types of overseas engagement within one country, which creates different housing offers. The country specific appendices may not cover all types of engagement.

- Where there are gaps in Vol 5 overseas accommodation policy that the country specific appendices do not answer, Service Personnel should refer to UK accommodation policy. Whilst every effort is made to align the two offers there may be some difference in the overseas delivery process. If further guidance is needed on delivery timescale Service personnel should consult with their accommodation provider or delivery agent.

#### Overseas locations & Accommodation Provision at a glance:

*Summary: In some locations the same organisation will be the 'accommodation provider' **and** the 'delivery agent'. In other locations there may **not** be a designated 'delivery agent' and personnel will be required to self-source their accommodation via local estate agents. In some countries e.g. Canada – there is a mix of MOD provided accommodation (BATUS), host country provided accommodation (for Embassy postings) and self-sourced accommodation. Location specific information may be found in country specific appendices or can be provided by career managers.*

Location	Accommodation Provider/Delivery Agent	Level of Support
British Forces Cyprus (BFC) Stations include: Akrotiri (RAF), Episkopi (HQ), Dhekelia, Ayios Nikolaos  Operation TOSCA (United Nations peacekeeping)	MOD: SFA and SLA provided subject to entitlement  SFA	DIO provide Hard and Soft FM support but are not responsible for housing management in Cyprus.
British Forces Gibraltar (BFG)	MOD & Hirings: SFA and SLA	DIO provide repairs and maintenance via an overseas prime contract but are not responsible for housing management
British Forces South Atlantic Islands (BFSAI)	MOD: SFA and SLA	DIO provide repairs and maintenance via an overseas prime contract but are not responsible for housing management.
British Army Training Unit Suffield (BATUS) Canada	MOD: SFA and SLA	Yes, via DIO.
British Defence Staff USA BDSUS	SP are supported to self-source SFA and SLA accommodation in USA and claim ORA. Type of accommodation differs	BDSUS has overall authority for all MOD support enablers in the USA including accommodation via

	depending on posting location, family size, entitlement, and preference.	Accommodation Services Team (AST)
Australia	<p>Defence Housing Australia (DHA) is an Australian Government business enterprise that provides housing to the Australian Defence Force and overseas Defence forces.</p> <p>DHA do not have SLA available so unaccompanied SP self-source via the private rental sector and claim ORA.</p>	DHA provides support.
<p>GSO Europe and Türkiye (formerly the European Joint Support Unit)</p> <p>110 locations across 26 countries in Europe HQ is Supreme Headquarters Allied</p> <p>Powers Europe (SHAPE) Mons, Belgium</p>	<p>Majority of accommodation is delivered via 'hiring' arrangements.</p> <p>Majority of Defence Attaché assignments (wherever they are) will have accommodation 'tied' to the role or provided via FCDO</p>	<p>Yes, for supported posts within the GSO Europe and Türkiye AOR</p> <p>Host nation or FCDO will Support Defence Attaché and Embassy support posts.</p>
<p>Small Stations</p> <p>42 locations worldwide</p>		<p>22 supported</p> <p>20 unsupported</p> <p><b>SP can contact</b> People-AccomPol-FutureAndOvrseas@mod.gov.uk for more information.</p>
All other sites	Speak to chain of command	

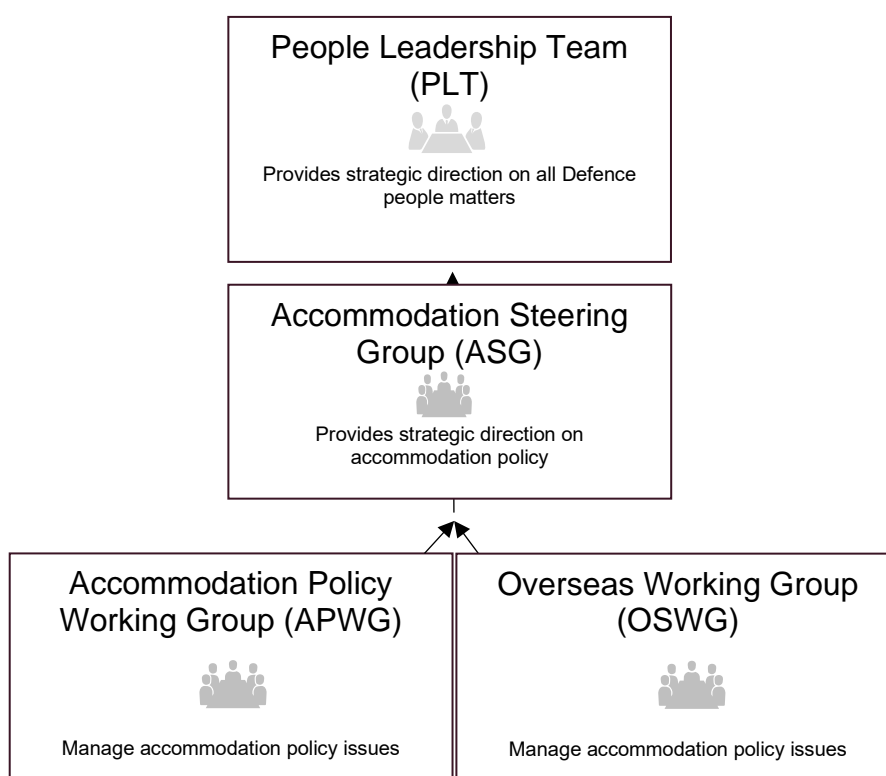
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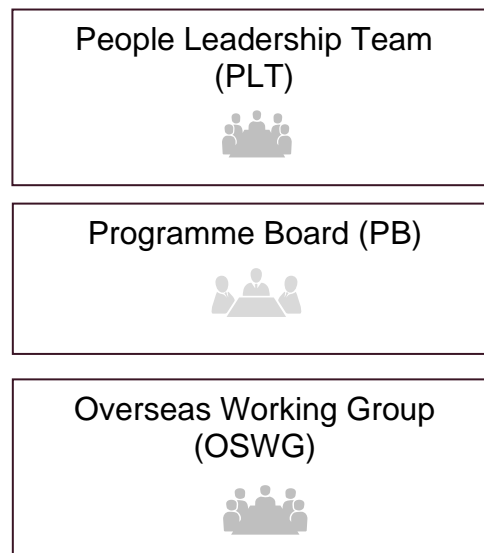
# Governance

JSP 464 - Tri Service Accommodation Regulations (TSARs) is the overarching and definitive policy source document for the provision of Defence living accommodation and takes primacy on all accommodation matters. Sponsorship and periodic review of the policy is vested in People-Accommodation and any proposal for change should be submitted via the single Service Housing Colonel staff.

Any review or changes to the current policy are considered through the Accommodation Policy Working Group (APWG) and Accommodation Steering Group (ASG), which include representation from the single Services, UK Strategic Command, Defence Infrastructure Organisation and Defence Equipment and Support. New policy development will be considered through the Overseas Working Group (OSWG), which includes representation from the single Services, UK Strategic Command, Defence Infrastructure Organisation including their European Support Group, Defence Equipment and Support and Overseas commands. The APWG, OSWG and ASG report to the People Leadership Team (PLT) as depicted below.



Any review or changes pertaining to the widening of entitlement are considered through the Overseas Working Group and the Programme Board. Both parties report to the People Leadership Team.



Any significant changes will need to be considered and agreed at the appropriate level, which will be determined by Hd Accom. Any requirement for bespoke living accommodation policy outside the framework of the JSP 464, should be submitted to People-Accommodation for appropriate approval.

**Challenges to Policy.** Service personnel should raise any challenges relating to accommodation policy (as opposed to complaints on the delivery of accommodation, which are covered in JSP 464 Vol 1 Part 3) with their respective Chain of Command (CoC), clearly detailing the issue; the change being sought and the justification for the changes, including any issue of potential discrimination. Where the CoC cannot resolve the issue, they should seek advice from the relevant single Service Housing Colonel policy staff<sup>1</sup>, who will judge if either the interpretation of policy is correct and/or where they perceive that the policy is wrong.

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<sup>1</sup> For the Army, the Housing Colonel should be consulted on any policy matters; however, responsibility and arbitration for accommodation delivery issues and casework is delegated to Family Support in Regional Command.

# Further Advice and Feedback – Contacts

The owner of this JSP is People-Accommodation Policy. Personal questions not answered within this publication and cases of doubt over eligibility or entitlement are to be directed to the relevant Front-Line command through the contacts below:

Job Title/E-mail	Focus
People-Accommodation Policy: People-Accom-Policy Team (MULTIUSER) <a href="mailto:people-accompol-futureandovrseas@mod.gov.uk">people-accompol-futureandovrseas@mod.gov.uk</a>	Sponsor & Overall responsibility for policies laid out in JSP 464 in conjunction with single Service Accommodation Colonel staffs.
Navy Accommodation Col Focal Point: <a href="mailto:NAVYPEOPLE-PSACCOMPOL@mod.gov.uk">NAVYPEOPLE-PSACCOMPOL@mod.gov.uk</a>  Army Accommodation Col Focal Point: <a href="mailto:ArmyPers-Pol-PersSvc-Accn-SO2@mod.gov.uk">ArmyPers-Pol-PersSvc-Accn-SO2@mod.gov.uk</a>  RAF Accommodation Col Focal Point: <a href="mailto:Air-People-PFSpt-AccnWelDelMlbx@mod.gov.uk">Air-People-PFSpt-AccnWelDelMlbx@mod.gov.uk</a>  UKStratCom: <a href="mailto:UKStratCom-HR-Corp-StratPolSO2@mod.gov.uk">UKStratCom-HR-Corp-StratPolSO2@mod.gov.uk</a>	Influencing, developing, and implementing Tri-Service and StratCom policies for the single Service accommodation including representing single Service interests and concerns regarding current policy or issues out-with JSP 464.

# Table of Amendments

This JSP Volume 5 was first issued on 31 May 2024 and provides accommodation policy specific to service personnel assigned to overseas locations.

Version	Chapters & Paragraphs Affected	Dated
2	Various	December 2024
3	Various	March. 2025
4		
5		
6		

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# Definitions & Glossary

**Accommodation Provider:** The organisation that funds and has responsibility for a portfolio of accommodation and supports occupants/families. (Generally speaking, this refers to MOD/DIO).

**Accommodation Delivery Agent:** Contractor providing allocations and front facing support for accommodation e.g Defence Housing Australia (DHA)

**Personal Status Categories (PStatCat):** The personal status of Service personnel is defined by Personal Status Category (PStatCat). A list of PStatCat definitions can be found in JSP 752, Personal Status Categories.

**Service Family Accommodation (SFA):** Accommodation provided for Service and entitled civilian personnel with dependent families **that is directly owned and/or managed by the department. In overseas locations this tends to be where MOD has Army, Air Force or Naval bases.**

**Hirings:** Where sufficient MOD owned/managed SFA/SLA is not available in an overseas location (and Overseas Rent Allowance (ORA) or other self-sourcing arrangement is not supported), MOD will lease properties (Hirings) on the open market from private landlords, which they then directly manage.

**Surplus Accommodation:** Where MOD has SFA managed estates, there may be accommodation classed as surplus. There is no surplus accommodation in locations that only use hirings.

**Substitute Service Family Accommodation (SSFA):** Where SFA is not available, privately rented accommodation could be provided. The standards of accommodation will remain the same as those to which Service personnel are currently entitled within these regulations. SSFA is not normally offered in Overseas accommodation.

**One HMG:** Accommodation that is not allocated or managed by MOD but provided by the Foreign Commonwealth and Development Office (FCDO) or its delivery agents.

**Host Nation Accommodation:** Accommodation that is not allocated or managed by the MOD but provided by the government of the nation which an SP is in, or its delivery agents.

**Overseas Rental Allowance (ORA):** Payment of ORA should enable Service personnel to occupy rented accommodation that broadly equates to their equivalent entitlement to SFA or SLA in UK where local conditions allow. In all cases a 'fixed' Band for Charge is to be set so that SP will be charged for their accommodation. Full details can be found in JSP 752 Overseas Rent Allowance. ORA is available at limited locations.

**Entitled Service personnel:** Entitled personnel are to be provided accommodation

at the duty unit specified on their assignment order. To be entitled to SFA, Service personnel Overseas must meet the criteria laid out at in JSP 464 Section 1 para 0301 (Entitled Service Personnel) and JSP 752, Personal Status Categories.

**Eligible Service personnel:** In limited locations eligible personnel may apply to occupy temporary accommodation, only where it is available. To be eligible to occupy surplus accommodation, personnel must meet the criteria laid out in accommodation policy in Volume 1, Part 1, Chapter 9 of JSP 464.

**Other Occupants:** Other occupants include non-dependent adult children, aged parents, and full-time nannies/au pairs for whom permission have been granted by the accommodation provider/delivery agent Local Service Commander and where appropriate, Accommodation Policy, subject to country dependant MOU/Visa Requirements to occupy SFA.

**Visitors:** Non-occupants who are permitted to stay at the property on a temporary basis only. The length of visits will vary by country depending on local visa restrictions etc and advice should be sought from Local Service Commander, and the accommodation provider/delivery agent.

**Allocation:** The point at which the formal letter informing the applicant of a specific property that is being offered is sent.

**Move In:** The point at which the applicant or proxy takes physical control of the property which is determined by possession of the keys.

**Occupation:** The point at which the applicant or their family moves into the property.

**Move Out:** The point at which the applicant or proxy relinquishes physical control of the property by handing back the keys to the appointed accommodation provider /delivery agent representative at the Move Out appointment.

4TG	4 Tier Grading
ACRP	Accommodation Complaints Review Panel
ADC	Additional Duties Commitment
AFIR	Armed Forces and Incentivisation Review
AFPRB	Armed Forces Pay Review Body
AHEM	Area Housing Estate Management
ALP	Acceptable Level of Performance
ANDA	Additional Needs and Disabilities
APWG	Accommodation Policy Steering Group
ASG	Accommodation Steering Group
AST	Assured Shorthold Tenancy
BfC	Band for Charge
CAAS	Combined Accommodation Assessment System
CDP	Chief of Defence People

CEA	Continuity Education Allowance
CEAS	Children's Educational Advisory Service
CILOCT	Charge in Lieu of Council Tax
CS	Cleaning Support
DA	Defence Attaché
DA	Domestic Assistance
DAS	Defence Accommodation Stores
DBS	Defence Business Services
DE	Disturbance Expense
DH-	Decent Homes Minus
DH+	Decent Homes Plus
DHS	Decent Home Standard
DIO	Defence Infrastructure Organisation
DLUHC	Department for Levelling Up Housing and Communities
DPA	Data Protection Act
DPT	Defence People Team
DS	Daily Subsistence
EER	Energy Efficiency Rating
EHCP	Education and Health Care Plan
EIA	Equality Impact Assessment
EMR	Equivalent Military Rank
EMS	Early Mover Status
EPC	Energy Performance Certificate
ET	Early Termination
F&C	Foreign and Commonwealth
F&L	Fuel and Light
FCDO	Foreign Commonwealth & Development Office
FDIS	Future Defence Infrastructure System
FHTB	Forces Help To Buy
FIA	Food and Incidental Expenses
FM	Facilities Management
FSS	Fuel Subsidy Scheme
FTOD	Final Tour of Duty
FTRS-FC	Full Time Reserve Service (Full Commitment)
FTRS-HC	Full Time Reserve Service (Home Commitment)
FTRS-LC	Full Time Reserve Service (Limited Commitment)
GAU	Global Admin Unit
GDPR	General Data Protection Regulation
GSO	Garrison Support Office
GYH (T)	Get You Home Travel
HDT	Home to Duty Travel
HHSRS	Housing Health and Safety Rating System
HoE	Head of Establishment

HRR	High Readiness Reserves
INVOLSEP	Involuntarily Separated
JPA	Joint Personnel Administration
JSP	Joint Services Publication
LMS	Land Management Services
LOA	Local Overseas Allowance
LSC	Local Service Commander
LTR(E)	Established Long Term Relationship
LTR(R)	Long Term Relationship (Registered)
MOD	Ministry of Defence
MOH	Maintain Own Home
MOU	Memorandum of Understanding
MPGS	Military Provost Guard Service
MSPE	Movement and Storage of Personal Effects
NAC	Non-Availability Certificate
NRPS	Non-Regular Permanent Staff
NS	Nightly Subsistence
NTV	Notice To Vacate
OEC	Occupation End Certificate
OF	Officer
OFPS	Overseas Furniture Provision Scheme
OH	Official Hospitality
OR	Other Ranks
ORA	Overseas Rent Allowance
OST	Occupancy Services Team
PAC	Property Acceptance Certificate
PACCC	Personnel and Allowances Casework and Complaints Cell
PE	Personal Effects
PJOBS	Permanent Joint Operating Bases
PMOAVs	Pre-Move Out Advisory Visits
PR	Preserved Rights
PStat Cat	Personal Status Category
Rem	Remuneration
RLE (NB)	Refund of Legal Expenses (New Buyer)
RWA	Residence at Work Address
SAP	Standard Assessment Procedure
SCC	Services Cotswold Centre
SENA	Special Educational Needs Addition
SFA	Service Family Accommodation
SLA	Single Living Accommodation
SLAEG	Single Living Accommodation Expert Advisory Group
SP	Service Person/Service personnel
SPR	Selected Place of Residence

SRs	Sponsored Reserves
SSFA	Substitute Service Family Accommodation
SSLOA	Small Stations LOA
SSO	Station Support Officer
SSSA	Substitute Service Single Accommodation
StratCom	Strategic Command
T&S	Travel and Subsistence
TDG	Temporary Down-Grade
TLB	Top Level Budget
TP	Transitional Protection
UIN	Unit Identification Number
UKBC	UK Based Civilians
VCDS	Vice Chief of the Defence Staff
VIP	Void Improvement Works
VOLSEP	Voluntary Separated
VTOD	Voluntary Training or Other Duties
WRVS	Woman's Royal Voluntary Service

# **Part 1: Introduction to Overseas Tri-Service Accommodation Regulations**

## **1 Introduction**

It is not intended for this document to be read cover to cover – only read the section(s) that are relevant to your enquiry.

The primary purpose of the MOD is to protect the nation and help it prosper. All Military HR people policies are designed to deliver against this purpose.

This policy provides the Service person with the principles and rules governing Service Accommodation. There are supporting documents available in Parts 2-12, including Accommodation Policy Procedure which sets out what needs to be done to comply with this policy.

### **1.1 What is Tri-Service Accommodation Regulations?**

JSP 464: Tri-Service Accommodation Regulations is the MOD's policy on accommodation entitlements and eligibility for all Service personnel.

### **1.2 What this Document Sets Out**

This document sets out the Policy (i.e. Principles and rules) to manage Service accommodation.

### **1.3 Terminology Used in this Policy**

The following definitions apply to all documents in this Policy suite:

- Where '**must**' or '**shall**' is used, this is a legal requirement that must be followed without exception.
- Where '**should**' or '**will**' is used, this is a MOD policy requirement placed on the Service person and their manager and both are expected to follow it.
- Where '**may**' or '**might**' is used, this indicates a degree of flexibility depending on the circumstances as determined by the policy wording.
- Where **Working Day** is used, this indicates Mon-Fri, excluding UK & local public holidays and the period between Christmas Day and New Year.

For further information on other specific terms and definitions, acronyms, and abbreviations, used within this policy document please find the relevant glossary at the end of each part.

## 1.4 Accommodation Policy Function

The Accommodation Policy team is responsible for setting entitlements to accommodation and providing guidance on the implementation of Armed Forces accommodation policy, both families accommodation and single living accommodation. They base policy changes, improvements, developments, and strategy upon evidence and through stakeholder collaboration whilst advising the Front-Line Commands (FLC) on specific policy queries.

## 2 Overarching Accommodation Entitlement

Accommodation entitlements can be affected by factors including the Service person's terms of employment, relationship status, family size, and appointment. This section should give the Service person an indication of whether they are likely to be entitled to accommodation and to which types.

Whilst this JSP is the **primary document for SFA allocation**, differing conditions apply to operational areas and Permanent Joint Operation Bases (PJOBs).

Accordingly, personnel assigned to overseas locations should consult country specific Appendices within this document as well as obtain and read a copy of the in-Theatre accommodation policy prior to applying for accommodation.

### 2.1 Who is Entitled to Accommodation Subsidised by the MOD?

Routine accommodation entitlement is restricted to Service personnel who are serving on a Regular engagement with the UK Armed Forces or as Full Time Reserve Service (Full Commitment) (FTRS(FC)) as defined in single Service instructions.

Other personnel including, but not limited to Reserve cohorts, civil servants and contractors may have entitlements to some types of accommodation or be entitled to subsidised accommodation in specific circumstances (such as when on operations or training). Policy on non-standard entitlements is set out in

## **Part 6: Non-Standard Entitlement and Eligibility.**

### **2.2 Entitlement to Single Living Accommodation (SLA)**

Service personnel who are single or serving unaccompanied are entitled to SLA at their duty station. Detailed SLA policy is set out in



## **Part 5: Single Living Accommodation.**

Service personnel who use SLA whilst also maintaining a main home elsewhere may be entitled to the Dual Accommodation Waiver. Policy on all SLA waivers are set out in

## **2.3 Eligibility to Family Accommodation**

Service personnel who have completed phase one training may apply for family accommodation. Rank and family size will, however, affect the level of entitlement and priority for available Service Family Accommodation (SFA). Where SFA is unavailable, Service personnel will be supported through alternative accommodations dependant on your assigned location. This may include the use of alternative SFA, (Hirings), Overseas Rental Allowance, or Host Nation Accommodation.

## **2.4 Thermal comfort**

This section sets out the policy relating to thermal comfort and use of air-conditioning. Implementation of the below policy will be subject to local timescales and conditions. This will also be impacted by local building standards, please refer to your local accommodation provider/delivery agent in the first instance.

- Air-conditioning may be provided, either fitted or freestanding, when the location is in a sub-tropical<sup>2</sup> or tropical<sup>3</sup> location. Some regional variances may apply, when temperatures and humidity are like tropical or sub-tropical conditions but fall outside of the listed definitions. Any variance will be agreed and listed within the country specific appendices. If this regional variance is not listed within the appendices, then this has not been agreed and the definitions held in the footnotes apply.
- Air-conditioning units are **not** to be used or fitted without gaining approval from the local accommodation provider/delivery agent failure to engage may lead to damage to the property fabric and damage charges will be raised.
- When air-conditioning is used, Service Personnel are to follow local instructions on the correct use, including its use during absent hours.
- If air con is provided outside the sub-tropical and tropical areas, and your location does not have regional variances applied, there will be an additional charge to account for increase energy usage of the property. **Charges will start no earlier than Oct 25.**
- If you are in a passively cooled property, the use of air-conditioning may not be suitable due to the makeup of the building. SP are to consult their local accommodation provider/delivery agent for information.

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<sup>2</sup> Sub-tropical locations are defined as between latitudes, 23 degrees (tropics of cancer) and 35 degrees north or 23 degrees (tropics of Capricorn) and 35 degrees south.

<sup>3</sup> Tropical locations are defined as between latitudes, 0 degrees (equator) and 23 degrees (tropics of cancer) north and 23 degrees (tropics of Capricorn) south.

- If you are not in a passively cooled property and air con is not provided within the sub-tropical and tropical areas or regional variance location, a one band abatement will apply.

### **3 Legislation**

#### **3.1 Applicable Legislation**

Country specific legislation which may affect your entitlement can be found within the related appendices.

## **Part 2: Overseas Family Accommodation Entitlements and Applications**

### **1 Entitlement and Recognised Family Members**

Where accommodation is to be provided by the MOD, you may apply for accommodation which will be provided through either Service Family Accommodation (SFA), Single Living Accommodation (SLA) or in several locations, a hiring substitute. Where accommodation is not provided by the MOD, you may be accommodated through One HMG<sup>4</sup>, Host nation accommodation<sup>5</sup> or with a direct payment referred to as 'Overseas Rental Allowance'.

Service personnel may exercise their entitlement to SFA at their duty station (taken to mean the location specified on their assignment order). The size<sup>6</sup> of the property to which a Service person is entitled is based on rank for OF personnel, or for ORs, defined by the number of recognised eligible family members in a Service person's household.

#### **1.1 Entitlement to Family Accommodation**

Service personnel are entitled to family accommodation if they:

- Have completed Phase 1 training<sup>7</sup> and are serving on a regular engagement with the UK Armed Forces, **or** as a Full Commitment Reservist (FTRS(FC)) as defined in single Service instructions.
- Are Personal status category (PStatCat) 1 (See footnote<sup>8</sup>), 1C, 1S or 2 as defined in JSP 752, Chapter 2 Section 2.

**And**

- Have at least six months to serve at the duty station where they qualify for family accommodation. This requirement does not apply to Service personnel leaving because they have been selected for compulsory redundancy and given less than six months' notice.

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<sup>4</sup> Accommodation that is not allocated or managed by MOD but provided by the Foreign Commonwealth and Development Office (FCDO) or its delivery agents.

<sup>5</sup> Accommodation that is not allocated or managed by the UK MOD but provided by the government of the nation which an SP is in, or its delivery agents.

<sup>6</sup> Size in relation to overseas accommodation relates to the number of bedrooms and not the physical size of the property owing to geography. Where possible the accommodation provider/delivery agent should look for a rough equivalency of UK sizing guidelines.

<sup>7</sup> Service personnel undergoing phase one training for a second time in another Service or after commissioning from the ranks will still be entitled to family accommodation provided, they have previously completed phase one training.

<sup>8</sup> Unless they are serving unaccompanied (in accordance with the criteria laid out in JSP 752 Chap 1 Section 1 Annex A) when there is ONLY an entitlement to SLA at the Place of Duty.

## **1.2 Calculation of Entitlement**

A summary of SFA entitlements by Officers (OF) SFA and Other Ranks (OR) SFA Type is contained within Annex C. The configurations are indicative and some variation between properties which are similarly typed is to be expected. Deficiencies are reflected in the SFA charge through the application of CAAS.

Should the housing staff be unable to allocate SFA appropriate to the applicant's entitlement, alternative accommodation above or below the entitlement will, if available, be offered. If the applicant accepts this SFA they will be required to sign acceptance of the SFA offered.

Service personnel who are married to/or in a civil partnership with a member of the civilian component may take advantage of the rules pertaining to UK Based Civilians (UKBCs) (see non-standard entitlement & eligibility) in regard to abated accommodation charges and exemption from fuel and light charges, however the type of SFA allocated will be in accordance with the Service person's entitlement.

## **1.3 Accommodation Eligibility for Single Service Personnel with No Eligible Children.**

If suitable SFA is available for single personnel with no eligible children, the property will be occupied on a surplus licence. Single Service personnel with no children are not permitted to share with other Service personnel or civilians in SFA. The Service person will be charged the entitled rate for the SFA.

Single service personnel without children requesting family accommodation may return to the SLA route with no penalty at any point prior to accepting the offer of an SFA property.

## **1.4 Definition of Eligible Children**

Only children who are ordinarily resident with the Service person and meeting the definitions below will affect a Service person's overseas entitlement. Service personnel are responsible for providing evidence to demonstrate this:

- 'The natural child, or the adopted child of the Service person or their spouse/civil partner or other recognised partner in respect of whom a Service Declaration has been made.
- A child of the family<sup>9</sup> who is below the age of majority (18 years of age).
- Unborn children, who are expected to be born within 6 months of occupation of SFA, are to be counted as members of the family.

Exceptions to the age limit above are:

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<sup>9</sup> A term meaning any other child who is being brought up in the household of the husband/wife at their expense, or was so brought up immediately before the spouse/civil partners were estranged, separated by legal order, divorced or before their marriage was annulled or before the death of the husband/wife/partner, e.g. a child for whom one is a legal guardian.

- Dependent children who are under age 25, unmarried and in receipt of full-time education at school, 6th Form College, College of Further Education or an Institute of Higher Education (e.g. university), studying up to and including 1st degree level only and where the dependent child continues to reside with the parents in SFA, providing there is no more than a break of one academic year between the secondary and further education<sup>10</sup>.
- Children of any age, who are physically or mentally incapable of contributing to their own support.

## **1.5 Residential Childcare.**

If the Service person is a single parent, or part of a dual serving<sup>11</sup> relationship through marriage or civil partnership, their entitlement may be increased if they contract a nanny, au pair or other childcare provider to provide a full-time residential childcare service<sup>12</sup>. This provision is available so that Service personnel may fulfil the full range of their military duties. If Service personnel want to make use of this provision, they should state the requirement on the 1132 Application Form and attach a written declaration. Entitlement will not necessarily be increased by one bedroom, as consideration will first be given to whether the room standards set out in the Housing Act (1985) can be met without increasing entitlement. For example, if a Service person has two children (giving a 3-bed entitlement) and employs an au pair, the two children may be expected to share a room, depending on gender and age.

## **1.6 Other Entitlements to Family Accommodation.**

For entitlements not covered above, Service personnel should consult

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<sup>10</sup> The academic year is normally defined as the period between the last day of the summer term and the first day of the winter term in the following year (for example Jul 03 - Sep 04).

<sup>11</sup> Both serving members must be UK regular or FTRS(FC) personnel.

<sup>12</sup> Subject to any host nation/visa restrictions

## **Part 6: Non-Standard Entitlement and Eligibility.**

### **2 Application to family accommodation and allocation of SFA**

Where accommodation is MOD provided, Family accommodation may be provided as Service Family Accommodation (SFA).

#### **2.1 Stating a Preference**

Service personnel may have personal reasons for wanting SFA that is above or below entitlement. The 1132 allows Service personnel to request available properties with one bedroom above and below their entitlement.

Policy does not prevent Service personnel from going more than one bedroom above entitlement, but this will only be offered by the accommodation provider/delivery agent where it supports effective management of the SFA estate.

Service personnel requesting SFA at entitlement will have priority over those requesting SFA outside their entitlement.

#### **2.2 Timing of Applications**

##### **5.6.1 Earliest Application Date.**

There is no specific earliest date for the submission of the 1132, but it is in the Service person's best interests to submit the form at the earliest opportunity. There is no obligation for the accommodation provider/delivery agent to process the 1132 until **four months** before the accommodation required date. Applications submitted within the four-month window of the required date will be processed within 15 working days of receipt.

##### **5.6.1 Latest Application Date.**

Service personnel must submit the 1132 Application for family accommodation **at least two months before the accommodation required date**, to provide sufficient time for administration of the application for either family accommodation route. For Service personnel applying later, every effort will be made to allocate suitable accommodation, but this cannot be guaranteed to meet a required date.

If Service personnel are unable to submit their family accommodation application the required two months in advance due to a short notice assignment order, being at sea or deployed on operations, they are to submit their 1132 application as soon as possible, citing the reason.

If accommodation cannot be arranged in time as the Service person did not apply at least two months in advance and this is not due to the reasons described above, the **MOD will not be responsible** for funding temporary accommodation and Service personnel may be expected to reside in temporary accommodation at their Duty Station at their expense.

Service Personnel should refer to their country specific appendix to ensure there are no timing variations.

### **5.6.1 The Accommodation Required Date.**

Service personnel must provide an accommodation required date on their application. This can be a date at any time up to four weeks before<sup>13</sup> or four weeks after the Service person's date of assignment, i.e. over an eight-week window. For most entitled staff, there is no entitlement to accommodation at the new location prior to the date of assignment (unless vacating tied/ex-officio SFA or posted into the UK from overseas), but the accommodation provider/delivery agent will try to meet the accommodation required date where possible.

### **5.6.1 Unaccompanied Assignments**

If assigned to an:

- Extended Operational Deployment of nine months or more, or
- Unaccompanied Assignments Overseas:
  - Where an assignment/post is designated unaccompanied,
  - or
  - When following an assessment of supportability, it has been deemed that, ordinarily entitled family members cannot be suitably supported and the Serving person is to be assigned overseas on an unaccompanied INVOLSEP basis (refer to JSP 752).

As an alternative to being entitled to retain SFA at their current UK location in accordance with JSP 464, (Vol 1, Pt 1, Ch 7, Sect VIII) the Service person will, for service reasons, be exceptionally entitled to move their family to a different location within the UK up to six months before the commencement of their Unaccompanied Assignment or Extended Operational Deployment.

This provision is to allow the Service Persons family to settle at either:

- At the Service persons future permanent place of duty in the UK if an assignment order has been issued.
- Or
- A location where the Service persons family will be able to access enhanced support e.g. closer to extended family or an area of Service affinity. This is intended to be at the nearest location where SFA is provided.

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<sup>13</sup> Four weeks prior is a preference, and subject to availability and in country restrictions. SP should consult with the accommodation provider/delivery agent to confirm if this is possible.



This option is permitted even if a permanent assignment order to follow the overseas assignment/deployment has already been issued. SSFA will only be procured in exceptional circumstances. Entitlement to SFA in this location will cease on the day of the Service persons assignment to the next permanent place of duty (unless the SFA is located within the radii criteria for the new duty station)

#### **5.6.1 If the Unit is Relocating within 12 months.**

If the Service person's unit is relocating and staggering the relocation of families by up to 12 months either before or after the expected date of the Unit's move, then Service personnel may be granted Early Mover Status (EMS). If the Service person's current unit is relocating and the Service person has EMS, they will be able to apply for family accommodation at the new Duty Station. Service personnel joining a unit that is due to relocate within 12 months, may be able to relocate directly to the new Duty Station and avoid a double move. See JSP 752 for further policy on Early Mover Status.

### **2.3 Completing the Application**

Service personnel should apply using the manual 1132, the Application Form at Annex A following country specific guidance. SP should ensure that ALL requirements are noted in the application form for overseas accommodation as sourcing alternative accommodation in short order in many overseas locations can be very challenging.

### **2.4 Processing the Family Accommodation Application Form**

The accommodation provider/delivery agent is to provide applicants for SFA with a provisional address within 15 working days of receipt of a properly completed application form – where it is submitted up to 4 months ahead of the assignment date. Local conditions may apply due to housing pressures; we might not be able to inform you until closer to your moving date. The allocation of type of property (houses, bungalows, or flats) to other ranks is not to be determined by rank but by the availability of SFA and subject only to the applicant's entitlement.

During the 15 days, the accommodation provider/delivery agent will, in the first instance, be looking for the most suitable SFA property to meet a Service person's required date, their entitlement, and their preferences. They may contact the Service person to discuss the application. For Service personnel needing a property with adaptations to suit the Service person or their family's needs, e.g. due to mobility or disability issues, it may take longer than 15 days to find a property and issue an offer. Service personnel should be aware that adaptations are limited and should consult Part 3, Section 3 – Families with Additional Needs & Disability Requirements to ensure they are fully aware of the policy.

The accommodation provider/delivery agent may offer SFA or, if SFA is not available at the Service person's entitlement, offer a choice of SFA outside a Service person's entitlement.

## **2.5 The Accommodation Provider/Delivery Agent offers SFA**

The allocation is to be determined by the availability of SFA in the overseas location and subject only to the applicant's entitlement. The accommodation provider/delivery agent is to confirm the address of the offered and accepted SFA at the new Garrison/Station 28 days prior to the applicant's required date.

An offer, considering preferences where possible will be made. Service personnel can either accept or refuse this offer.

If the SFA is on an MOD managed estate, a second offer of SFA may be possible. However, in locations where we source hirings, only **one** offer of SFA will be made. SP should ensure that ALL requirements are noted in the initial application for overseas accommodation.

### **5.6.1 Accepting the SFA offer.**

Applicants are required to accept or turn down the offer in writing within 14 days of its receipt.

### **5.6.1 Refusing a first offer of SFA**

Due to the limited numbers of properties available overseas, especially in locations where MOD does not own the stock, it may **not** be possible for the department to offer an alternative SFA property in short order. SP applicants may turn down the offer of SFA in the following circumstances, however, they should be aware that in so doing, they may end up in a hotel or other temporary accommodation for an extended period.

- If an offer is below the applicant's entitlement, the Garrison/Station Housing staff should try to make a further offer within the original 15 working day period (if there is time remaining), or at the earliest opportunity thereafter. In this event, the applicant is entitled to retain SFA at their existing duty station until the further offer to entitlement is made.
- Personal reasons in exceptional circumstances: If the justification for the rejection of the allocated SFA is supported by the Local Service Commander, Garrison/Station Housing staffs should try to make one further offer to entitlement when a suitable SFA becomes available (but the application is not subject to the 15-working day administrative period).

The applicant may **not** refuse an offer for personal reasons **where the reasoning has been omitted from the original application.**

In locations where we source Hirings only one offer will be made, so SP should consider this at point of refusal.

### **5.6.1 Rejecting a second SFA offer.**

In many overseas locations it is unlikely that a second offer of SFA can be made.

However, if a second offer is made and is below entitlement, Service personnel may refuse it and be issued a Non-Availability Certificate (NAC). This is the authority for the SP to utilise hotel or other temporary accommodation if required, which may not be permitted as a long-term solution.

The 'Substitute' Service Family Accommodation offer in UK policy cannot be extended & applied in the same way in overseas policy due to scarcity of suitable available accommodation in many locations.

If the offer is at entitlement, Service personnel should carefully consider their decision to refuse, as it could lead to them being removed from all lists and having to make their own unsupported accommodation arrangements. Crime hotspots, external threats, language barriers, and unfamiliarity with local tenancy laws and legal systems can all pose challenges to self-sourcing. Depending on the post, it can also present significant security and force protection risks. Defence cannot always allow unsupported accommodation provisions due to local security concerns.

Service personnel who think they have exceptional personal reasons for refusing must provide full evidence and documentation in the Offer Review form. On notification of the review, the accommodation provider/delivery agent will hold the offer property until the review completes. The Second Offer Review form must be submitted, reviewed, and concluded within 14 working days of the second offer being made.

If, after the review, Service personnel refuse their offer on the grounds of personal choice, no further offers of SFA will be made, and they will need to make their own unsupported accommodation arrangements, if permissible.

In instances where security concerns mean the sourcing and contracting of accommodation is restricted, SP will be expected to live married unaccompanied as voluntary separation (VOLSEP), utilising SLA. Service personnel will not be eligible to re-apply for family accommodation within six months of the date of refusing the offer unless a change of personal circumstance changes their entitlement.

## **2.6 Accepting or Rejecting SFA outside Entitlement**

On occasion, there may be delays experienced in finalising a 'move in' date to an accepted SFA overseas property because the incumbent SP (and potentially their family) are experiencing delays with securing accommodation for their own onward assignment – particularly if they are transferring to a different overseas location. In such circumstances it will be possible for the incoming SP to:

- Secure permission to remain in SFA accommodation in UK for an extended period.
- Apply a NAC for temporary hotel accommodation entitlement.
- Accept temporary below-entitlement accommodation until a move-in date can be finalised.

## **2.7 Allocation of SFA above entitlement for Service Reasons.**

The accommodation provider/delivery agent may offer SFA above entitlement on those occasions when SFA of the entitled type is not available. Above entitlement allocations are to be made on the same basis as allocations to entitlement, in that occupants of above-entitled properties will not normally be required to vacate during their tour of duty unless circumstances arise which make the continued occupation of the property inappropriate or impossible. Where above entitlement for Service Reasons is applied, SP will only be charged for the type of property they would normally be entitled to (see para 5.8.3).

### **5.6.1 Allocation of SFA below entitlement (one down) (RN and Army personnel only).**

The accommodation provider/delivery agent may only offer SFA one Type below entitlement (One Down) when there is no available SFA of the entitled Type and where the size of the Service person's family allows them to be accommodated in SFA one Type below. When offered SFA below entitlement under the 'one down' rules, the applicant has 2 choices:

The applicant accepts the one down SFA and the SFA charge for the Type and Band/Grade of SFA allocated will be levied.

The accommodation provider/delivery agent partner may only offer SFA one Type below entitlement (One Down) when there is no available SFA of the entitled Type and where the size of the Service person's family allows them to be accommodated in SFA one Type below. When offered SFA below entitlement under the 'one down' rules, the applicant has 2 choices:

- a. The applicant accepts the one down SFA and the SFA charge for the Type and Band/Grade of SFA allocated will be levied.
- b. The applicant declines the one down SFA, and the accommodation provider/delivery agent will endeavour to make a 2nd offer, within 15 working days **if availability permits**. They will also engage with the SP on the flexibility of their required date (where this is well in advance of their assignment date) if it will allow more time to source a suitable SFA. Where it is not possible to make a 2nd offer because there are no properties available to entitlement a NAC will not be issued, and the SP will have to wait for an unlimited period until SFA becomes available.

### 5.6.1 Opt out of one down

RAF personnel are entitled to SFA of the correct entitlement as a condition of service. On those occasions when SFA one type below entitlement is offered, RAF personnel may exercise their right of opt out and are to be issued with a NAC.

## 2.8 Requesting SFA Outside Entitlement by Choice

### 5.6.1 Request to occupy SFA above entitlement.

If it is available, SP may request SFA above their entitlement as a matter of personal choice. Accommodation charges for the Type and Band/Grade of SFA that they have opted for must be paid. Above entitlement allocations arising from personal choice are to be made on the same basis as allocations to entitlement, in that occupants of above-entitled properties will not normally be required to vacate during their tour of duty unless circumstances arise which make the continued occupation of the property inappropriate or impossible.

Continued occupation of Above Entitlement SFA is to be reviewed by the accommodation provider/delivery agent when a new assignment order is issued, and the licensee wishes to remain in the same SFA. The Service person is responsible for notifying the Accommodation Delivery Provider of their new assignment.

### 5.6.1 Occupation of SFA Below entitlement by choice

SP may choose to occupy SFA one Type below entitlement and will pay the accommodation charge for the Type and Band/Grade of SFA.

### 5.6.1 Outside Entitlement Charging

Charging arrangements when SFA is allocated above or below entitlement for Service reasons or personal choice are as follows:

- **Allocation of SFA Above Entitlement for Service Reasons.** Due to the enhancement to the overseas offer, the SFA charge applied is the lower of 'Band C or Grade 2' for charge, for the type of property to which they are normally entitled or the Band/Grade for charge for the type of property occupied.
- **Allocation of SFA Above Entitlement by Personal Choice.** Service personnel who elect to occupy SFA above entitlement as a matter of personal choice will pay the accommodation charge appropriate to the type and band / grade of SFA occupied.
- **Allocation of SFA Below Entitlement.** Service personnel who are allocated SFA below entitlement will pay the accommodation charge appropriate to the type and band / grade of SFA occupied.

Where the Fuel Subsidy Scheme is applicable, the FSS rate applied is to be based on the type of SFA the occupant is entitled to (see Part 8, Section 4 – Fuel Subsidy

Scheme (FSS) & Fuel and Light (F&L) Charges). The applicant may decline the offer of above entitlement SFA without penalty and retain their existing position on the Application List.

## **2.9 SFA Types**

SFA Types and their configurations can be found at Annex C.

### **2.10 Accommodation Provider/ Delivery Agent Changing the SFA Offer**

If it becomes necessary for accommodation provider/ delivery agent to subsequently change the offer at any time after it has been accepted, they are to make a further offer of an alternative address. In the case of applicants with school age children for whom arrangements have already been made to attend local schools, the alternative offer is to be in the same school catchment area (unless otherwise requested by the applicant), so as not to jeopardise the school place.

### **2.11 Non-availability of SFA**

If suitable SFA is not available, a Non-Availability Certificate will be issued, and Service personnel will be offered Substitute SFA (see Part 3, Section 5 – Substitute Service Family Accommodation (SSFA)).

### **2.12 Changing between SFA & SSFA Routes**

In general, SSFA is not applied in Overseas accommodation locations.

### **2.13 Allocation to Family Accommodation for Dual Serving Service Personnel**

This section sets out accommodation entitlements for dual serving Service personnel; that is a Service person who is married, in a civil partnership where both partners are serving in the Armed Forces as Regular or Full Commitment Reservist (FTRS(FC)).

#### **5.6.1 Allocation of Family Accommodation Based on the Primary Service Person.**

To enable the relationship to be recorded on JPA and to administer the correct accommodation entitlements for each person in a dual serving military couple, primary and secondary Service personnel status is used. Service personnel can self-nominate who takes which status and the Service person is able to switch status in accordance with extant policy detailed within (see JSP 752).

The partner with primary status has the entitlement to family accommodation based on their family size which they may exercise at their Duty Station. Dual-serving Service personnel wishing to occupy a property at the midway point between two sites must still comply with the distance and location policy for SFA (see above).



When partners are co-located, but the Service person designated as primary is assigned away from the Duty Station before their partner, it is acceptable for the couple to retain an entitlement at that Duty Station. If there is a difference in entitlements between the two Service persons due to rank, there is no expectation that a family must move on the assignment of the licensee due to the difference in entitlement.

### **5.6.1 Entitlement to Accommodation for the Secondary Service Person.**

A Service person declaring their intention to serve unaccompanied at a different duty unit beyond a reasonable daily commute<sup>14</sup> of the family accommodation, the partner designated as the secondary Service person will have entitlement to SLA accommodation at their Duty Station, including entitlement to the Dual Accommodation Waiver when meeting other eligibility criteria (see Part 7, Section 5 – SLA Charges and Waivers). The SLA should be recorded as the Residence at Work Address and the family accommodation as the Selected Place of Residence on JPA.

Where the secondary Service person is assigned to the same Duty Station as the primary Service person or assigned to another site within a reasonable daily commute<sup>15</sup> of the family accommodation secured by the primary Service person, entitlement to other accommodation at the duty station is prohibited and the Service person is to record the property as their Residence at Work Address on JPA.

## **3 Retaining Family Accommodation**

Service personnel entitlement to family accommodation at the current Duty Station will usually cease when a Service person reports for duty at their next assigned Duty Station. This section sets out the conditions and for how long a property may be retained after the assignment to the new duty station.

Retention under the following criteria may be requested and will be reviewed by the accommodation provider/delivery agent in conjunction with Local Service Command. In Overseas locations, the MOD has **no authority** to grant retention to accommodation it has not provided, or where approval would go against Host Nation restrictions/Status of Force Agreement (SOFA).

### **3.1 Conditions for Retention**

Service personnel may apply to the accommodation provider/delivery agent to retain their property at their previous duty unit beyond the date of assignment as an extension of their entitlement if they are in a relationship and/or with eligible children.

Single Service personnel without eligible children may apply for retention in relation to moves of short duration or operational deployments (see below), so long as they will be returning to the location of the retained property after the absence.

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<sup>14</sup> 50 miles, or less if agreed by the Local Service Commander that the property is beyond a reasonable daily travelling distance.

<sup>15</sup> 50 miles, or less if agreed by the Local Service Commander that the property is beyond a reasonable daily travelling distance.

The duration of the retention should in all cases be specified, restricted to the minimum period necessary, and not exceed 12 months. Service personnel may reapply to the accommodation provider/delivery agent to retain their property for a further specified period not exceeding 12 months if their circumstances persist.

Service personnel applying for retention, should check with their Unit HR staff on how it could affect their continued entitlement to allowances such as Continuity of Education Allowance.

Where Service personnel are in SFA which is tied to or by virtue of an appointment, this could affect the ability to retain that specific property (see below).

Retention of family accommodation is applied for using the format for casework in support of retention form (see Annex A to Chapter 7 JSP 464 Vol 1, Part 1).

### **3.2 Circumstances in which Service Personnel are Entitled to Retain Overseas Family Accommodation**

Retention of SFA in overseas locations is not possible in most cases. In rare cases it may be admissible under the criteria found in JSP 464 Vol 1 but subject to in country supportability or host nation restrictions. Please refer to local service commander for advice.



## **Part 3: Service Family Accommodation**

### **1 Rules and Conditions of Occupation**

SFA sponsors are responsible for the operational delivery of the housing service within the framework of JSP 464 and their respective Theatre/Command instructions and procedures. SFA sponsors overseas are as follows:

- **Army.** Belize (SS), Brunei, Canada, Kenya, and Nepal.
- **UKStratCom** Cyprus, Gibraltar and the Falkland Islands.
- **DIO (Overseas Eur)** Germany, Belgium, Denmark, Netherlands, Italy, Norway, France (Lille) and Portugal, Spain, Türkiye, Greece, Latvia, Bulgaria, Slovakia, Luxembourg, Poland, Lithuania, Estonia, Romania.

This section sets out the policy for occupying and then moving out of SFA for Service personnel who have been allocated a SFA property following their application for family accommodation at their duty station, or who are occupying surplus SFA away from their duty station (including retained SFA – Part 2, Chapter 3 Retaining SFA).

#### **1.1 Issue of Service Licence of SFA**

The accommodation provider/delivery agent is responsible for issuing each Service occupant or entitled civilian occupant of SFA with a Service Licence (or overseas country specific licence) to Occupy SFA.

If Service personnel are unable for Service reasons to attend the move in, the signed Licence will be handed to the Service proxy or spouse/civil partner/ and will be valid from the date of move in. Service personnel, their proxy or spouse/partner have 14 days after moving in to notify the accommodation provider/delivery agent of any defects or deficiencies. The accommodation provider/delivery agent will monitor compliance with the conditions of the Licence. They will also initiate any action required to remedy any breach of the Licence conditions. This may result in withdrawal of the Licence.

#### **1.2 Payment for Damage**

The SFA is the Service person's home and Service personnel will not be held responsible for damage caused to it by fair wear and tear, or through Acts of God. However, the Service person (the Service Licensee) must either make good, or instead pay any cost incurred by the accommodation provider/delivery agent in making good, any damage to the property or its fixtures and fittings caused through negligence or accidental damage by any members of the household, any invited visitor, or any pets.

If this payment/making good cannot be achieved through discussion between the Service person and the accommodation provider/delivery agent, the latter parties will

consult with the Local Service Commander (LSC) and may pursue the case through the relevant authority.

It may also be pursued through the Service disciplinary chain, where the LSC will make a judgement based on the findings of a Board of Inquiry, which they may convene to investigate the circumstances of the damage and to decide whether the Service person, the Licensee (or members of the Service person's family and visitors under those circumstances where the Service person might have taken reasonable steps to prevent the occurrence) is responsible for the damage caused. Guidelines for the assessment of charges for damage to MOD furniture and furnishings is in JSP 384. Current single Service Regulations will apply to raising debit vouchers.

### **1.3 Insurance**

Service personnel (the Licensee) are recommended strongly to arrange insurance for:

- Any potential liability to the accommodation provider/delivery agent up to a maximum of £20,000. As a Licensee, SP are not a tenant and therefore standard home insurance policies do not cover the Service person's potential liability. The Services Insurance and Investment Advisory Panel (SIIAP) has provided a web page ([www.siiap.org/home](http://www.siiap.org/home)) detailing several insurance providers who can organise policies that have been designed specifically for SFA occupants.
- Personal property and that of any spouse/civil partner or child(ren).
- Liability to third parties in respect to injury to them and damage to their property.

### **1.4 Parking and Garages**

Communal parking bays on SFA estates are not allocated to specific properties or occupants, although exceptions to this rule may be made if Service personnel or a family member have disabilities. All occupants allocated a garage will be required to sign a garage licence at JSP 464, Vol 1 Part 2 Chapter 6 Annex A.

It may be permissible to park caravans (including campervans and motorhomes) boats and trailers within barracks, Service personnel should follow site-specific guidance. Parking such articles on accommodation estates is not permitted, but Service personnel wishing to do so must obtain prior permission from the accommodation provider/delivery agent and this may be granted in exceptional circumstances where suitable spaces are available.

### **1.5 Provision of Furniture and Furnishings**

#### **1.5.1 Applying for furniture.**

The accommodation provider/delivery agent or contractor will provide carpets, curtains, and cookers for SFA under their control. All other scaled furniture will be provided where requested.

SFA may be occupied in furnished, part furnished, or unfurnished states and the SFA furniture charge is adjusted accordingly. Service personnel should state their requirement on the 1132 form. The accommodation provider/delivery agent will then arrange scaling in accordance with the applicant's requirements where possible.

Larger items of furniture that Service personnel do not require can be removed (wharfed) from the SFA. This will not reduce the Service person's SFA charge unless that removal crosses into the part-furnished category, where the part-furnished charge applies. Wharfing is usually carried out only once during a standard occupancy, but local wharfing policies will apply.

### **5.6.1 Unfurnished and Part Furnished SFA Charges.**

Service personnel can choose how much furniture they have in their SFA. Percentage values are given to each furniture item available for each SFA Type, and where the furniture a Service person chooses is calculated at 50% or less of the possible entitlement, Service personnel will pay the Part Furnished SFA charge. The Unfurnished SFA charge applies to SFA equipped only with carpets, curtains, and a cooker (unless fitted furniture, for example built-in wardrobes).

### **5.6.1 Furniture Charges for Enhanced Scaling.**

If Service personnel are required to undertake official entertainment or representational hosting in their SFA, and an enhanced furniture scale has been agreed, the relevant overseas sponsor will bear the entire cost of this enhancement. Enhanced furniture scaling supplied to Senior Officers to meet official entertainment or representational hosting requirements including JSP 308 Book 1 Scale JS/3 will not be counted when assessing furniture status.

### **5.6.1 Replacement and cleaning at public expense.**

The accommodation provider/delivery agent will ensure carpets and curtains meet the contracted cleanliness standard at move in. If they become unserviceable, either during occupancy or at move out, the accommodation provider/delivery agent will continue to replace or repair. The Licence holder will only be responsible for costs which are not associated with fair wear and tear. No charges will be raised for carpets over 10 years old, or for curtains over eight years old.

## **1.6 Entitlement and Provision of White Goods at Public Expense.**

White goods are provided at public expense for Service personnel occupying SFA on an unaccompanied/single basis by Virtue of Appointment. The provision is limited to fridge/fridge freezer, washing machine and tumble dryer by the accommodation provider/delivery agent or associated suppliers. Publicly funded white goods for use by virtue of appointment will be collected from the SFA at Move Out and disposed of/relocated by the contracted provider.

There is no entitlement to the provision of white goods, equipment/soft furnishings and non-standard SFA furniture at public expense for the purposes of Official

Hospitality. Any such items are held on the inventory of the individual SFA, and maintained, replaced, or disposed of appropriately as required by the relevant unit.

### 1.7 Decoration of SFA

The accommodation provider/delivery agent is responsible for interior and exterior decoration of SFA. Occupants of SFA for over four years can request redecoration from the accommodation provider/ delivery agent during occupancy and this will be assessed on a case-by-case basis depending on condition in line with fair wear and tear, but not when due to damage caused by the occupant.

Self-help interior decorating is permitted, but Service personnel must consult the local accommodation provider/delivery agent representative beforehand. If a Service person decides to use wallpaper, or non-standard colours, they accept that they may be liable to pay costs for labour and materials needed to bring the SFA back to the normal standard on move out. The representative conducting the move out will decide at the Pre-Move Out Advisory Visit whether and to what extent redecoration is required.

### 1.8 Encroachments

Encroachments are objects that are added **to** the outside of a property, or **onto** the outside of a property, such as an electric vehicle charging point, greenhouse, garden shed, air conditioning, TV aerial, satellite dish or CB Aerial, house alarms and security lights. If Service personnel have followed appropriate local overseas process for installing encroachments receiving prior permission from the accommodation provider/delivery agent, they will be permitted to carry out such minor encroachments to their SFA. When Service personnel move out, the inspection will consider if the encroachment should be removed. Removal is more likely if the encroachment does not provide added value to the property. If it is to be removed, Service personnel will be required to do this and to make good. Service personnel are responsible for all costs incurred in the removal.

Minor Additional Needs and Disability Adaptations (ANDA) made to the outside or inside of SFA may be considered via the encroachment process **if they are over and above** those provided by the accommodation provider/delivery agent however Service personnel will be required to remove and make good, at their own cost, on move out.

### 1.9 Maintenance and repair of SFA

The accommodation provider/delivery agent is responsible for repairs to SFA and employs contractors to carry out the work on their behalf.

Occupants are required to report any defects in the SFA to the appropriate accommodation provider/delivery agent or in line with Standing Orders and/or Instruction at Overseas areas (please see relevant country appendix). The accommodation provider/delivery agent and/or Landlords (as appropriate) will categorise each repair based on urgency. The following classification/timeline for repairs serves as a guide to manage expectations in instances where an in-country

appendix has yet to be included. Service personnel should refer to their in-country appendix to confirm any geographical variation to the following:

- **Emergency Calls.** Should be responded to, and the issue made safe, within two hours. An emergency is an incident occurring on the affected property which threatens imminent risk of injury to persons; or presents high risk of extensive damage to property or the environment.
- **Urgent Calls.** Should be responded to as soon as possible and within 48 hours. Urgent issues include anything that places a family at risk of harm or will cause severe hardship or inconvenience if not fixed quickly. Examples include, but are not limited to:
  - Loss of heating. If heating failure cannot be resolved immediately, heaters should be provided and if heating and hot water are both lost alternative accommodation should be provided.
  - A blocked main drain.
  - An unusable toilet if it is the only one available in the home.
  - Total loss of, or a major fault with, the electrical supply within the home.
- **Routine Calls.** are not classified as Emergency or Urgent and should be responded to within 12 working days.

## **1.10 Grounds Maintenance**

The accommodation provider/delivery agent will maintain the gardens of all void SFA and administer and conduct all major maintenance work associated with trees (SFA occupants are not responsible for the maintenance of trees in enclosed gardens). The responsibility for carrying out and paying for all other grounds maintenance work within SFA enclosed gardens is set out below. TLBs are responsible for funding and contracting Gardening Support which exceeds the paras below and/or SDA Specification.

### **1.10.1 Enclosed Gardens in Occupied SFA.**

As the occupant, the Service person is responsible for maintaining the garden in a tidy condition. This includes cutting the grass; maintaining the hedges (within local By-Law), flowerbeds and existing shrubs; removal of weeds and collection of leaves and fallen fruit. Additionally, the disposal of garden refuse during the period they occupy the SFA. The Service person is not responsible for the maintenance of trees within the confines of the property (see below).

### **1.10.2 Gardening Support for Properties by Virtue of Appointment.**

On a case-by-case basis, the accommodation provider/delivery agent will provide Gardening Support for Service personnel occupying SFA in lieu of SLA by Virtue of Appointment. This support will usually be limited to grass cutting and hedge trimming where the occupant is single or unaccompanied. The LSC must notify the accommodation provider/delivery agent of any requirements or changes under this provision.

Some occupants are required by their appointment to provide a level of representational hospitality. TLBs will determine their eligibility for Domestic Assistance and agree the level of gardening support with the accommodation provider/delivery agent.

### **1.10.3 Gardening Support for those Service personnel in SFA with Official Hospitality Function**

Some occupants are required by their appointment to provide a level of representational hospitality. TLBs will determine their eligibility for Domestic Assistance and agree the level of gardening support with the accommodation provider/delivery agent.

### **1.11 Temporary Absence from SFA**

If the Service person and their family expect to be temporarily absent from home for more than three weeks, they are advised to inform the accommodation provider/delivery agent and the local MOD Civil Service or MOD police as appropriate. (Who may undertake patrols of Service housing areas).

### **1.12 Right of Entry into SFA**

Representatives or agents of the Crown and their contractors have a right to enter SFA for legitimate reasons such as repair and renovation, public economy, or safety, or for any other legitimate purpose, at reasonable times on giving at least 48 hours advance notice, or immediately in the event of an emergency. The Crown, represented by the LSC or other proper authority, has a right of entry into SFA for the purpose of inspection or for any other legitimate purpose, having given reasonable notice.

### **1.13 Pets in SFA**

#### **5.6.1 Keeping Pets in SFA.**

When keeping pets in SFA the wishes of the occupants must be balanced against the sensitivities of other occupants living nearby, and the availability of suitable facilities within the SFA for the pet. Service personnel should also follow local unit guidance for pets on station, where appropriate, e.g., designated dog-walking areas. Families should be aware of any 'Dangerous Dog' legislation applicable to their residing country. Countries may contain special requirements to be met covering both dogs and owner before permission is given for the animal to remain in country.

If Service personnel wish to keep a pet in SFA, they must obtain written permission from the accommodation provider/delivery agent before acquiring the pet/bringing the pet into the SFA. If they have more than one pet, they must obtain permission for each pet.



Whilst every effort will be made to allocate suitable SFA to pet owners it cannot be guaranteed. The accommodation provider/delivery agent will usually permit small domestic pets in SFA except where:

- It is considered by the accommodation provider/delivery agent to be unsuitable for the type of domestic pet e.g. a dog that requires exercise outside and the SFA has no private garden. Owning a pet may delay the allocation of SFA until a suitable 'pet' property becomes available.
- The animal is not a recognised type of domestic pet. Recognised pets are dogs, cats, rabbits, caged birds, or other small, caged animals.
- The animal or breed of animal is considered dangerous or banned in the overseas location.
- According to the accommodation providers/delivery agents records, the pet has caused a nuisance at previous SFA.
- The Service person already has other pets. The accommodation provider /delivery agent will consider applications to keep more than one pet on a case-by-case basis.
- The length of assignment may be less than the time required to transport and pass any country specific quarantine requirements.

#### **5.6.1 Control of Pets.**

As an SFA occupant, the Service person must undertake to keep pets under proper control and prevent them from causing a nuisance. Failure to keep within the law may not only result in criminal proceedings by Local Authorities (or equivalent) but is also likely to lead to permission to keep a pet being revoked by the accommodation provider/delivery agent.

#### **5.6.1 Neighbourhood Disputes about Pets.**

If a Service person has a complaint about a neighbour's pet, they should engage with their neighbour directly to resolve it informally. They may wish to contact their Accommodation Officer who will log the incident or their welfare CoC who can offer support or mediation services. SP should report to local accommodation provider /delivery agent who can advise on any local next steps that can be taken.

#### **1.14 Cleaning of SFA on Move Out.**

If the Service person has lived with a pet(s) in SFA, they must leave the property at move out standard and, when the pet is a cat or dog, provide evidence that the floor coverings and/or soft furnishings have been professionally cleaned and that they have administered an appropriate pesticide and/or deodorising treatment prior to moving out.

## **1.15 Business or Commercial Activity**

The use of SFA for a business or commercial activity e.g., registered child minding etc. is not prohibited but Service personnel must seek permission in advance from the accommodation provider/delivery agent and the Local Service Commander. This is particularly important if the SFA is behind the wire where there may be security access considerations or wider SFA patch management concerns, such as parking.

The business activities at the SFA must not be prejudicial to the good order of the SFA estate and the general interest of other occupants or contravene any local laws. Business or commercial undertakings requiring installation of industrial machinery; storage of heavy, large, toxic, or explosive materials; car repairs; or constant visits to the SFA by members of the public (e.g., surgery/advice services) are not permitted in SFA, the unauthorised use of a SFA for such an activity could lead to compulsory eviction.

See country specific appendix for any further in country stipulations.

## **1.16 Storage of Privately-owned Firearms in SFA.**

The security requirements for Firearms, Ordnance, Munitions and Explosives (FOME) and Attractive to Criminal and Terrorist Organisations (ACTO) items can be found in JSP 440 Leaflet 7A. Ownership of a privately owned firearm should adhere to the legislation in the overseas location. Service personnel should speak to their LSC for guidance on transport and storage of a privately owned firearm to/in an overseas location.

## **2 Moving out of SFA on Assignment**

When moving out of your SFA, Service personnel have responsibilities as a Service licensee for the property, and the accommodation provider/delivery agent has responsibilities to the Service person during the move out process.

Most moves from SFA are because the Service person has been reassigned to another unit in the UK or overseas. If moving mid-assignment due to a change of circumstances, Service personnel should refer to Part 4.

Service personnel will be required to vacate SFA on assignment to another unit unless:

- They have an entitlement to retain (see Part 2) for a specified period after the date of assignment as approved by the accommodation provider/delivery agent and if appropriate, the Local Service Commander.
- They are permitted by the accommodation provider/delivery agent to occupy temporarily surplus SFA on an eligibility basis (see Section 4 below).



## **2.1 Process for Leaving the Current Property**

### **5.6.1 Receive New Assignment Order.**

Service personnel will receive an Assignment Order, which will trigger the process leading to the departure from the currently assigned unit. Wherever possible, Service personnel must give the accommodation provider/delivery agent a minimum of 21 days' notice of your confirmed move out date.

### **5.6.1 Pre-Move Out Advisory Visit.**

It is a mandatory requirement that a Pre-Move Out Advisory Visit takes place up to two months before the expected date of vacation. It is the Service person's responsibility as the Service Licensee to arrange the date with the accommodation provider/delivery agent. The latter parties will seek assistance from the Local Service Commander in cases where it is becomes difficult for Service reasons (for example the Service Licensee is deployed or is uncooperative) to arrange a Pre-Move Out Advisory Visit.

### **5.6.1 Move Out.**

There are three categories of individual who may attend a move out to hand back an SFA:

- The entitled person to whom the SFA is allocated (Licensee)
- A Service proxy (including Civil Servants and Crown Servants) appointed by the Service person.
- The Service person's spouse/civil partner

In all cases, Service personnel must give a written authority (a Proxy Certificate) to the nominee to authorise them to hand back the property and to sign on their behalf for any charges for damages and deficiencies. As the Licensee, the Service person (or their proxy) is deemed to have relinquished their responsibilities as defined by the Licence to Occupy only when they have handed all the keys to the property to the appointed accommodation provider/delivery agent representative personally at the Move Out appointment.

### **5.6.1 Deferred passage on return to UK.**

In overseas stations families returning to the UK normally accompany the entitled person and the SFA is to be vacated on or before they leave the station. When a deferred passage has been authorised, a family may, at the discretion of the Local Service Commander, remain in occupation of SFA after departure of the entitled person.

### **5.6.1 Move of station within an overseas command.**

When a Service person moves station within an overseas command or between stations overseas, vacation of SFA is entirely at the discretion of the Local Service Commander. In Germany, families will be required to move in SFA within the new duty Garrison.

## **3 Families with Additional Needs & Disability Requirements**

### **3.1 Principles**

Overseas commands are to apply the main principle of UK legislation applicable to disabled and additional needs dependants, where it is practicable to do so. However, these are exceptional cases, particularly those dependants with complex disabilities or additional needs, where it is not possible to replicate the level of support to that available from local authorities within the UK. It is for this reason that assessments are carried out on all dependencies with disabilities and additional needs prior to the family moving overseas.

Applicants for accommodation in Overseas commands are to ensure that they have correctly complied with AGAI 81, Part 8, for Army personnel, and AP 3392 Vol 2 Leaflet 2411, for RAF personnel, in that they have informed their single Service Career Management Authorities of any particular Social, Educational or Medical needs prior to taking up an appointment. Once authority has been given by overseas command HQ for an individual to serve within the Command with Social, Educational or Medical needs then appropriate accommodation will be allocated.

Where, following an assessment of supportability, a family is unable to accompany a service person on an overseas assignment, the service person has the option to retain SFA in their current location<sup>16</sup> or apply to move to an area of enhanced support up to 6 months before the commencement of their assignment. Personnel seeking to move under this policy should apply using the e1132 and selecting 'an allocation to entitlement in accordance with JSP 464 for Extended Duration Operational Tours in UK'.

Service personnel should refer to their country specific appendix for any further details.

### **3.2 Application Process**

Service personnel must apply for accommodation by completing the 1132 which includes a section to request adaptations.

The 1132 must be accompanied by up to date supporting medical evidence, from a suitably qualified medical professional, specifying all necessary housing requirements, e.g. an occupational therapist and/or medical report. Service personnel can use the DIO ANDA Assessment Form to ensure they include all the right information. If the accommodation provider/delivery agent deem the detail of the

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<sup>16</sup> Assumed to be in the UK.

housing requirement is insufficient, the Service person will be contacted to seek clarification from the occupational therapist/medical professional or requested to provide additional information.

Service personnel will be given an ANDA Focal Point within the Accommodation Delivery Team who will be responsible for keeping them fully informed of decisions and progress regarding their application. They will provide the Service person with regular updates (fortnightly as a minimum) and in turn the Service person must keep them informed of any changes in their circumstance.

### **5.6.1 Data Protection Compliance.**

For compliance with the Data Protection Act (2018), the accommodation provider/delivery agent does not retain personal information; the Service person must therefore provide full details of all housing requirements for every ANDA request submitted. This information may be provided by asking the medical professional to complete the ANDA Assessment Form. Please note if, during an ANDA application, an updated report is submitted, this report will supersede all other reports. It is therefore essential that the latest report contains all the necessary housing recommendations. Please be aware any additional work outside the recommendations of the occupational therapist and/or medical report is unlikely to be approved.

### **3.3 Allocation of Accommodation**

Where medical opinion confirms that the nature and extent of a family member's need or disability is such that an accompanied assignment is feasible, a suitable SFA will be allocated. Wherever possible, the accommodation provider/delivery agent allocates SFA to your entitlement in line with policy. However, by exception, SFA above entitlement may be allocated to ensure that the appropriate adaptations or housing needs are met.

The accommodation provider/delivery agent does not hold a stock of generic adapted properties and has very few single-level living properties so it is highly unlikely requests for single-level living will be met. Personnel and medical professionals should bear this in mind when assessing housing requirements and consider all options, e.g. use of a stairlift. The decision on which SFA is allocated will be based on the availability of stock at the time of receiving the ANDA request and accommodation provider/delivery agents knowledge of which property would best meet the housing needs as set out in the OT and/or medical report.

The target for allocating a property address is within fifteen working days of receipt of the application, but this will depend on the availability of stock and the complexity of the Service family's needs. ANDA requests are given the highest priority; however, to avoid delays, it is essential that applications and the relevant supporting documentation are submitted as early as possible.

### 3.4 What Adaptations and Modifications will SFA Sponsors make?

If Service personnel require adaptations to SFA, it is their responsibility to provide up-to-date supporting medical evidence setting out all necessary and specific housing requirements, to enable the accommodation provider/delivery agent to provide adaptations which are fit-for-purpose and provide value for money. Given the inherently mobile nature of Service in the armed forces, the accommodation provider/delivery agent will provide essential housing requirements which meet an individual's current needs up to a maximum of three years, however they will review the requirement if there is a change of circumstance. In some instances, the appropriate local authority clinical commissioning group and occupational therapist may be able to assist in the provision of specialised equipment.

#### 5.6.1 Additional Rooms.

If there is a justified medical requirement, Service personnel will be allocated a bedroom for the sole use of that individual. Please be aware, however, that depending on the age and sex of children in your family, this might not necessitate the allocation of a property with an additional bedroom, so long as any assumed bedroom sharing is compliant with the overcrowding standard described in the Housing Act 1985. Additional rooms solely for use as therapy or sensory rooms will not be allocated, but accommodation providers/delivery agents will try and identify a property with a separate living and dining room so the Service person can use the available space flexibly to meet the Service person's needs. If housing stock permits, Service personnel can request a larger property for personal reasons but are advised to confirm the charging implications of doing so first.

#### 5.6.1 Other Adaptations.

Garden adaptations are limited to providing a secure back garden and providing level access to a patio area not exceeding 4mx4m. The accommodation provider/delivery agent will not enclose a front garden with fencing, level lawns or lay astro turf.

The accommodation provider/delivery agent will:

- Ensure external doors are fitted with key locks, but will not provide locks, bolts or any other means which may restrict either entry or egress from the property or a room. Bathrooms and toilets are fitted with thumb locks.
- Provide radiator covers or Low Surface Temperature radiators to a child's bedroom and bathroom. You can consider purchasing removable, padded fabric radiator covers which are widely available.

The accommodation provider/delivery agent **do not**:

- Provide padding to walls, doors, or floors.
- Provide bespoke stairgates. Stable doors to kitchens and a child's bedroom may be provided.

- Provide kitchen adaptations for children e.g., lowered worktops, but will, by exception, review on a case-by-case basis.

The accommodation provider/delivery agent housing specification **includes** dual fuel free standing cookers. Induction cookers cannot be provided under this policy; however, it may be possible to change an electric hob for a gas hob.

The accommodation provider/delivery agent **will** provide specialist smoke detectors and doorbells for occupants with hearing impairments but **will not** provide door alarms and/or monitoring systems.

If replacement flooring is required due to allergies, wood-effect vinyl can be provided. If flooring is required for wheelchair users, this too, will be wood-effect vinyl.

Due to health and safety and maintenance issues, the accommodation provider/delivery agent **will not** provide walk-in baths. Suitable bathing or showering facilities will be provided but not both.

### **3.5 Making Minor Alterations outside of the ANDA Process**

If Service personnel wish to have adaptations over and above those the accommodation provider/delivery agent or LSC can provide, then they may request permission to fund these themselves via the encroachment process. However, they will be required to remove and make good at their own cost on move out.

## **4 Occupation of Temporarily Surplus SFA**

Temporarily surplus SFA are properties deemed to be over and above what is required to accommodate all entitled staff who want family accommodation at the location. Very few locations will have surplus SFA, and if they do, they may not be available all the time.

Non-entitled Service personnel (e.g., Reserves) and civilians (including civilian personnel in support of the Services, civilian Key Workers, and other civilians) may also be eligible to apply to occupy surplus SFA at a location of their choice, on payment of market rates. Potential occupants must be at least 18 years old.

Civilians who have an entitlement to accommodation, as stipulated in their contract of employment should see Part 6 - Non-standard entitlement and eligibility.

### **4.1 Prioritisation of Eligible Personnel**

See Annex C for detailed categories of personnel who are entitled to SFA and/or eligible to occupy surplus SFA overseas.

To Note: Service personnel who are eligible may apply for surplus SFA. This application will be reviewed by the accommodation provider/delivery agent in conjunction with Local Service Command. The MoD has no authority to grant eligible

cohabitation to accommodation it has not provided, or where approval would go against Host Nation restrictions/Status of Force Agreement (SOFA).

The accommodation provider/delivery agent will group eligible personnel into these seven broad priorities:

<b>Priority 1</b>	<ul style="list-style-type: none"> <li>Service personnel who are entitled to family accommodation at their duty station but choosing not to take this up and apply for surplus SFA elsewhere. This includes families and single Service personnel with children, and the families of personnel serving voluntarily separated overseas.</li> </ul>
<b>Priority 2</b>	<ul style="list-style-type: none"> <li>Service personnel serving unaccompanied (provided their family is not occupying SFA elsewhere).</li> </ul>
Priority 3 and below on payment of market rates	
<b>Priority 3</b>	<ul style="list-style-type: none"> <li>Retired and redundant Service personnel (within the first year of their exit)</li> <li>Bereaved spouse/civil partner of Service personnel who died in Service, on expiry of their entitlement to SFA</li> </ul>
<b>Priority 4</b>	<ul style="list-style-type: none"> <li>Estranged families of Service personnel on expiry of the 93 days' Notice to Vacate.</li> </ul>
<b>Priority 5</b>	<ul style="list-style-type: none"> <li>Members of foreign armed forces who do not otherwise qualify.</li> </ul>
<b>Priority 6</b>	<ul style="list-style-type: none"> <li>Other civilian personnel employed by the MOD</li> <li>Limited Commitment/Home Commitment Reservists</li> <li>MOD Police recruited after 01 Sep 94</li> <li>MOD Guard Service</li> </ul>
<b>Priority 7</b>	<ul style="list-style-type: none"> <li>Other civilians (non-Crown employees).</li> </ul>

## 4.2 Criteria for Selection

Applicants for temporarily surplus SFA must be willing to comply with the terms of the Licence or Tenancy/Lease Agreement. The accommodation provider/delivery agent is responsible for assessing the suitability of applicants. Applications from civilian families must be supported by evidence (from a previous landlord where applicable) such as:

- Regular rent payment and no outstanding rent arrears or charges.
- Compliance with the terms of the Licence or Tenancy Agreement.
- Previous good character.
- No security concerns about living 'behind the wire'
- Legally allowed to remain in overseas country as demonstrated by production of 'Right to Remain' documentation.

## 4.3 Size and Type of SFA to be Offered

The accommodation provider/delivery agent will determine the availability of surplus SFA for occupation by eligible personnel. The allocations process considers the availability of SFA (size, location, and facilities), the applicant's needs (size, mobility requirements), and the applicant's expressed preferences, such as location.

## 4.4 Terms of Occupation

If allocated surplus SFA it will be on a temporary basis, and the occupant will be required to move out if an entitled Service person requires the SFA. The property

could be removed from use for upgrading, for the disposal programme, or when required for other Service reasons. If required to vacate the property, the occupant will be given a Notice to Vacate (at least 93 days' notice).

Additional Needs and Disability Adaptations (ANDA) will not be undertaken for occupants of temporarily surplus SFA.

Occupants must comply with Service security requirements in JSP 440.

Occupants will sign the following occupation agreements:

- For Service personnel – The Service Licence (as is the case for entitled personnel);
- For civilian personnel – Lettings will be made either through block leases with authorities or through a Civilian Agreement. – see contract of employment.

#### **4.5 Charging**

If allocated temporarily surplus accommodation, occupants pay accommodation charges at either the MOD entitled rate set by the AFPRB, the local market rate advised by DIO, or the non-entitled rate set by DIO Accn. A summary of how the different accommodation charges are applied are set out in Annex D.

### **5 Substitute Service Family Accommodation (SSFA)**

SSFA is not used for overseas deployments in the way it is used in the UK. Instead, temporary accommodation, including the use of hotels is available, after the issuing of a NAC as per 5.11

If the accommodation provider/delivery agent does not offer SSFA, accommodation may be sourced from the rental market either by an Accommodation Delivery Agent or will be self-sourced by the SP through local estate agents. This approach must be approved by the appropriate FLC.

The policy and process for SSFA will be unique to each individual but will follow the principles found in JSP464 Volume 1.



## **Part 4: Change in Circumstances**

### **1 Funding of Mid-assignment Moves.**

#### **1.1 Publicly Funded Mid-Assignment Moves.**

A mid-assignment move undertaken for Service reasons should be at public expense – i.e. the individual is entitled to the full relocation provisions and the appropriate rate of Disturbance Allowance (see JSP 752). It does not matter whether the occupied SFA or SSFA property is below, to, or above entitlement, or whether it was occupied by choice or for Service reasons. Mid-assignment moves for Service reasons include situations where a move is necessary for accommodation provider/delivery agent disposal or upgrade programmes; Landlord serving notice of SSFA; or where entitlements change because of changes in family size (but not upon formation of a marriage, civil partnership, or long-term relationship). Service reasons may also include a move from SSFA to SFA where it will result in a saving to public funds, even if the Service occupant requested the move.

If at any time, it is necessary to move temporarily out of permanent accommodation into a hotel or any other accommodation (e.g. termination of lease, or emergencies where a failure of essential services makes the property uninhabitable, financial responsibility rests with the individual's budget holder for any resultant subsistence expenses and any removal costs involved. Entitled Civilians occupying SFA/SSFA who are required to move should consult with DBS regarding any entitlement to relocation allowances.

#### **1.2 Exceptional Authority for a Publicly Funded Mid-Assignment Move.**

There could be other circumstances that do not fall within the definitions of Service reasons at the paragraph above, but where nevertheless a move at public expense might be appropriate. Individuals may therefore submit a case for exceptional authority for a publicly funded move, through appropriate channels, to the single-Service branches responsible for considering such cases or DBS for Civilian Staff. Exceptional circumstances might arise where there are compassionate, welfare, or medical reasons for a move. Crucial to informing the decision would be provision of the appropriate supporting evidence from doctors, social workers, SSAFA etc.

#### **1.3 Privately Funded Mid-assignment moves.**

Personnel who decide to move from family accommodation for personal reasons (e.g. they want to move into their own private house) can do so at private expense.

### **2 Formation of Marriage, Civil Partnership**

#### **2.1 On Marriage/Civil Partnership**

Any change in entitlement because of marriage or civil partnership will not take effect until the date of marriage/civil partnership but, if availability permits, the accommodation provider/delivery agent may be able to make SFA available up to



two weeks in advance. Occupation of the property (SFA or SSFA) by the Service person and/or their intended spouse/civil partner is not permitted until the date of marriage/civil partnership.

## **2.2 On registering an established long-term relationship.**

Service personnel may register and/or establish a long-term relationship whilst serving on an overseas assignment. LTR(E) status does not attract any entitlement to accommodation, but for Service personnel returning to the UK, the relationship must be recorded on JPA as 'established' before an application for surplus accommodation will be accepted. Please see JSP 464 Volume 1.

In limited overseas locations an accompanied service LTR(E) pilot allows accommodation entitlement. Please see JSP 464 Volume 4.

## **2.3 Funding of moves on formation of relationship.**

The Service person can apply to move mid-assignment on formation of a marriage or civil partnership, but the move will not be publicly funded in accordance with JSP 752 Non-qualifying moves.

# **3 Change in the Size of the Household**

## **3.1 Increase in family size - Child**

The point that entitlement changes will depend on whether the child is arriving because of birth, adoption or fostering.

### **3.1.1 Birth of a Child.**

The new entitlement takes effect three months before the expected date of birth of the child/children. Service personnel should submit their application once they have received the Maternity Certificate (Mat B1). If they are a pregnant Service person living in SLA they will be required to vacate before the arrival of the child. If moving to SFA, Service personnel will pay SFA charges from the date they occupy the property.

### **3.1.2 Adoption.**

The new entitlement takes effect from the date the Service person is approved for adoption.

### **3.1.3 Fostering.**

The new entitlement takes effect from the date the relevant authority confirms the forthcoming fostering. The confirmation letter should state the geographical area (as this affects whether foster carer status carries over after being posted to a new location) and duration of the approved foster carer status.

### **3.1.4 Remaining in the Current Home.**

Service personnel already living in family accommodation are not required to move when their entitlement changes (subject to not exceeding the room standard as set out in the Housing Act (1985)). If choosing to remain in the current property, this will affect SFA charges or rental payments as follows:

- If in SFA/SSFA there will be no change to the charge unless the current SFA is being occupied as 'above entitlement for Service reasons', in which case the charge will increase to reflect the new entitlement.

### **3.1.5 Moving to New Family Accommodation.**

If the Service person requests family accommodation at the new entitlement, their application will be allocated to SFA or in instances of non-availability SSFA, as set out in Part 2. If they refuse the accommodation type offered and withdraw their application, they will not be able to re-apply for a move based on the same change of personal circumstances.

If the Service person chooses to move from one family accommodation property to another, this will count as a qualifying move for relocation allowances and provisions (see JSP 752 Chapter 12). Civilian occupants should contact DBS for advice on relocation allowances and provisions.

The effect of a move on charges and payments will depend on what type of accommodation Service personnel are moving from and to:

When moving from SFA to SFA, they will pay SFA charges from when they occupy the property.

## **3.2 Decrease in Family Size.**

If one of the Service person's entitled children no longer meets the criteria detailed in Part 2 (e.g., due to them leaving home, their age, or the end of a fostering arrangement), their entitlement could reduce. If this happens mid-assignment, they are not expected to move and there will be no change in the SFA charge until the end of the current assignment if remaining in the same property. If in SFA and the child is still resident, they may continue to reside in the SFA as a non-dependant adult child.

Service personnel should refer to their country specific appendix for any deferment from this policy and should make themselves aware of any visa requirements needed for non-dependant adults.

If Service personnel wish to move property mid-assignment following a reduction in their entitlement, they should submit an 1132 and their new entitlement will take effect from the date of the move. The move will count as a qualifying move for relocation allowances and provisions (see JSP 752).

If the size of the family changes due to bereavement see Section 5 below.

## **4 Relationship Breakdown and Estrangement**

Relationship breakdown and estrangement means when spouses or civil partners agree to live apart on a permanent basis; or when one party leaves the other permanently. This section explains how that may affect accommodation entitlements and payments. Service personnel should refer to JSP 752 to understand when moves will be publicly funded and when they will be expected to fund them themselves.

### **4.1 Reconciliation Period**

Before the Service person changes their PStat Cat/LTR(E) status the Local Service Commander may authorise a reconciliation period up to 93 days as per UK policy. This may not be possible due to overseas deployments and accommodation types. As such, please speak to your local service commander who can advise.

#### **4.1.1 Service Person Remains in SFA.**

If the Service person remains in the SFA and the estranged partner moves out, the Service person will continue to pay charges for the SFA.

#### **4.1.2 Estranged Partner Remains in SFA.**

If the Service person moves out and the estranged partner remains in SFA, the accommodation provider/delivery agent will immediately issue a 93-day notice to vacate (NTV) to the estranged partner remaining in the SFA. The accommodation provider/delivery agent will then conduct a Proportionality Exercise to establish any continued occupancy beyond the expiry of the 93-day NTV period. This will consider factors such as children's schooling, relevant welfare, or medical treatment. On completion of the Proportionality Exercise, the accommodation provider/delivery agent may approve an agreed period of stay of legal action. At the same time, it is appropriate for the accommodation provider/delivery agent to schedule a condition assessment inspection of the SFA to establish liability for the property, utilities, and conduct meter readings. Where possible and appropriate, the Service person is expected to make every effort to jointly complete all forms with the estranged partner and assist them to find alternative accommodation.

The Service person will continue to pay SFA charges until the end of the NTV period but not beyond. The partner and any family also living in the SFA are required to leave the SFA. If they do not, they become Irregular Occupants (see Part 6).

If the Service person chooses to move to SLA, they should apply and will be charged in the normal way.

If the Service person chooses to apply for alternative family accommodation, they should apply and will be charged in the normal way. If they take responsibility for the new family accommodation (i.e., when they move into) before the end of the 93-day NTV period, the responsibility for paying charges for the previous SFA property will end when they begin paying for the new family accommodation property. This will

also count as the end of the tenancy for recovering any advances linked to that property (see Part 8).

## **5 Bereavement**

Bereavements have a profound effect on Service personnel and their families, and the security and familiarity of the accommodation in which they live is likely to be an important part of how they can support and care for each other. This policy sets out the accommodation entitlement for bereaved Service personnel and families living in the SFA. This includes provision in the UK for Service personnel or families once they return to the UK from a bereavement suffered whilst overseas.

If a Service person or their family have a bereavement it is, of course, the most significant of changes for them personally. It may also have an impact on their entitlement to accommodation. To understand and get the help with accommodation to which they are entitled, the Service person or their family should make sure that the Service Administration Unit is aware of the bereavement. The Service Administration Unit will make sure that the right notifications are made and will tell the Service person or their family what steps they need to take.

### **5.1 Death of a Child**

Death of a child would ordinarily affect entitlement when allocation of accommodation is based on family size. However, continuity for bereaved families is considered most important and therefore if the death is of a child forming part of the Service person's entitled household they will retain their previous entitlement until the next assignment.

### **5.2 Death of a Spouse or Civil Partner**

#### **5.6.1 If Living in SFA.**

If a Service person living in SFA/SSFA suffers a bereavement of their partner, they may continue occupying the property which they were occupying at the time of the bereavement until they are assigned, irrespective of how the property relates to the new entitlement. With the endorsement of the single Service Housing Colonel, the Local Service Commander may also choose to extend this period further. The charge for the SFA property will not change.

#### **5.6.1 Moving Home.**

The Service person may request SLA or family accommodation at their new entitlement ahead of their next assignment if they wish. Mid-assignment moves caused by circumstances of compelling welfare, medical or compassionate grounds are eligible for relocation support. Approval for mid-assignment moves is given through the Chain of Command.

### **5.3 Death of the Service Person.**

The bereaved spouse or civil partner, of a Service person will continue to receive support following the death in Service of their partner. This includes continued entitlement to family accommodation and any supporting accommodation payments for up to two years after the date of the bereavement. Due to security concerns or local visa rules, it may not be possible to continue to provide accommodation. In these circumstances, the bereaved partner will be accommodated within the UK.

#### **5.3.1 Moving Home.**

The bereaved partner, if permitted to stay in the overseas location, may request a move back to the UK during the two-year period of entitlement to be within 50 miles of either the home of a member of family or of a child's school. In this case, they are entitled to one relocation at public expense (consisting of furniture removal expenses and the appropriate rate of Disturbance Allowance) to family accommodation at an alternative location within 12 months of the date of bereavement. The 12-month period may be extended at the discretion of the Commanding Officer in consultation with the respective single Service Housing Colonel, welfare, medical and educational authorities.

DIO Accommodation will always attempt to provide family accommodation as close as possible to the preferred location, subject to the availability of housing. Whenever possible, the bereaved partner will be allocated to a property of the type they are currently occupying. SFA will be provided if available and charged at entitled rates. If SFA is not available, they will be offered an alternative or hiring property. The bereaved partner may turn these alternative offers down.

If the bereaved partner is occupying SFA, and the property is required by DIO Accommodation during the period of entitlement for upgrade or disposal, or if the tenancy agreement is terminated on a hiring property, the bereaved partner will be supported with SFA or an alternative property at the same entitlement level. In these circumstances they will be entitled to a relocation at public expense. This will consist of furniture removal expenses and the appropriate rate of Disturbance Allowance.

Unless the bereaved partner indicates their intention to vacate the family accommodation within the first six months, DIO Accommodation, in consultation with the sponsoring unit and/or Visiting/Welfare Officer, will review at the six-month point following the death of the Service person, and then at each three-month point thereafter, until the bereaved partner has decided on their longer-term housing requirements. This is usually within two years.

#### **5.3.2 After Two Years.**

If the bereaved partner is in SFA as the two-year point approaches, the accommodation provider/delivery agent will give 93 days' notice to vacate the SFA, timed to conclude with the end of the entitlement to SFA at the two-year point.

If the Service, in consultation with the respective housing provider, decides to withdraw entitlement to family service accommodation either during or after the two-

year period and this is against the bereaved partner's wishes, a case can be made through the relevant single Service Housing Colonel to People-Accommodation-Dep Head Current Policy who will make an appropriate submission to Ministers.

When the entitlement to family accommodation expires, the bereaved partner is entitled to be relocated at public expense (consisting of furniture removal expenses and the appropriate rate of Disturbance Allowance) from the family accommodation to an alternative privately arranged accommodation. If required, the accommodation provider/delivery agent will also provide a Certificate of Cessation of Entitlement to family accommodation to assist the bereaved partner if they wish to apply for Local Authority housing.

If the bereaved partner has been living in SFA and has vacated it, they have no entitlement to re-occupy. However, if in the UK, they may request to occupy temporarily surplus SFA either at the same location or elsewhere as an eligible occupant under a lease/civilian agreement on payment of the market rent (see Part 3).

## **6 Mid-Assignment Moves caused by Change of Circumstances where there are Compelling Welfare, Medical or Compassionate Reasons**

Approval should be given through the Chain of Command. The Service person must have an expectation of occupying the new property for at least six months.

## **7 Allocation to Family Accommodation in UK following Repatriation or Evacuation from Overseas**

### **7.1 Repatriation from Overseas.**

A change in personal circumstances may require the Service person's family to be repatriated permanently to the UK before the OS assignment ends. Repatriation is different from evacuation (covered separately below), which is when the need for return to the UK is directed by the Service, usually because of a situation in the country where the Service person is assigned rather than because of personal circumstances.

The accommodation offered to the family following repatriation will depend on the circumstances as set out below.

#### **7.1.1 Repatriation following Estrangement.**

If the spouse or partner of a Service person becomes estranged from them whilst accompanying the Service person overseas, they will be repatriated to the UK. The partner is entitled to 93 days' occupation of the nearest available SFA to their area of choice in the UK; or to the balance of 93 days if the change of PStat Cat status happened before they returned to the UK. They will be charged for the property for



this period. They will not be entitled to SSFA due to the short length of the remaining entitlement to family accommodation.

Following repatriation to the UK, the partner will be covered by the same policy as for relationship breakdown in the UK (see above).

#### **7.1.2 Repatriation for Medical or Educational Reasons.**

A Service family repatriated to the UK for specific medical or educational reasons which have arisen during the period of overseas duty, is entitled to family accommodation within 10 miles/45 minutes of a specialist facility in the UK. This is to be agreed between the overseas losing unit, the gaining unit (or the Local Service Commander in the required area) and the IPHD, on a case-by-case basis and for a predetermined period of no more than one year, subject to review. If SFA is not available, the family might be offered SSFA (see examples of qualifying criteria in Part 2).

#### **7.1.3 Repatriation for other Welfare/Compassionate Reasons.**

A Service family repatriated to the UK for other welfare and compassionate reasons, is entitled to family accommodation at a location of choice in the UK as agreed between the overseas losing unit, the gaining unit (or the Local Service Commander in the preferred area of choice), and the IPHD. These are agreed on a case-by-case basis and for a predetermined period of no more than one year, subject to review. If SFA is not available, the family might be offered SSFA (see examples of qualifying criteria in Part 2).

#### **7.1.4 Bereaved Spouse/Civil Partner based Overseas.**

Bereaved spouses/civil partners of a Service person accompanying the Service person overseas at the time of their death may either seek repatriation back to the UK or stay at the overseas location.

### **7.2 Evacuation from Overseas**

If assigned overseas, Service personnel may be required to return to the UK because the Foreign Commonwealth and Development Office and the Head of Mission order an evacuation. This may be of families only, or the Service person and their family. This is different from repatriation (covered separately above) which is when the family returns to the UK due to a change in personal circumstances.

The accommodation offered following evacuation will depend on the circumstances as set out below.

#### **7.2.1 Applying for Family Accommodation.**

If entitled to family accommodation, Service personnel should apply as soon as possible once they have returned to the UK. Up to 30 days' subsistence is available to provide Service personnel with sufficient time to contact the IPHD, apply, and move (see JSP 752).

## **7.2.2 Family Accommodation for Accompanied Service Families.**

The location of **accommodation** for families returning with their Service person will follow any guidance issued by the Service Authorities in respect to the Service person's likely or planned employment. Family accommodation will be allocated in the usual way. If no duty station is identified, the Service person may select a location within 50 miles of either the home of a member of family or their child's school.

## **7.2.3 Unaccompanied Service Families.**

Unaccompanied Service Families, returning to the UK whilst the Service person remains overseas, once back in the UK are entitled to family accommodation in the UK in their preferred area, which may be within 50 miles of either the home of a member of family or their child's school. DIO Accommodation will always attempt to provide family accommodation as close as possible to the preferred location, subject to the availability of housing. If SFA is not available, SSFA may be offered.

## **7.3 SFA Rules of Occupation following Repatriation or Evacuation from Overseas**

### **7.3.1 SFA Licence.**

For accompanied families repatriated or evacuated to the UK, the Service person signs a Service Licence to Occupy SFA/SSFA in the usual way. If allocated to SFA or SSFA as an unaccompanied family, when they occupy the UK SFA/SSFA, the spouse, civil partner or LTR(E) partner can sign either a civilian agreement to occupy SFA/SSFA, or a Service Licence to Occupy SFA/SSFA under a power of attorney granted by the Service person.

### **7.3.2 Charges following Repatriation.**

Families repatriated from overseas will pay accommodation-related charges from the point they occupy the property.

### **7.3.3 Charges following Evacuation.**

- **Accommodation Charges.** Service personnel will not be charged accommodation charges and CILOCT related to their or their family's accommodation for 90 days from their arrival in the UK.
- **Utility Bills.** Service personnel must pay all utility and associated bills for the full period of their occupation of the property, starting from the date of occupation.
- **90-day Review.** The single Services and single Service Manning Authority will, in consultation with the Foreign Commonwealth and Development Office, review the circumstances of evacuated families at the 90-day point. Unless directed otherwise, occupation of SFA beyond the 90-day period will continue



under normal UK arrangements, including for the payment of SFA charges and CILOCT.

#### **7.4 Alternative Accommodation at the Services Cotswold Centre**

As an alternative to family accommodation, Service families might prefer to apply to occupy family accommodation at the Services Cotswold Centre. This is a tri-service facility, managed and funded by the Army on behalf of the MOD. It provides short-term transit accommodation in 60 self-contained, chalet-style homes and includes emergency accommodation for families who are repatriated from overseas assignments. Bids for SCC accommodation should be made to: The Army Welfare Service at HQ Support Command, Montgomery House, Queen's Avenue, Aldershot, GU11 2JN. Contact details and website: [Services Cotswold Centre](#)

### **8 Career Intermissions**

There is provision for Service personnel to retain their entitlement to accommodation when taking a Career Intermission. This applies to personnel living in SLA and SFA and does not confer entitlements to retain overseas accommodation. Policy guidance can be found in JSP 760.

### **9 Vacating SFA for disposal, upgrade, or modernisation**

#### **9.1 SFA Required for Disposal**

The accommodation provider/delivery agent will, wherever possible, give at least six months' notice of its intention to dispose of a Service person's current SFA. The Service person will receive a Notice to Vacate at the 93-day point and will be offered a mid-tour move to alternative SFA at the duty station. The move will be made at public expense, and the Service person will be able to apply for Disturbance Allowance.

#### **9.2 SFA Required for Upgrade/Modernisation**

Service personnel may be required to leave SFA so that it can be upgraded or modernised. Wherever possible, they will receive at least six months' notice, and the accommodation provider/delivery agent will confirm the details of the work, and its timetable. If Service personnel are required to move out, they will receive a Notice to Vacate at the 93-day point. Service personnel will be offered a mid-tour move to alternative SFA at the duty station. The move will be made at public expense, and the Service person will be able to apply for Disturbance Allowance.

### **10 Vacating Family Accommodation for Personal Reasons**

If, after an initial three-month period, the entitled Licensee wishes to terminate the Licence for any reason, they must give 93 days' written notice to the accommodation provider/delivery agent and inform their LSC.

## **11 Last 6 months service**

Married (or those in a civil partnership) SP posted back to UK for their last 6 months service are entitled to SFA at their new duty station. An application for temporarily surplus SFA at the entitled rate in an area close to where they intend to settle will also be considered, to help facilitate finding employment and housing.

## **12 Moves due to Security Concerns**

Where a Service person's personal safety is compromised, whether that is in SFA or SSFA, they may be entitled to a move of home. Approval must be given through the Chain of Command. For further details see JSP 752.

## **13 Absent Without Leave**

If a Service person is formally declared absent without leave (AWOL), the accommodation provider/delivery agent will serve 93 days' notice to vacate the SFA on the spouse/civil partner. During this period, accommodation charges will continue to be debited from the Service person's account. Service Administrative Units will notify the accommodation provider/delivery agent at the 21-day AWOL point.

## **14 Discharge from the Service**

When a Service person is due to leave the Armed Forces on discharge, their Administrative Unit will notify the accommodation provider/delivery agent four months before the date of discharge. The following discharges are based on the UK, and whilst every effort is made to provide parity, the following may not always be available in your assigned overseas country.

### **14.1 Discharge from the Service in SFA**

If discharged whilst living in SFA, Service personnel will be given a Notice to Vacate. The length of time they can continue to occupy SFA after losing the entitlement varies as follows:

#### **14.1.1 Normal Discharge.**

For normal discharge and on Early Termination (ET), the accommodation provider/delivery agent will issue 93 days' notice to vacate timed to expire on the last day of service. If Service personnel require a longer period of notice to support their alternative accommodation, they should request the accommodation provider/delivery agent to re-issue notice accordingly.

#### **14.1.2 Short Notice Discharge.**

In cases of short notice discharge, 93 days' notice to vacate SFA will normally be given even if this goes past the discharge date. However, in cases of discharge on disciplinary grounds or misconduct a minimum of only 28 days' notice must be given.

#### **14.1.3 Medical Discharge.**

If a Service person is being compulsorily discharged on medical grounds, 93 days 'continued use and occupancy' of the SFA will be permitted after the date of discharge, at entitled SFA charges. Thereafter, extensions of up to 93 days at a time may be granted on compassionate grounds, at the discretion of the accommodation provider/delivery agent, in consultation with the Local Service Commander, at non-entitled SFA charges.

#### **14.1.4 Army's Directed Early Retirement Scheme.**

Army 1\* Officers who receive less than 93 days' notice that they are to be retired under the Directed Early Retirement Scheme may, exceptionally, be permitted to retain their SFA at the entitled rate for a period of up to three months after their date of retirement or until they have secured alternative accommodation whichever is sooner.

#### **14.1.5 Redundancy Discharge.**

If a Service person is being compulsorily discharged on redundancy grounds with six months or less notice, 93 days 'continued use and occupancy' of the SFA will be allowed after the date of discharge, at entitled SFA charges. Thereafter, extensions of up to 93 days at a time may be granted on compassionate grounds, at the discretion of the accommodation provider/delivery agent, in consultation with the Local Service Commander, at non-entitled SFA charges.

### **15 Irregular Occupancy of SFA Following Loss of Entitlement**

If the occupant does not move out of SFA following the end of a Notice to Vacate (NTV) period they will become an Irregular Occupant. The purpose of the NTV period (usually 93 days) is to give time to arrange alternative accommodation.

#### **15.1 Actions when the Notice to Vacate Period Ends**

When the Notice to Vacate period ends, the accommodation provider/delivery agent will decide, in consultation with the Local Service Commander and Service/civil welfare, whether to repossess the property.

##### **15.1.1 Alternative Occupancy Agreement.**

Due to the nature of overseas assignments and the agreements in place to accommodate SP, there is no ability to offer alternative occupancy agreements overseas.

### **15.1.2 Repossession.**

It may sometimes be necessary for the accommodation provider/delivery agent to seek repossession of the property through legal action in accordance with country specific legislation.

### **15.2 Accommodation Charges for Irregular Occupants**

Irregular Occupants no longer have a Licence to occupy SFA and accommodation charges will cease. Instead, Damages for Trespass will be levied by the accommodation provider/delivery agent from the 94th day as part of the claim against the irregular occupants. The new rate is not full 'market rate' but may be higher than current SFA charges.

### **15.3 Support to Find Alternative Housing**

The Defence Transition Services<sup>17</sup> (DTS) team is the MOD's tri-service focal point to provide service personnel and their families with civilian housing information for those seeking to move to civilian accommodation at any time in their career, and for those during resettlement to assist with the transition to civilian life.

Service families are entitled to a Certificate of Cessation of Entitlement to Occupy SFA when they vacate their SFA. This is to assist them if they intend to apply for social housing at the end of the notice to vacate period. This should be requested from the DIO Loss of Entitlement Team.

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<sup>17</sup> [Help for service leavers from Defence Transition Services - GOV.UK \(www.gov.uk\)](https://www.gov.uk).

## **Part 5: Single Living Accommodation**

### **1 Single Living Accommodation (SLA) Entitlements**

#### **1.1 Entitlement and Eligibility Defined**

##### **1.1.1 Entitlement.**

The Service person is entitled to SLA if they are a Regular or Full Time Reserve Service (Full Commitment) Service person and are not occupying MOD-subsidised family accommodation (SFA or SSFA) within 10 miles of their Duty Station.

##### **1.1.2 Eligibility.**

For the purposes of these regulations, eligibility refers to two circumstances:

- Where there is an entitlement to SLA, the Service person is eligible for a type of SLA based upon their rank. This is subject to availability. No entitlement to rank-based SLA exists (see Section 2).
- There are certain circumstances where the Service person is not entitled but may be eligible to occupy surplus SLA.

#### **1.2 Where the Entitlement may be Exercised**

##### **1.2.1 Duty Station.**

The Service person is entitled to SLA at their Duty Station. They should expect to retain the same accommodation for the duration of their assignment unless they request to move to alternative accommodation, or there are Service reasons (property upgrade or refurbishment, or on promotion) to move accommodation.

Where possible, SLA should ordinarily be provided within a 10-minute walk of their Duty Station, or within 10 miles and within 45 minutes' travel by public transport if authorised by the Local Service Commander.

#### **1.3 Retention of SLA**

##### **1.3.1 Short Detachments.**

If Service personnel are detached on short courses or other temporary duties of up to six months, they may retain their SLA at their Duty Station and occupy accommodation at the location of the detachment. Service personnel may leave their possessions in the permanent accommodation and can return to their permanent accommodation during and on completion of their detachment.

### **1.3.2 Operational Deployments.**

Single Service unit regulations cover the retention of accommodation during deployment on operations. These consider the accommodation type, the local demand for accommodation, and local instructions relating to the security of the accommodation and Service personnel's possessions. If Service personnel occupy SLA Types SO, JO, S and Z, they should expect to return to their accommodation after the deployment, unless they are posted. If Service personnel are deployed on operations, they should not pay SLA charges for accommodation retained at their peacetime location, although they would remain responsible for associated charges such as telephone lines.

### **1.3.3 Storage of Possessions.**

There may be a requirement for Service personnel to box their possessions prior to deployment and for these to be stored either within their accommodation or elsewhere under unit arrangements. If there is an exceptional requirement to reallocate SLA, Service personnel may, at the discretion of the Local Service Commander, be required to vacate their SLA and store their possessions under local unit arrangements.

## **1.4 When SLA is Unavailable**

Where SLA is not available, alternative accommodation may be sourced. The following options will be considered:

### **1.4.1 Substitute Single Service Accommodation.**

Where SLA is verified as unavailable, the Services (at Unit/Formation level, in accordance with single Service Regulations) may authorise the provision of fully furnished and equipped Substitute Single Service Accommodation (there is no entitlement to furniture/equipment from Defence Accommodation Stores) which will be sourced, allocated and **managed by a third party delivery agent** on behalf of MOD (see Part 5, Section 7 – Substitute Single Service Accommodation (SSSA)).

### **1.4.2 Appropriation of SFA as SLA.**

In locations where there is a shortfall of SLA but an excess of SFA, the accommodation provider/delivery agent in conjunction with the LSC may authorise the appropriation of SFA as mess/barrack accommodation. This avoids the cost of funding Substitute Single Service Accommodation. SFA appropriated as SLA should reflect the rules for the provision of SLA/ Substitute Single Service Accommodation within the maximum distance/commute from Duty Station.

### 1.4.3 Hotel Accommodation.

Hotel accommodation may be authorised if the allocated SLA/Substitute Single Service Accommodation is not available when Service personnel arrive at their Duty Station (see JSP 752).

## 2 Allocation of Single Living Accommodation

If Service personnel are entitled to SLA, it is allocated in accordance with eligibility to type; and is subject to local availability.

### 2.1 Eligibility to SLA Type

The eligibility policy by Service/Top Level Budget is set out below. Where there is an entitlement to SLA, Service personnel are eligible for a type of SLA based upon their rank. This is subject to availability and no entitlement to rank-based SLA exists.

Fig 1.

Serial	Occupant	SLA by Type Description					
		RN	Army	RAF	UK StratCom	HOCS	DLO
1	Senior Officers	SO	SO (Note 1)	SO	SO	SO	SO
2	Junior Officers	JO	JO (Note 1)	JO	JO	JO	JO
3	SNCOs	S	S	S	S	S	S
4	JRs front line units (Note 2)	Z	Z & Y	Z	Z	Z	Z
5	JRs Phase 3 training	Z	Z	Z	NA	Y	Z & Y
6	JRs Phase 2 training	X	Z, Y & X	Z & Y (Note 3)	NA	Y	Z & Y
7	JRs Phase 1 training	X	X	X	NA	NA	NA
8	Officer Cadets	OC & Y	OC	OC	NA	NA	NA

Note 1: It is Army Training and Recruiting Agency policy that Army Officers detached on short courses of less than 6 months duration will be provided with Type Z SLA.

Note 2: Includes personnel serving as permanent staff /instructors at training establishments and depots and on the staff in Head Quarters.

Note 3: Type Y rooms to be allocated to Phase 3 students where there is no Type Z SLA available.

### 2.2 Policy Guidelines for the Allocation of SLA

### **2.2.1 Unit Responsibilities.**

Units are responsible for the allocation of SLA in accordance with the guiding principles below. Where there is insufficient SLA, units (in consultation with their respective Chains of Command and the accommodation provider/delivery agent) are responsible for providing substitute accommodation which broadly reflects the equivalent eligibility to SLA.

### **2.2.2 Allocation to Regular Service personnel.**

Service personnel should be allocated SLA by rank (in accordance with the scales table above), however, other factors such as the availability of above or below eligibility accommodation and their personal choice may influence the final allocation in some cases. As a guiding principle, Officers and Senior NCOs should occupy respective Mess accommodation, and other ranks should occupy junior ranks accommodation.

### **2.2.3 Single versus Unaccompanied Personnel.**

The allocation of SLA to single and unaccompanied personnel is a matter for local regulation at the discretion of the Local Service Commander. However, the guiding principle is that single and unaccompanied personnel should be allocated SLA to their eligibility. Unaccompanied personnel should not be accommodated below eligibility or disadvantaged in any other way on the basis that they maintain a family home elsewhere. Equally, unaccompanied personnel should not be advantaged over single personnel for whom the SLA represents their home.

### **2.2.4 Under 18 SP**

Engagement with those who have parental responsibility for the SP is encouraged, subject to receiving the appropriate consent to engage from the SP. For Ph1 Trg establishments, this engagement can be particularly effective during pre-training familiarisation or bespoke visits.

### **2.2.5 Separation of Sexes in Accommodation.**

The policy guidance for separation of sexes in SLA is:

- a. Sole Occupancy SLA (Types SO, JO, OC, S and Z). Where single room ensuite SLA is provided a mix of sexes is permissible. Where ensuite SLA is not available, but shared and discrete ablutions are provided (e.g., separate cubicles), mixed sex accommodation areas are permissible at the discretion of the Local Service Commander.
- b. Multi-occupancy SLA (Types X and Y). The decision for sharing of multi-occupancy rooms between individuals of different sexes is delegated to the Front-Line Commands.
- c. Trans inclusive SLA allocation. Where an individual has a Gender Recognition Certificate or whose affirmed gender differs from their birth sex,



they are strongly encouraged to discuss any accommodation requirements with their Chain of Command to ensure they are best supported, and their circumstances are handled sensitively. The Chain of Command should consider any concerns raised by parties sharing the facilities and/or accommodation and have due regard for the legal position which is outlined in JSP 889 – The Management of Trans Serving Personnel. Local Service Commanders are strongly encouraged to contact their Service and/or MOD D&I Team to discuss the most appropriate accommodation provision whilst maintaining privacy in accordance with GDPR. Local Service Commanders with multi-occupancy rooms may wish to consider:

1. Privacy. Local Service Commanders are encouraged to explore and exploit available Hard/Soft FM options to improve privacy for all occupants. Where possible, consideration should be given to providing greater privacy in toilets, showers and changing rooms, e.g. by the provision of additional partitions and shower curtains, as would be afforded to anyone asking for more privacy for personal reasons.
2. Contingency Plans. Phase 1 Trg Establishments, in conjunction with Inclusion staffs, should consider how to support appropriately and sensitively, trans and gender diverse recruits. *20240212-Sldr\_Ac SOL\_115-Trans\_Inclusive\_Basic\_Training\_Policy-O.docx (sharepoint.com)*

## **2.3 Allocation of SLA Above and Below Eligibility**

### **2.3.1 SLA Above or Below Eligibility.**

Should the unit be unable to allocate SLA appropriate to the applicant's eligibility, alternative accommodation above or below the eligibility should, if available, be allocated. Above or below eligibility allocations should as a rule apply to:

- The Officers' Mess where there may be a mix of Senior Officer and Junior Officer SLA.
- Other ranks accommodation where there may be a mix of Z, Y and X SLA.

Where SLA is segregated between Other Ranks, SNCOs and Officers, as a principle, Service personnel are allocated accommodation appropriate to their grade. However, units must ensure efficient use of SLA and minimise the requirements for substitute accommodation. Where there is a shortage of SLA at the correct rank, but capacity to accommodate Service personnel above eligibility (for example Other Ranks in SNCO or Officers SLA, or SNCOs in Officers SLA) units must investigate sensible ways of doing so, including through the separation of floors/sections where this is deemed necessary for operational or business reasons in enduring situations.

### **2.3.2 Allocation of SLA Above Eligibility.**

The unit may allocate SLA above eligibility on those occasions when SLA of the eligible Type is not available (thereby avoiding provision of substitute accommodation). In order not to disadvantage personnel when SLA above entitlement is allocated for Service reasons, the SLA charge applied is the lower of:

- Grade 1 for charge for the type of property to which they are normally eligible.
- Grade for charge in accordance with 4 Tier Grading Board of Officers for the type of SLA occupied.

As a general guideline, once the accommodation above scale has been allocated, personnel should not normally be required to vacate it during their tour of duty at that location. However, vacation may be required if it is subsequently needed by an entitled occupant at the discretion of the Local Service Commander.

### **2.3.3 Request to Occupy SLA Above Eligibility.**

Service personnel may request as a matter of personal choice to occupy SLA above their eligibility, if available, on the basis that they will pay the accommodation charge for the Type and Grade of SLA room which they occupy. As a general guideline, once the accommodation above scale has been allocated, Service personnel should not normally be required to vacate it during their tour of duty at that location. However, vacation may be required if it is subsequently needed by an entitled occupant at the discretion of the Local Service Commander.

### **2.3.4 Request to Occupy SLA Below Eligibility.**

Service personnel may request as a matter of personal choice to occupy SLA below their eligibility, if available, on the basis that they will pay the accommodation charge for the Type and Grade of SLA room which they occupy. On some occasions they will be given a room below eligibility if available. As a general guideline, once the accommodation below scale has been allocated, Service personnel should not normally be required to vacate it during their tour of duty at that location. However, vacation may be required if it is subsequently needed by an entitled occupant at the discretion of the Local Service Commander.

## **2.4 Overseas Rent Allowance (ORA) Claimants**

ORA claimants occupying rented property as SLA will pay Grade 2 SLA charges unless the CO is satisfied that a higher charge (Grade 1) or a lower charge (grade 3 or 4) would be appropriate based on the standard of accommodation provided.

## **2.5 Guidance for the Temporary Allocation of SLA during periods when upgrade<sup>18</sup> works are taking place**

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<sup>18</sup> Upgrade work may consist of refurbishment or demolition and replacement projects.

The aim of this guidance is to enable Local Service Commanders to make best practical use of all types of MOD accommodation available before having to resort to commercially sourced alternatives during periods<sup>19</sup> of upgrade works. Local Service Commanders should consider the provision of temporary SLA<sup>20</sup> in the following order:

- The temporary SLA provided should be deemed 'reasonable'<sup>21</sup>.
- Individuals will pay the accommodation charge for the Type and Grade of SLA room which they temporarily occupy.
- During the period of upgrade works consideration should be given to re-grading the temporary SLA in use to reflect any reduction in amenity or environmental factors as defined in Part 11.
- For all individuals being re-allocated SLA with a reduced floor or storage space, Local Service Commanders are to provide additional secure, undercover storage facilities for storage of individual personal effects. This is to mitigate against any loss of storage space due to the allocation of a smaller room/bedspace.
- For individuals accommodated at an establishment other than their own<sup>22</sup>, the Local Service Commander is to provide routine service transport to and from the accommodating site at the start and at the end of the working day and as appropriate for personnel involved in duties outside normal working hours.
- Any costs associated with provision of temporary accommodation are the responsibility of the Local Service Commander.
- Mid-assignment Disturbance Allowance is payable in limited circumstances<sup>23</sup>.

### **3 Move-in and Occupation of Single Living Accommodation**

#### **3.1 Move into SLA**

##### **3.1.1 Unit's Responsibilities.**

Units are responsible for moving personnel into SLA in accordance with JSP 456 Volume 1 Chapter 7 and local Standing Orders/Instructions. Units are to use the Single Living Accommodation Management Information System (SLAMIS) booking tool to maintain an accurate record of occupants, including move in and move out dates.

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<sup>19</sup> The 'Period' starts when the currently occupied SLA is required to be emptied to meet the upgrade works contracted program. The 'Period' ends when the upgrade works are formally accepted.

<sup>20</sup> Using JSP 464 Part 11 considering discrepancies allowed for under the Four Tier Grading System.

<sup>21</sup> Provision of single rooms for SO, JO and SNCOs would be considered 'reasonable', but provision of multi occupancy rooms would be considered 'unreasonable'. Provision of multi occupancy rooms for JRs would be considered 'reasonable'.

<sup>22</sup> A maximum routine travelling distance of 10 miles is to be applied although this can be extended to 20 miles on the authority of the Local Service Commander.

<sup>23</sup> See JSP 752 Part 2 Section 7 - Mid-assignment Moves.

### **3.1.2 Certificate of Occupation.**

At the time of move in, the unit completes the Certificate of Occupation of SLA in consultation with the Service person. The Certificate is used if they are occupying single room SLA on a permanent basis, and (at the Service's discretion) if they are moved into transit or temporary accommodation and Type Y and X SLA. The Certificate ensures that the Unit and the Service person agree a full inventory check of the accommodation including a record of the condition of the furniture, fixtures, fittings, and decorative state. At move out, this record will identify any damage which has occurred during the period of occupation, some, or all of which might be charged to the Service person as damages (see 'Dilapidations' below).

### **3.1.3 Grade for Charge.**

Units should ensure that Service personnel are informed about the grade for charge of their accommodation when they move in (and any subsequent changes because of a 4 Tier Grading Board). Units should also ensure that Service personnel are informed that they have a period of up to three months after first occupation to challenge the grade for charge in writing, and that any change in accommodation charges arising from a successful challenge will be backdated to the date of first occupancy. For further details on 4 Tier Grading see Part 11.

## **3.2 Rules for Daily Living in SLA**

### **3.2.1 Responsibilities.**

Rules for daily living in SLA are set by the Local Service Commanders in accordance with single Service policies and are to be published in local Standing Orders/Instructions as appropriate.

### **3.2.2 Cohabitation.**

Cohabitation is not permitted in SLA or substitute SLA equivalents.

### **3.2.3 Visits to SLA**

- **Visits to All Personnel.** Service personnel may have guests for short periods, the duration of which is for local regulation at the discretion of the Local Service Commander but should not usually exceed seven days. If they abuse local regulations on visits from guests, Service personnel may forfeit their entitlement to such visits at the discretion of the Local Service Commander.
- **Visits to Unaccompanied Personnel.** If Service personnel are serving unaccompanied in SLA and substitute equivalents (and in receipt of unaccompanied allowances), they may have their spouse/civil partner/partner/family visit for no more than 28 days (aggregated or continuous) in any 91-day period. If Service personnel permit spouse/civil

partner/partner/family visits for more than 28 days in any 91-day period, they may (at the discretion of the Local Service Commander), be classified as serving accompanied and their unaccompanied status (and the payment of certain allowances associated with that status) may cease.

#### **3.2.4 Temporary Absence from SLA.**

If Service personnel expect to be temporarily absent from their accommodation for more than 3 weeks, they should ensure that their unit is aware of their absence, and that they follow local instructions regarding the security of their accommodation, the leaving on of heating during the winter months, and any other local requirements.

#### **3.2.5 Smoking/Vaping in SLA.**

All public indoor spaces and private rooms in SLA are non-smoking, including vaping. This reflects MOD policy.

#### **3.2.6 TV /Streaming Licence.**

Occupants of SLA are responsible for purchasing a television/streaming licence in accordance with local laws/legislation.

#### **3.2.7 Broadband/Wi-fi.**

Occupants of SLA are responsible for paying for broadband / wi-fi connection required for private purposes. The rules governing access and payment for publicly funded broadband / wi-fi provision are out-with these regulations.

#### **3.2.8 Satellite Dishes.**

If permitted, the installation of satellite dishes is arranged by the Local Service Commander, with expenses billed to the Service person or for group use. Service personnel may not install or organise installation of their own satellite dish.

#### **3.2.9 Decoration.**

Service personnel must obtain permission in advance of re-decorating their room and should choose from a selection of neutral colours set by the Local Service Commander. Before vacating the room, Service personnel will be required to return their living space to its original colour at their own expense. If Service personnel live in new build SLA (and particularly builds where the responsibility for maintenance lies solely with the contractor) they may not be permitted to re-decorate.

#### **3.2.10 Removal of Room Furniture.**

Service personnel are permitted to add personal furnishings to their room. Subject to the availability of storage space, furniture provided with the room (but not fitted furniture, fixtures, or fittings) may be removed from the accommodation to allow Service personnel to use their own furniture. In these cases, the SLA charge will not

be abated for reduced provision of furniture items. Before vacating the room, the Service person will be required to return the original furniture to their room at their own expense.

### **3.2.11 Cooking in SLA Bedrooms.**

To maintain fire safety and minimise deterioration to the fabric of buildings, food and snacks must only be prepared and cooked in the spaces designed for this purpose. Any form of cooking or heating of food is not permitted in bedrooms. Use of kettles and hot beverage makers of a comparable size is permitted.

### **3.2.12 Food Storage in Bedrooms.**

Service personnel may store reasonable amounts of dried food and snacks, drinks, and canned foodstuffs in bedrooms. Fresh foodstuffs should only be stored in the fridge provided in the utility/snack preparation areas. Service personnel are not permitted to have large domestic-style fridges or fridge/freezers in their bedrooms, but small drinks fridges/cooling cabinets are permitted. Local Service Commanders will set out clear local guidelines on the cooking and storage of food in SLA.

### **3.2.13 Parking and Garages.**

The Local Service Commander is responsible for designating parking areas within the establishment for use by occupants of SLA and their guests. Service personnel may apply for the use of a garage within the establishment in accordance with local instructions and on payment of the appropriate garage charge which is promulgated by People AF Remuneration in the annual 'Pay Letter'.

### **3.2.14 Electrical Vehicle Charging.**

Service personnel are not permitted to charge their electric or plug-in hybrid vehicles from a garage or any other domestic three-pin supply. Only authorised charging points may be used to charge vehicles. The owner / vehicle user is responsible for any charges associated with the charging of an electric or hybrid vehicle. If there is no method of paying at the point of use or any other way of establishing the cost of the power used (e.g., if the charging point is separately metered), electric vehicle charging points are not to be used.

### **3.2.15 Storage of Privately-owned Firearms in SLA.**

Service personnel are not permitted to store privately owned firearms (including shotguns) and ammunition in SLA. See JSP 440 for further information about storage of privately-owned weapons.

### **3.3 Dilapidations**

#### **3.3.1 Payment for Damage.**

Service personnel are liable under the Service Acts for damage and loss (other than by fair wear and tear and Acts of God) caused to their SLA and any fixtures and fittings (and MOD furniture and furnishings in the SLA on their signature), by negligent or wilful or accidental acts, or their invited visitors or their pets. Service Regulations may set a limit on a Service person's financial liability for such damage. If consultation between the Service person and the unit's accommodation staff does not resolve the case, the staff may consult the Local Service Commander for final judgement. The Local Service Commander may base their judgement on the findings of a Board of Inquiry, which they may convene to investigate the circumstances of the damage. Guidelines for the assessment of charges for damage to MOD furniture and furnishings are contained in JSP 384 Chapter 13. Current single Service Regulations will apply to raising debit vouchers.

## **4 Pets in SLA**

### **4.1 Conditions**

Due to the nature of overseas assignments, and the complexities of keeping pets in SLA, it is not currently permissible to take pets overseas. Permission may be sought through casework to support the housing of assistance animals within SLA.

## **5 Moving Out of SLA**

### **5.1 Notification of Move Out**

#### **5.1.1 Occupant's Responsibilities.**

Service personnel are responsible for notifying their unit (Presiding Mess Committee/Mess Manager/ Quartermaster/Accommodation Cell) when they no longer require their SLA and advising them of the expected date of move out.

#### **5.1.2 Move from One Room to Another.**

Service personnel must ensure that they seek the agreement of the Mess Manager/Accommodation Cell/Block Custodian as appropriate before planning to move rooms.

#### **5.1.3 Certificate of Cessation to Entitlement to SLA.**

If Service personnel require a certification of cessation of entitlement to assist them with seeking social housing on expiry of their entitlement to occupy SLA/Substitute Single Service Accommodation, the Unit Admin Officer is to issue this to them. Service personnel should request the certificate and it should be issued at least 6 months before they lose their entitlement so that they can make appropriate arrangements.



#### **5.1.4 Pre-Move Out Advisory Visits.**

Units may conduct Pre-Move Out Advisory Visits at the discretion of the Local Service Commander. The purpose of a Pre-Move Out Advisory Visits is to assess the condition of the accommodation; identify any requirement for remedial works once the Service personnel have moved out; advise them as to their potential liability for damages, and to agree when a move out is to take place. Pre-Move Out Advisory Visits may be most relevant to new SLA where it is crucial that the condition of the SLA is maintained at the highest possible standard.

There is no fixed period when a Pre-Move Out Advisory Visits should take place, but as a guiding principle Pre-Move Out Advisory Visits may be arranged up to two months before the expected date of departure.

#### **5.2 Move out of SLA**

The unit is responsible for ensuring that a move out takes place when Service personnel vacate accommodation in accordance with local Standing Orders/Instructions.

#### **5.3 Inventory Check.**

At the time of move out, a full inventory check of the accommodation, including a record of the condition of the furniture, fixtures, fittings, and decorative state should be undertaken and compared to the inventory check undertaken at move in. Where dilapidations are the result of either fair wear and tear or Acts of God the cost of repair/replacement will fall to the unit. Where damage is the result of a negligent, wilful, or accidental act, or that of pets, invited visitors and their pets, action may be taken by the unit to recover barrack damages from the Service person.

#### **5.4 Reallocation of vacated SLA**

Units should take a judgement as to when recently vacated SLA may be re-allocated. This will depend on demand and the requirement for routine maintenance and any remedial action to repair dilapidations. Wherever possible, maintenance and remedial works should be programmed to take place during the period when the SLA is vacant, but should that not prove possible, it may be necessary to either complete minor work around the Service person, or to move them temporarily to alternative SLA at the discretion of the Local Service Commander.

### **6 Defence Minimum Standard (DMS)**

In accordance with the Defence Accommodation Strategy a minimum standard has been agreed for SLA. Implementation of this standard to the overseas estate is currently being assessed.

### **7 Substitute Single Service Accommodation**



SSSA is not available for overseas deployments. Instead, temporary accommodation, including the use of hotels is available, after the issuing of a NAC as per 5.11

Instead of SSSA, temporary accommodation may be offered, or a long-term hiring will be sourced. Please note that **only** Regulars and FTRS (FC) will be entitled to a hiring.

## **Part 6: Non-Standard Entitlement and Eligibility**

### **1 Members of UK Reserve Forces**

Full Time Reserve Service (Full Commitment (FTRS(FC)) personnel are entitled to accommodation in line with regular Service personnel for the duration of the binding **commitment** and should refer to entitlement policy set out in Parts 1 to 6 of this JSP. Housing staffs who are in doubt of the status of Reserve applicants for SFA are to verify FTRS(FC) status with the appropriate single Service sponsor.

Reserve forces personnel not serving on FTRS(FC) should refer to the policy below to understand their **entitlement or eligibility to Service** accommodation.

The principles of access to Service accommodation for Reserve personnel in this overseas policy is based on the premise that the individuals normal domestic living arrangements are UK based and the activity of Reserve Service is being undertaken in an overseas location.

#### **1.1 Single Living Accommodation**

##### **Cohorts Entitled to SLA.**

The following groups of Reserve Forces personnel are entitled to SLA:

- **Mobilised Reserves.** Members of either the Regular Reserve or Volunteer Reserve who are mobilised as part of an operation or under Defence Activities Other than Operations (DAOTO).
- **Annual Continuous Training. (ACT)<sup>24</sup>** Reservists undertaking mandatory training **conducted as an Overseas Training Exercise (OTX) are provided with in Field/Training Camp accommodation**

**Career Courses.** Participation of career courses for role or promotion facilitated overseas should provide Reserve personnel with accommodation on the same basis as Regular counterparts. Reservists undertake career courses by way of Reserve Training Days (RTD) under Additional Duties Commitment (ADC).

##### **1.1.1 Cohorts Eligible for SLA.**

Reservists **undertaking employment overseas on the following commitment are not entitled to Service accommodation** but may occupy SLA on an eligible basis, where availability permits. The occupation of SLA by eligible Reservists must not result in entitled Serving personnel having to be placed in **SSSA/Hirings**.

Eligible reservist groups are:

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<sup>24</sup> Annual Continuous Training (ACT) can be a period of continuous training of up to 16 days which may be split into 2 periods, with one period of not less than 8 days.

- Full Time Reserve Service Limited Commitment (FTRS-LC)
- Full Time Reserve Service Home Commitment (FTRS-HC)
- Additional Duties Commitment (ADC).

The authority to consider exceptional cases for FTRS-HC, FTRS-LC, and ADC personnel to occupy SLA at entitled rates has been delegated to TLB Directors of Resources. If granted: this applies only to SLA, it does not signal any general entitlement to Service accommodation for FTRS personnel and must only be employed where surplus accommodation is genuinely available and likely to be so for the duration of the arrangement; it must not result in the generation of new builds or entitled personnel being accommodated in more expensive substitutes; and does not convey any entitlement to related allowances (travel/food) and any request to exceptionally claim such allowances will need to be submitted in the usual manner. To support FTRS recruitment, waivers for the whole period of the appointment are permissible, but this should be for no longer than four years.

Where SLA is not available, under no circumstances are eligible Reservists to be allocated a non-availability certificate to occupy hotels or SSSA.

## **1.2 Family Accommodation**

### **1.2.1 Cohorts Eligible for Surplus SFA.**

FTRS(LC) and FTRS(HC) personnel, including non-regular permanent staff, may occupy temporarily surplus SFA on payment of the market rate [See Vol 5, Part 3, Sect 4 for more information regarding surplus SFA policy.](#)

## **2 Accommodation for Members of Foreign Armed Forces**

This section sets out the eligibility and entitlement to accommodation for members of foreign armed forces serving within UK bases overseas.

Entitlement, eligibility and charging for SFA for members of foreign armed forces is summarised at serial 28 of Annex C.

### **2.1 Exchange and Liaison Appointments**

Members of foreign Armed Forces serving in official exchange or in liaison appointments attached to the British Armed Forces are entitled to SLA and SFA at entitled rates. Entitlement will be in line with the regulations for UK personnel as set out in Parts 1 to 6 of these regulations unless different arrangements have been agreed through a Memorandum of Understanding.

## **2.2 NATO Appointments**

NATO personnel serving at a UK base overseas under a Memorandum of Understanding specifying entitlement to SFA<sup>25</sup> are entitled to SFA inside the wire at entitled rates.

NATO personnel serving at NATO Headquarters or within the UK under Status of Forces arrangements are entitled to SFA outside the wire at entitled rates.

## **2.3 Other Circumstances**

Accommodation entitlement for members of foreign Armed Forces in other circumstances should be covered by a Memorandum of Understanding, which is to be presented by the individual on application.

## **2.4 Expiry of Eligibility or Entitlement**

On expiry of eligibility or entitlement, i.e. completion of the appointment, attachment or Defence Course, the entitlement or eligibility to accommodation will cease. If the Licensee presents an exceptional case, seeking to remain within the accommodation, the responsible establishment is to notify and engage with Security Policy and Operations and Accommodation Policy in MOD Head Office, and the accommodation provider/delivery agent. Should a family remain in their SFA beyond the terms of the Memorandum of Understanding on any grounds (including humanitarian) and without seeking special permission, the normal notice to vacate process will be followed and families will be considered Irregular Occupants.

# **3 Civilians Eligible for Subsidised Accommodation**

Service Accommodation may be available to civilians (including Royal Fleet Auxiliary and MOD Police personnel) if they meet certain criteria as set out below.

For full details on charging, abatement and eligibility please liaise with Civ HR.

## **3.1 MOD Civil Servants with Key Staff Status**

In overseas locations MOD Civil Servants are not designated as having Key Staff Status. If an MOD CS does have Key Staff Status, please refer to your local accommodation provider/delivery agent.

## **3.2 MOD Sponsored Civilian Contractors**

At certain sites, MOD sponsored civilian contractors are entitled to SFA at the specified charges when written into their contracts as approved by MOD.

## **3.3 Temporary Accommodation for MOD Civil Servants**

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<sup>25</sup> Memorandum of Understanding dated 23 Oct 08

In accordance with 2021DIN01-010, MOD Civil Servants are entitled to occupy SLA, and pay entitled rates, in the following circumstances:

- Whilst undertaking a business visit.
- While seeking temporary or permanent accommodation following a Permanent Transfer, with an entitlement to a move of home at public expense; or seeking temporary accommodation following a Temporary Transfer; or while staying in a mess on a long-term basis whilst on Temporary Transfer.
- While waiting to occupy 'key staff' SFA accommodation.

Civilians are charged according to the accommodation occupied and not on an equivalent rank basis.

### **3.4 Seriously Sick/Injured/Disabled Living Accommodation Policy**

Responsibilities of medical care for Civil Servants whilst in theatre will transfer from the NHS to the Defence Medical Services. If a Civil Servant is injured whilst on deployment, medical care and rehabilitation will transfer back to the NHS on return to the UK (see JSP 751). Costs, identification and fitting of adaptations will fall to the relevant NHS primary care trust.

### **3.5 Gurkha Religious Teachers.**

Gurkha Religious Teachers undertaking a pastoral responsibility at Unit level are required to work in the home. Accordingly, they are entitled to SFA which meets the requirements of their work. There is no entitlement to substitute accommodation options.

Gurkha Religious Teachers recruited in the UK and allocated SFA will pay SFA charges at the entitled rate. Those recruited in Nepal / Overseas will **not pay** accommodation charges, or utilities for the first five years in the UK, after which they will revert to entitled SFA charges.

### **3.6 Personal Support and Social Work Services (PSSWS).**

Due to the nature of their service, PSSWS staff are exceptionally permitted, on authority from their MOD sponsors (DACOS Com Spt) to occupy SLA on payment of the entitled rate.

### **3.7 Royal Fleet Auxiliary (RFA)**

RFA personnel on official duty (e.g. training or professional courses) but not in receipt of RFA subsistence are entitled to SLA for the duration of their course and should pay entitled rates in align with JSP 456 Vol 2 Chapter 5. The onus to prove that RFA subsistence is not being claimed to establish accommodation charges rests with the RFA individual.

## 4 Armed Forces Chaplains

Armed Forces Chaplains follow standard accommodation policy with the following exceptions.

### 4.1 Armed Forces Chaplains undergoing Initial Training

Chaplains undergoing training will not be assigned overseas until they have completed Phase 1 training and should therefore refer to JSP 464 Vol 1 Part 1.

### 4.2 Entitlement by Appointment to SFA in lieu of SLA

Service Chaplains undertaking a pastoral responsibility at Unit level are required to work in the home. Accordingly, Service Personnel PStat Cat 1 (serving unaccompanied), and PStat Cat 2, 3, 4 or 5 are entitled to SFA which meets the requirements of their work, rather than their accompanied entitlement. Where SFA is not available for any reason, these personnel should be offered Substitute SFA.

Service Chaplains occupying SFA or Substitute SFA by appointment in lieu of SLA will be charged SLA rates.

## 5 Foundation Doctors and Dentists

Due to the nature of Foundation Doctors and Dentists in the armed forces, there is no expectation that they will serve on overseas assignments. For entitlements within the UK, Service personnel should refer to JSP 464 Vol 1 part 1 policy. Service Personnel within these roles who are assigned will be considered through casework by Accom Pol.

## 6 Entitlement to SFA by Command Appointment

Personnel in recognised Command appointments are sometimes required to carry out official hospitality duties from their home as part of their role. To support this, specified SFA properties are tied to Command appointments and can be allocated to the post holder for the duration of that assignment. Tied SFA can be occupied on an accompanied basis, or unaccompanied in lieu of single living accommodation (see Part 6, Section 8 – Entitlement to SFA in lieu of SLA by Virtue of Appointment).

### 6.1 Defining 'In Command' Appointments

Single service career management organisations are responsible for confirming which assignments are 'In Command' based on the definition: *Officers of OF4 rank<sup>26</sup> and above serving in appointments designated as being In Command which is defined as being able to exercise Command Powers of Punishment in accordance with the Armed Forces Act 2006.*

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<sup>26</sup> Less a very small number of OF3 Army Independent Sub-Unit Command Posts that are designated as 'In Command'. This is not to be confused with Sub-Unit Command where the Unit hierarchy has an 'In Command' OF4 appointment.

The post must be included on the published single Service list of 'In Command appointments' provided to the accommodation provider/delivery agent on an annual basis. Requests to grant In Command status by exception are to be staffed to single Service Housing Colonels for decision.

## **6.2 Allocation of Accommodation**

Entitlement to SFA due to command appointment only exists at the assignment location. Service personnel may be allocated a Tied or Ex-officio property depending on the arrangements at the overseas location. An entitlement to SFA by command appointment does not prevent a Service person from occupying private accommodation instead of SFA.

### **6.2.1 Tied SFA (In Command Only).**

Several specific properties across the Defence Estate have been designated as Tied properties. This is to support personnel in specified Command posts to deliver their official hospitality. These appointments are identified by the Service Authority and agreed with the accommodation provider/delivery agent annually at the overseas location. If a Service person is assigned to an appointment with a Tied SFA, they will be eligible to occupy that property for the duration of their tour either accompanied by their family or in lieu of SLA. This is known as SFA by Virtue of Appointment.

### **6.2.2 Ex-Officio SFA.**

Where there are several personnel in designated appointments at the same location (such as an HQ), the Unit may agree with accommodation provider/delivery agent to ring-fence several suitable properties for their occupation. This supports better management of the estate than tying an individual property to a specific post. Priority for the allocation of ex-officio SFA is to be given to holders of the designated posts for the duration of their appointments. They can only be occupied by single/unaccompanied personnel when filling an appointment designated as being entitled to occupy SFA on a Virtue of Appointment basis. Occupation by families will be at entitled rates.

## **6.3 Accommodation Charges**

### **6.3.1 Unaccompanied Personnel.**

If Service personnel are occupying SFA in lieu of SLA by virtue of appointment, the accommodation will be charged as SLA.

## **6.4 Domestic Assistance**

In a Command post, a Service person may be entitled to Domestic Assistance to support their official hospitality duties (see Part 6, Section 9 – Domestic Assistance Policy for Family Accommodation).

## **6.5 Furniture, Furnishings and White Goods**

White goods are provided at public expense for Service personnel occupying SFA on an unaccompanied/single basis by Virtue of Appointment. The provision is limited to fridge/fridge freezer, washing machine and tumble dryer by the accommodation providers/Delivery Agents and/or associated suppliers. Publicly funded white goods for use by virtue of appointment will be collected from the SFA at Move Out and disposed of/relocated by the contracted provider.

## **6.6 Fuel and Light Scheme**

As tied and ex-officio properties are often larger than other SFA, Service personnel may be eligible for assistance with utility bills under the Fuel and Light Scheme (see Part 7, Section 4 – Fuel Subsidy Scheme (FSS), Fuel and Light (F&L) Charges).

## **6.7 Retention of Tied SFA**

Service personnel will not usually be permitted to retain Tied SFA on assignment as it will be needed by their replacement in post. However, if they are eligible for retention of SFA under the Retention Policy (see Part 2, Section 3 – Retaining Family Accommodation), they will be eligible for a move at public expense and will be allocated SFA at their normal entitlement. Service personnel should apply for their retention through the 1132.

# **7 Entitlement to SFA in lieu of SLA by Virtue of Appointment**

Some assignments require personnel to work either in the home or to be accommodated away from subordinates in SLA. If Service personnel are assigned to a position listed below, they can choose to take up an allocation of SFA at their assignment location in lieu of SLA or they can elect to occupy SLA as normal.

## **7.1 Eligible Positions**

- Officers of OF4 rank<sup>27</sup> and above serving in appointments designated as being In Command, which is defined as being able to exercise Command Powers of Punishment in accordance with the Armed Forces Act 2006<sup>28</sup> <sup>29</sup> (see Section 7 above for additional guidance for command appointments).
- Regimental Sergeant Majors (RSMs) of Major Regular Army units<sup>30</sup> or the Station Warrant Officer (SWO) of RAF Stations.
- RAF Station Executives OF4 and above.

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<sup>27</sup> Less a very small number of OF3 Army Independent Sub-Unit Command Posts that are designated as 'In Command'. This is not to be confused with Sub-Unit Command where the Unit hierarchy has an 'In Command' OF4 appointment.

<sup>28</sup> RN Officers in sea command appointments are not entitled to occupy SFA under the provisions of this paragraph.

<sup>29</sup> IPHD will seek Head of Establishment decision regarding prioritisation for the allocation of SFA in the event of limited availability.

<sup>30</sup> This applies to appointments at regimental duty only and not to any other WO1 appointments, including Command Sergeant Majors.



- Serving members of the Army Welfare Service (AWS) employed as Army Welfare Workers (AWW) and serving members of Royal Navy Family and People Support (RN FPS) employed in a welfare case worker post. When more than one of any of these categories of personnel of the same gender are serving in the same geographical location, SFA is to be shared.

## **7.2 Ineligibility**

Service personnel are ineligible to occupy SFA in lieu of SLA by virtue of appointment if they are, or seek to be, accompanied by a partner or other recognised family members.

## **7.3 Allocation of Accommodation**

Allocation of SFA in lieu of SLA will follow the principles of need and will be determined by stock availability. Except for personnel assigned to a Command appointment where other guidance applies. Service personnel could be allocated any available property that meets the requirement of their work up to 10 miles from the assignment location, or up to 20 with Chain of Command approval.

Where SFA is not available for any reason, a Service person will not be eligible to substitute SFA options except for Garrison/Station Commanders. Instead, SSSA to the appropriate scale is to be sourced.

## **7.4 Accommodation Charges**

Service personnel will pay an accommodation charge set to Grade 2 for Charge of the SLA type they would have been eligible to occupy at their assignment location. Where they also maintain a home elsewhere, they may be eligible for the dual accommodation Waiver (see Part 7, Section 5 Para 5.3 – Waiver of SLA Charges).

## **7.5 Utility Bills**

Utility costs are charged alongside SLA charges and, as such, the accommodation provider/delivery agent is responsible for meeting the utility costs (gas, electricity, heating oil etc.) for SFA occupied in lieu of SLA by Virtue of Appointment.

## **7.6 Conditions of Occupation**

### **7.6.1 Move In/Move Out.**

When Service personnel choose to occupy SFA in lieu of SLA they will be required to sign and comply with the Licence to Occupy. This includes meeting the Move In standard when they move out of the SFA and notifying the Accommodation Provider of repair and maintenance issues during their occupation.

### **7.6.2 Retention.**

Entitlement to SFA by Virtue of Appointment is for the duration of the specified assignment only and the Service person will be required to vacate the property on completion of that assignment.

### **7.6.3 Furniture, Furnishings and White Goods.**

White goods are provided at public expense for Service personnel occupying SFA on an unaccompanied/single basis by Virtue of Appointment. The provision is limited to fridge/fridge freezer, washing machine and tumble dryer by the accommodation providers or delivery agents and/or associated suppliers. Publicly funded white goods for use by virtue of appointment will be collected from the SFA at Move Out and disposed of/relocated by the contracted provider.

## **8 Domestic Assistance Policy for Family Accommodation**

Domestic assistance is provided to allow authorised individuals to carry out official hospitality on behalf of Defence. It may include and is not limited to: cleaning; catering (waiting and chef); house manager and stewards; uniform maintenance and preparation; and gardening. Additional gardening and cleaning support may also be provided in certain other circumstances. Eligibility for Fuel Subsidy Scheme may also exist under wider eligibility.

### **8.1 Eligibility**

To be eligible for DA support the Service person must meet one or more of the following conditions:

- Assigned to an appointment designated as “In Command” by the relevant single Service career management authority (see Part 6, Section 7 – Entitlement to SFA by Command Appointment).
- Assigned to an appointment included on the TLB register of posts eligible for domestic assistance with a formal responsibility to undertake official hospitality duties.
- Occupy SFA by virtue of appointment (see Part 6, Section 8 – Entitlement to SFA in lieu of SLA by Virtue of Appointment).

### **8.2 Ineligibility**

Service personnel In Command are not eligible for domestic assistance if they choose to occupy accommodation more than 10 miles from their duty station.

### **8.3 Implementation of Domestic Assistance**

#### **8.3.1 Authorisation of Official Hospitality and Domestic Assistance.**

TLBs are responsible for confirming eligibility for domestic assistance and authorising the frequency of official hospitality and any restrictions on costs in accordance with JSP 462 - Financial Management and Charging Policy Manual. On an annual basis TLBs are to provide the accommodation provider/delivery agent Soft Facilities Management Team (FMT) with a list of appointments which are eligible for domestic assistance.

### **8.3.2 Audit and Assurance.**

The audit of domestic assistance policy costs and assurance of policy implementation are the responsibility of the accommodation provider/delivery agent and TLBs.

### **8.3.3 Transferring Domestic Assistance.**

Official hospitality may be undertaken by another individual on behalf of the Service person, the authorised individual. In this event, the domestic assistance supporting the official hospitality event must be transferred to the new host. Any valeting or cleaning support allocated to them by exception, e.g. due to occupation of a large SFA, cannot be transferred.

### **8.3.4 Hosting at Venues other than SFA.**

There is no domestic assistance provision for official hospitality events at venues other than MOD owned or MOD funded properties.

### **8.3.5 Private Arrangements for Domestic Assistance.**

If the Service person, the authorised individual replaces MOD domestic assistance provision with a privately funded alternative the Service person will be personally responsible for the cost of the alternative support.

### **8.3.6 Flexing of Domestic Assistance Subcategories.**

No routine flexing of funding across domestic assistance subcategories is permitted e.g. the Service person cannot receive fewer hours of cleaning to get more hours of gardening. The Service person must make any request for such an arrangement to accommodation provider/delivery agent Soft FMT, who will consider their case.

### **8.3.7 Furniture and Equipment.**

The regulations governing provision of furniture and equipment including former Official Service Residences are contained in JSP 384 - Defence Accommodation Stores Policy.

### **8.3.8 Definition of Public Space.**

Only public space within a house can be cleaned using domestic assistance to limit the HMRC tax liability to MOD. Public space means those areas of a property in use

for the provision of official hospitality such as kitchens, reception rooms and guest bedrooms. The spirit of the scale also includes the foyer/hall, downstairs corridors between hosting rooms, the downstairs toilet but does not include attic rooms, family and en-suite bathrooms, sculleries, or outhouses. Normally it is assumed that only two guest bedrooms are in regular concurrent use. TLBs may increase or reduce these provisions according to individual circumstances and have the discretion to consider additional guest bedrooms where more than two are in regular concurrent use.

## **8.4 Domestic Assistance Charges**

### **8.4.1 Cleaning Support for Official Hospitality Events.**

Cleaning support for public spaces may be provided for authorised official hospitality events at the following ratios. This cleaning support may be incorporated into a larger official hospitality package that includes waiting staff, chefs, and house managers.

Table 1. Cleaning Support for Official Hospitality Events

Number of guests	Cleaning Hours
1-15	Up to 4 hours
15 or more	Up to 6 hours

### **8.4.2 Cleaning Support for Command Appointments.**

There is no immediate entitlement to cleaning provision for Service personnel in Command appointments. However, the unique and demanding nature of such appointments is recognised, such as the increased productivity required of the post and the confluence of private space with work environment which exists for the Commanding Officer and their family. TLBs have the discretion to fund domestic assistance up to a maximum of five hours cleaning per week per commanding officer. This includes those who live in their own properties, provided that the property is within a 10-mile radius from the Duty Station. Cleaning is to be limited to the areas of public space in the property as defined in above.

### **8.4.3 Enhanced Provision for Excessively Large Tied SFA.**

Some Tied SFA allocated to Service personnel 'in command' are disproportionately large and incur a significant cleaning burden. If a Service person is in command and occupying Tied SFA larger than 210m<sup>2</sup> they may be provided with additional cleaning support at the rate of 1 hour for every 10m<sup>2</sup> above the 210m<sup>2</sup> threshold, to a maximum of 10 hours per week. DIO Soft FM, with the agreement of TLBs, may remove or reduce the provision of cleaning support for large SFA at their discretion.

Table 2. Cleaning Support for 'In Command' appointments with Official Hospitality Responsibilities

SFA Size	In Command CS / Week
>210m <sup>2</sup>	5 hours
220m <sup>2</sup>	6 hours
230m <sup>2</sup>	7 hours
240m <sup>2</sup>	8 hours
250m <sup>2</sup>	9 hours
260m <sup>2</sup> or above	10 hours

#### 8.4.4 Cleaning Support for Personnel Occupying SFA by Virtue of Appointment.

If the Service person is unaccompanied and allocated SFA by virtue of appointment but are not in a command appointment, they are eligible to receive cleaning support comparable to the service they would receive in Single Living Accommodation at their assignment location. **The provision of assistance is not based on a need to clean the entire house on every occasion.**

#### 8.4.5 Catering Support (Waiting Staff and Clerks).

The scaling for catering support to official hospitality events is at JSP 456 - Defence Catering Manual.

#### 8.4.6 Uniform Maintenance and Preparation.

Uniform maintenance and preparation is embedded in domestic assistance provision. Bids for uniform maintenance and preparation for serials 2 and 3 must be made to TLBs for authority. TLBs may remove or reduce the provision of uniform maintenance and preparation at their discretion.

Ser	Officer	Uniform maintenance and preparation provision (hours per week)
1	Officers with either: a) dedicated or pooled house staff, or b) dedicated drivers c) DA for Command or Large SFA	No additional provision
2	1* officers and above, not covered by ser 1	4 hours max with TLB authority.
3	OF5 in Command appointments, not covered by ser 1 <sup>31</sup> .	4 hours max with TLB authority.

<sup>31</sup> The Army's Corps Cols are authorised to have 4 hrs uniform maintenance and preparation provision per week.

#### **8.4.7 Grounds and Gardens for Service personnel with Official Hospitality Function.**

Where the Service person is expected to provide a level of representational hospitality because of their appointment, the accommodation provider/delivery agent should provide gardening support to a level agreed with the funding TLB.

#### **8.4.8 Gardening Support for Service personnel by Virtue of Appointment.**

The Accommodation Provider will provide Gardening Support on a case-by-case basis. The support provided will normally be limited to grass cutting and hedge trimming. It is incumbent upon the Local Service Commander to notify DIO Accommodation (RD Regional Manager) of any requirements and any changes to requirement under this provision.

### **8.5 House Managers and Stewards**

#### **8.5.1 House Managers.**

House manager posts are to be pooled where possible and dedicated to one principal officer only when that is authorised exceptionally by DIO Soft FM. This is likely to be for reasons of geographical isolation, very strong security considerations, or an enduringly high frequency of official hospitality events at the property.

House manager posts are to be civilian appointments. Service house managers are only to be appointed with TLB authorisation as an exception and justified annually under TLB audit and assurance mechanisms. As a guide for TLBs, this is likely to be because of very strong security considerations, reputational reasons e.g. principal officer in a UK representational post, or where a high degree of flexibility in delivery of the house manager function is required on an enduring basis. All house managers are to have clear Terms of Reference driven by the business need for the appointment. Service house managers appointed for security reasons are reminded of the need to comply with the relevant sections of and responsibilities detailed in JSP 440 (Security policy).

Where no dedicated house manager post exists, and an authorised individual conducts an Official Hospitality event requiring such a post, TLBs may consider authorising use of a house manager for the event in addition to waiting staff.

#### **8.5.2 Stewards/RAF Caterers.**

House steward posts are to be pooled where possible and where this offers best value for money. Staff may be dedicated to one principal officer only when this authorised by a TLB as an exception. As a guide for TLBs, this is likely to be for reasons of geographical isolation, very strong security considerations or an enduringly high frequency of Official Hospitality events at the property.

## **Part 7: Payments and Charges**

### **1 SFA Charges**

#### **1.1 Setting SFA Charges**

The Armed Forces' Pay Review Body (AFPRB) is responsible for recommending accommodation charges. Once set, charges will be published by the MOD through a Directed Letter.

The entitled core accommodation charge for a property is determined by its Type and its CAAS Band (see Part 10). In addition to the core accommodation charge, entitled Service personnel will pay a water and sewerage charge and, if applicable, a furniture hire charge and extra bedroom charge.

In most circumstances, the accommodation charge will be deducted from pay at source through JPA. Separate arrangements will be made for occupants who are not on JPA.

The charge a Service person pays for the property may be affected by whether they are occupying it at entitlement or outside their entitlement, as set out in Part 3.

#### **1.2 Effective Dates**

The appropriate accommodation charge will apply from the date the Service person takes possession of SFA, but no charge will be paid for the day of departure. This is to avoid the Service person being liable for two accommodation charges on the same day. If for Service reasons, a Service person takes possession of a second SFA property before vacating the first, charges will cease in respect of the first SFA and will commence for the second from the date they take possession of the second property. A 14-day period of grace is allowed for the vacation of the first SFA. Charges will be raised for both SFA when the 14-day period is exceeded unless there are Service reasons, supported by the Local Service Commander, why charges for both SFA should not be raised.

#### **1.3 Extra Bedroom Charges**

Service personnel allocated SFA with more than four bedrooms will be charged for the appropriate 4-bed SFA rate plus an extra bedroom charge for each additional bedroom.

#### **1.4 Furniture Charges**

Service personnel who have furniture provided in their SFA by Defence will be charged either the partially furnished or fully furnished rate in accordance with the policy set out in Part 3.



## **1.5 Non-entitled (eligible) Occupants**

Non-entitled (eligible) occupants are to be charged the local market rate (determined by DIO), unless there are agreements with the MOD which may specify a different charging regime.

## **2 Contributions in Lieu of Council Tax (CILOCT)**

CILOCT is for UK purposes and does not apply to overseas provided accommodation.

## **3 Garage, Carport and Caravan Charges**

Garages and carports allocated to Service personnel (whether or not they are used for storing vehicles) are to be charged at the appropriate standard or sub-standard garage or carport rate for each car space.

### **3.1 Rates**

Garage and carport charges are recommended by the Armed Forces Pay Review Body (AFPRB) and promulgated annually in a Directed Letter.

#### **5.6.1 Garages that cannot be Alienated.**

Where the garage/carport forms part of the SFA (this means it is adjoining or an integral part of the SFA structure), or it is located within the borders of the property, it is inalienable, and the occupant will pay a charge whether it is their intention to use the garage/carport or not. Inalienable garages are not to be re-allocated for use to other personnel.

#### **5.6.1 Garages that can be Alienated.**

Where the garage/carport is alienable (this means that the garage is outside the borders of the SFA or located elsewhere on the estate or in a block of garages remote from the SFA), the occupant may declare that they do not intend to use it and therefore no charge is to be made. Notification is to be given immediately if the individual subsequently chooses to use the garage or carport so that appropriate charges can be raised. Alienable garages may be allocated to other personnel subject to them paying the appropriate charge.

#### **5.6.1 Exclusions.**

Service personnel allocated a Service vehicle will not pay a charge for the garage or carport within which the Service vehicle is permanently kept. Garages or carports allocated to park Service vehicles are not to be used for private vehicles.



## **3.2 Discounted Garages and Carport Charges**

A discount will be applied to the garage or carport charge in the following circumstances:

### **5.6.1 Below Scale Garages.**

Sub-standard charges will be raised for garages that measure less than 4.3 metres in length and/or 2.3 metres in width (internal measurements) and/or less than 1.85 metres clearance height at entrance.

### **5.6.1 Below Scale Purpose-Built Carports.**

A discount will be applied for carports that measure less than 4.3 metres in length and/or 2.3 metres in width (internal measurements) and/or less than 1.85 metres clearance height at entrance.

## **3.3 Below Standard Garages**

Below-standard charges will be raised against garages that have been formally deemed by DIO to be of such insubstantial construction that it offers little or no security.

## **3.4 Garage Electricity and Heating Costs**

The cost of electricity and heating supplied to a garage will be met by the user whether the supply comes from an SFA or is separately metered.

## **3.5 Garage Encroachments**

A garage encroachment is a privately erected purpose-built garage or carport; or a privately altered or adapted accommodation that provides garage space as a rent-free encroachment on MOD land.

On handover of SFA, unless the incoming tenant agrees to accept responsibility for the garage encroachment, it is the responsibility of the previous occupant to remove it. It is the responsibility of the existing occupant to get written confirmation from the new occupant that they are prepared to take over the encroachment and the date when the new occupant becomes liable for garage encroachment charges.

## **3.6 Caravan Site Facilities**

Where a caravan is kept on MOD property, this will be regarded, for charging purposes as an encroachment. The charges are set on an individual basis by DIO to cover one or all the following:

- Water supply.
- Refuse collection.

- Sanitary services.
- Power and light in communal facilities.
- A sum in lieu of rent.

The owner is responsible for charges in respect of gas and electricity consumed by them whether metered and charged by the relevant authority or unmetered and assessed by the Caravan Site Officer, and for any other locally assessed charges.

## **4 Fuel Subsidy Scheme (FSS), Fuel and Light (F&L) Charges**

This section describes the circumstances where utilities to service accommodation are provided by the Services and where the Services have a liability to assist with the costs of utility provision. It also explains how the Fuel and Light charges are administered and the reconciliation process when Fuel and Light charges apply.

### **4.1 Fuel and Light Applicability**

Fuel and Light charges are applicable in the following circumstances:

#### **5.6.1 Direct Supply.**

Where the electricity, gas or other fuel supplied to Service provided accommodation (UK or Overseas) comes directly from Service sources. i.e., where it is necessary for the supply to be provided to Service accommodation either within the perimeter of an establishment, or outside because there is no reasonable access to normal civilian sources of supply.

#### **5.6.1 Overseas.**

Where Service personnel serve accompanied and are allocated Service provided family accommodation at locations that abide by the published rates in the annual FSS letter from DIO RD Utilities. All other OS locations, who do not abide by the FSS, will have appropriate charges raised by the local CoC.

#### **5.6.1 Excessively Large Properties.**

In some circumstances the Services have a liability to compensate occupants for additional utilities usage when occupying SFA for service reasons, where gross internal area exceeds 160 m<sup>2</sup>. The only circumstances where occupants are eligible is, when in a command appointment, the Service person is placed in an eligible tied property, or when occupants are placed in a property above entitlement where an entitlement property is unavailable. A subsidy is not available to occupants choosing to live in an eligible property when SFA of a lower type at entitlement was available.

### **4.2 Fuel and Light Rates**

The cost of fuel and light supplied by the Services to a Service person in SFA or the substitute equivalents are flat rates and are calculated to represent the average cost

of supplying energy to a standard property of each SFA Type in the UK. Charges are recovered through the pay account and are annotated on the pay statement as 'F&L Overseas'. This applies everywhere, including for qualifying UK SFA, as the Overseas F&L rates are set automatically.

The Fuel Subsidy Scheme charges, Fuel and Light UK Norm daily rates, are year-round flat rates and are calculated to represent the average cost of supplying energy to a standard property of each SFA Type in the UK. The rates for the Fuel Subsidy Scheme and Fuel and Light charges are published annually by DIO RD Utilities.

#### **5.6.1 Reconciliation Process.**

F&L charges are paid throughout the year. An annual calculation is made to establish the difference between the F&L charges paid against the cost of energy used, established via an actual meter reading on an annual basis. This generates an amendment figure to be charged, (subject to a maximum laid down by DIO) or refunded to the occupant. Debits or Credits are applied by using the fuel and light adjustment via JPA.

#### **4.3 SFA Occupied by Virtue of Appointment in lieu of SLA**

The Accommodation Provider/delivery agent is responsible, in accordance with local arrangements, for meeting all utility costs (gas, electricity, heating oil etc.) for SFA which is occupied by an individual by virtue of their appointment in lieu of SLA. These properties are locally administered with energy bills sent to the designated billing unit for payment.

### **5 SLA Charges and Waivers**

Service personnel occupying SLA (including SLA used for the purpose of transit accommodation) or substitute single Service accommodation pay a daily accommodation charge at the appropriate rate for the type and grade of accommodation occupied. The accommodation charge includes an element of each of the following components:

- Rent and furniture.
- Water and sewerage.
- Fuel and light.

The following provisions are not included in the SLA charge, and you must adhere to the separate guidance in Part 5 – Single Living Accommodation:

- Charging an electric/hybrid vehicle.
- TV Licence.
- Broadband / Wi-Fi.

In specified circumstances the Service person may not be required to pay for the SLA they occupy, these are covered in below and are referred to as SLA Waivers.

## **5.1 Rates**

The charge applied will be based on the type of accommodation occupied and the 4-Tier Grading Band of the bedspace (see Part 11) except in the following circumstances.

### **5.6.1 Accommodation Below Eligibility.**

When, for Service reasons, Service personnel are provided with accommodation below their eligibility type, then charges are only to be raised appropriate to the type and grade of accommodation occupied.

### **5.6.1 Accommodation Above Eligibility.**

In order not to disadvantage Service personnel when SLA above eligibility is allocated for Service reasons, the SLA charge applied is the **lower** of:

- Grade 1 for charge for the type of accommodation to which they are normally entitled; or
- The grade for charge for the type of accommodation occupied.
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### **5.6.1 Officer Cadets.**

Officer cadets will remain outside the scope of overseas accommodation policy.

### **5.6.1 Loan or Exchange Appointments.**

Service personnel who are on loan service with an overseas force, and occupy accommodation provided by the host nation are to be charged in accordance with the regulations contained in JSP 468 Pt 1 and articulated in the country specific 'Blue Book'. Service personnel on exchange appointments must be aware of the terms of their Memorandum of Understanding (MOU) and will be charged as stated.

### **5.6.1 Service personnel Accommodated in a ship, whether at sea or alongside.**

Service personnel accommodated in a shore establishment, or an accommodation ship will pay the appropriate accommodation charge providing the accommodation meets the necessary grading standards.

### **5.6.1 Service Supervisory and Punishment Orders (SSPOs) – Impact on Accommodation Charges.**

If the Service person is subject to an SSPO which for the duration of the Order prevents them from leaving a specified unit or establishment without the permission of the CO and are accommodated in SLA, they will pay SLA charges as stated below:

- Where the Service person already pays an SLA charge at the specified unit or establishment, they will continue to do so for the duration of the Order.
- Where a Service person is allocated temporary SLA at the specified unit or establishment for the duration of the Order, SLA charges for this temporary accommodation will be waived, where appropriate, in accordance with SLA charging regulations.

## 5.2 Substitutes for SLA

The following accommodation charge arrangements only apply if the Service person is occupying a substitute for SLA:

### 5.6.1 Substitute Service Single Accommodation (SSSA).

SSSA is not available for overseas deployments. Instead, temporary accommodation, including the use of hotels is available, after the issuing of a NAC as per 5.11

Instead of SSSA, temporary accommodation may be offered, or a long-term hiring will be sourced. Please note that **only** Regulars and FTRS (FC) will be entitled to a hiring.

### 5.6.1 SFA or SSFA, Appropriated as SLA.

If the Service person is single or unaccompanied occupying SFA appropriated as SLA for Service reasons they will, unless otherwise exempted under the terms of these regulations, pay grade 2 SLA charges in accordance with their rank/normal entitlement unless:

- The SFA being appropriated is not equipped with cooking / white goods<sup>32</sup>;

and

- Is located more than one kilometre from mess facilities. Where ease of access has been compromised, a grade 3 for SLA should be charged.

### 5.6.1 Single and unaccompanied Service personnel occupying SFA by virtue of their appointment.

If the Service person is single or unaccompanied and are entitled to occupy SFA by virtue of their appointment (see Part 7), the charge should be set to grade 2 of the equivalent SLA they would normally have occupied at their duty station.

## 5.3 Waiver of SLA Charges

SLA charges will not be raised in the following circumstances:

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<sup>32</sup> Should include a fridge/fridge freezer, washing machine and tumble dryer, which allows Service personnel to live their daily life.

### **5.3.1 Dual Accommodation**

Royal Navy, Royal Air Force and Army personnel with a UK Privately Maintained Property (as defined in JSP 752 Ch2) or retained SFA authorised in line with the listed criteria in Vol 1, Pt 1, Ch 7, Para 0725 Serials a – o. Personnel occupying SFA on a surplus licence are not eligible for the Dual Accommodation Waiver (DAW).

### **5.3.2 Entitled PstatCat**

Royal Navy and Royal Air Force personnel in Personal Status Categories (PstatCat) 5 1, 1s/c.

### **5.3.3. INVOLSEP**

Army personnel in Pstat Cats 1, 1s/c or 2 who are serving on an involuntary separated basis.

### **5.3.4. Army Over 37 Provision**

Those currently in receipt of an SLA waiver as part of the Army- Over 37 provision as 31 Mar 24 will remain on this JPA option until their next assignment. This was closed to new entrants from 1 April 24.

### **5.3.5 SF is not available at or near the new duty station.**

In cases where SFA is not available at or near the new duty station, retention of SFA may be authorised, providing the Service person has met the conditions of the latest application date (see Part 2). During this time, the Service person can stay in SLA or appropriate alternative accommodation at the new location whilst waiting for SFA to become available.<sup>33</sup> Service personnel are not eligible for this waiver if they have turned down an offer of accommodation to source their own Privately rented property.

### **5.6.1 Service personnel assigned to a sea-going unit.**

If the Service person is assigned to a sea-going unit, they will not pay SLA charges for the first 30 days ashore in SLA unless they have been given at least 30 days' notice for the move ashore.

If the Service person is embarked in a ship for temporary assignments exceeding 48 hours, charges will not be paid (charges must be waived for the whole period).

### **5.6.1 Duty Watch.**

You the Service person is serving on the duty watch of a ship in refit and are required to be accommodated on the dockside.

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<sup>33</sup> A suitable SFA must be known to be coming available within the 3 months for Service personnel to opt for this option.

### **5.6.1 Submarine.**

Service personnel assigned to a B or G role submarine<sup>34</sup> or Service personnel serving on the duty watch of a submarine under construction or conducting a Deep Maintenance Period (DMP) for the period where they are required to be accommodated onboard or in duty accommodation on the dockside.

### **5.6.1 RNPLs and P2000s.**

Royal Naval and Royal Gibraltar Regiment Personnel serving on a P2000 or RNPL craft, moored alongside in a Base Port both in the UK and Gibraltar are mandated to live ashore when alongside as the accommodation onboard is not deemed suitable for habitation under current Health and Safety regulations.

### **5.6.1 Transit on Permanent Assignment.**

If the Service Person is in transit accommodation overnight on change of their permanent assignment, they will not pay accommodation charges for the SLA at the old unit from the date of vacation of their permanent SLA.

### **5.6.1 Field or Shipboard Conditions.**

Where field or shipboard conditions have been declared. In these circumstances the following criteria also apply<sup>5</sup>:

- The application of field/shipboard conditions on each day is based on the situation at 0300 hours and is to apply to complete periods of 24 hours. Charges will be refunded retrospectively to the date on which field or shipboard conditions were deemed applicable.
- Crews of landing crafts will be regarded as serving under shipboard conditions (accommodation) when accommodated aboard. Normal SLA charge rules apply when accommodated ashore.
- Field or shipboard conditions in respect of food and accommodation charges can be declared independently of one another. For example:
  - Service personnel in SLA will pay SLA charges. However, if field conditions have been declared by a Commanding Officer (CO) in respect of food, then food charges will not be raised.
  - Service personnel feeding in Service mess facilities will pay the appropriate food charge (if applicable) but will have a waiver of accommodation charges if living arrangements are deemed by the CO to satisfy field or shipboard conditions criteria.

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<sup>34</sup> Basic Establishment (B-role) and SSBN enhanced single crew (G-role) (See BRd3(1) Annex 2B).



### **5.6.1 Forfeiture of Pay.**

SLA charges will not be raised against the Service person if they must forfeit their pay.

### **5.6.1 Missing or Prisoner of War.**

SLA charges will not be raised against the Service person if they have officially been declared missing or are a Prisoner of War.

### **5.6.1 In Hospital or Military Rehabilitation Unit.**

If the Service person is admitted to a military or civilian hospital, medical reception station, RN Sick Bay, or Military Rehabilitation Unit (MRU) as an in-patient, SLA charges will be suspended from the date of admission.

### **5.6.1 Homeowner/Occupier.**

If the Service person lives in their own home as their Residence at Work Address, they will not pay SLA charges if assigned away from their duty station for less than 12 months in the following circumstances:

- Service personnel are on any assignment of less than 12 months, and providing they have a continuing commitment to pay the mortgage, and their property is not sub-let. Charges will be raised from the date that notification was given that the assignment will be extended beyond 12 months. This includes single personnel commissioning from the ranks on both phase one and two training, who maintain a property at their previous duty station, in which they had lived prior to commissioning, provided that each element of the training does not exceed 12 months at any one location.
- Service personnel are on a permanent assignment of 12 months or more and are waiting for a house sale/purchase transaction to be completed for a period not normally exceeding 6 months. This 6-month period will only be extended exceptionally for a further period of up to 6 months, to a maximum total period of 12 months, when authorised by the individual's commanding officer.

### **5.6.1 Domiciled Collective Leave (DOMCOL).**

Service personnel domiciled outside the UK and Irish Republic and granted leave at public expense to visit their home will not pay accommodation charges for that period provided they are prepared to vacate their SLA/SSSA if required during the absence (the room does not have to actually be vacated if not required, as agreed by the accommodation manager).

### **5.6.1 Cadet Force Adult Volunteers.**

Cadet Force Adult Volunteers will not pay SLA charges when provided with SLA for the purpose of carrying out their Cadet Force duties.



### **5.6.1 Relationship Breakdown.**

Service personnel whose marriage, civil partnership or LTR (E) has broken down and who have been authorised a 'reconciliation' period will be exempt from paying SLA charges for a period of up to a maximum of 93 days from the date of occupation of SLA, provided there is a requirement to pay SFA charges for that period. If at the end of the 'reconciliation' period, the estranged partner continues to occupy SFA, the Service person will remain liable to pay SFA charges for a further maximum period of 93 days from the date of notice to vacate SFA and will continue to be exempt from paying SLA charges during this.

### **5.6.1 Following Evacuation from an Overseas Assignment.**

Service personnel and/or their families evacuated from an overseas assignment on the order of the Head of Mission (see JSP 752) have no liability for accommodation charges arising out of occupation of public accommodation on arrival in the UK for 90 days after their arrival. However, Service personnel will continue to pay the appropriate accommodation charge in respect of the SFA or SLA they occupied at their overseas duty station.

## **5.4 Temporary Unaccompanied Assignments**

For Service personnel serving on temporary unaccompanied assignments, accommodation charges will be raised as follows:

### **5.6.1 When public accommodation is used at the temporary assignment unit:**

#### **SLA at the permanent unit / station.**

If the Service person occupies SLA at the place of their temporary assignment they will, unless otherwise exempt under the terms of these regulations, pay the charge appropriate to the SLA occupied. If they retain the SLA at their permanent unit/station these charges will cease from the date the SLA at the temporary unit/station is occupied and restart once it is vacated.

#### **Privately owned home at the permanent unit / station.**

If the Service person is on any assignment of less than 12 months, and providing they have a continuing commitment to pay the mortgage, and the property is not sub-let. Charges will be raised from the date that notification was given that the assignment will be extended beyond 12 months. This includes single personnel commissioning from the ranks on both phase one and two training, who maintain a property at their previous duty station, in which they had lived prior to commissioning, provided that each element of the training does not exceed 12 months at any one location.

When public accommodation is not used at the temporary assignment unit the Service person will continue to pay for any retained accommodation at their permanent station.

If the Service person is serving in the permanent garrison in Northern Ireland and are absent from the province on a temporary assignment, they become liable to pay accommodation charges under normal rules.

## **5.5 Non-entitled Charges for Accommodation in SLA**

The annual DIBs on non-entitled charges remain the primary policy source documents for non-entitled charges for messing and accommodation in SLA.

Whilst not an exhaustive list, the following personnel are to be charged non-entitled rates for accommodation.

- UK Service personnel when on leave and accommodated at another Mess/unit away from their normal Mess/unit for private purposes.
- UK Service personnel living out who for private reasons wish to occupy accommodation overnight in their normal Mess/unit. This includes overnight stays following informal functions or formal military events such as Formation and Unit Events, Ceremonial occasions, and Formal Mess Functions where MOD road transport may be utilised in accordance with JSP 800.
- Reserves when not on duty.
- Non-Regular Permanent Staff (NRPS) personnel. However, NRPS are eligible for accommodation when at camp, on detachments or courses away from the normal duty station.
- Staff from other government departments and non-exchequer organisations such as local authorities or the emergency services, when on normal visits or attending meetings etc.
- Personnel employed by British Forces Broadcasting Service (BFBS) and NAAFI (except as detailed in the extant MOD/NAAFI Service Level Agreements).
- Contractors' personnel.
- Any non-MOD personnel visiting a Mess.
- UK Service and civilian personnel on loan to Trading Funds on detached duty.

## **5.6 Non-entitled Exceptions**

- Non-entitled charges do not apply to the following as alternative arrangements already exist:
- Families attending passing out parades or parents' days at new entry training establishments.

- Canteen and Contract Laundry Staff, living-in, and employed onboard RN Ships.
- Women's Royal Volunteer Service (WRVS) Welfare Services workers are normally accommodated in SLA to Field Officer standard free of charge. Where such accommodation is not available or when it is inappropriate for Service reasons for WRVS to occupy SLA, they may be accommodated in SFA and the charges waived.
- Employees of Defence Medical Welfare Service in support of the Services overseas may occupy SLA free of charge.
- Community Development Workers may apply to occupy SLA on payment of the entitled rate.
- All personnel (including members of foreign armed forces) for which a memorandum of understanding (MOU) provides instruction to charge at different rates. It is the responsibility of the sponsor of the MOU to communicate what that rate is and who it applies to.
- NATO personnel in Service accommodation in Germany who pay at a special rate.

## **5.7 Guests of Service Personnel**

Where UK Service personnel living in single accommodation who pay at the entitled rate invite guests to visit or stay with them, provided the conditions set out below are met, the following charges apply:

### **5.6.1 Accommodation.**

Regardless of the length of stay, the appropriate entitled charge for the accommodation provided is to be raised, except:

- Where a guest shares a room provided to Service personnel who pay at the entitled rate, no accommodation charge is to be raised.
- Where two guests share a room, they are each liable to pay half of the entitled charge and surcharge.

### **5.6.1 Guest of Service Personnel – Entitled Rates.**

To take advantage of the entitled rates set out above, the following conditions must be satisfied:

- Guests are to be sponsored by UK Service personnel already living in SLA who pay at the entitled rate and must be approved by the Local Service Commander or their delegated officer.

- Rooms will only be made available when other entitled personnel do not require them.
- The entitled charges are to apply for a maximum of 3 days; exceptionally, the Local Service Commander may authorise an extended stay of up to 7 days.
- All guests must be invited into the mess on a personal basis. Typically, this will cover friends and relatives (but not dependants) and may extend to individuals attending mess functions. This policy cannot be used to cover the issue of block invitations to non-MOD personnel wishing to participate in official or unofficial gatherings including those organised by associations of ex-Service members.
- The guest must not fall within any of the following categories:
  - All civilians visiting the mess in either their official capacity or for business purposes.
  - Members of foreign armed forces, whether or not they are on duty.
  - Dependants of Service personnel.
  - MOD civil servants at their normal duty station.
  - UK Service personnel living out who for private reasons wish to occupy accommodation overnight in their normal Mess.

## **Part 8: Forces Help to Buy**

### **1 Introduction**

#### **1.1 Aim of FHTB**

The aim of the Forces Help to Buy (FHTB) scheme is to encourage and support home ownership in the Armed Forces. This includes the option to self-build.

This advance can be used by a Service Person who is assigned overseas, but only for a house purchases/builds within the UK. For the full details of this policy Service personnel should refer to JSP 464 Vol 1 Part 1, Chapter 12.

## **Part 9: Combined Accommodation Assessment System (CAAS)**

### **1 CAAS Methodology for SFA**

All SFA are assessed against the (CAAS) so that we can determine the correct accommodation charge for each individual property. The assessment considers three key areas: Condition, Scale and Location.

#### **Overseas SFA Accommodation Charge Reductions:**

With effect from 1 April 2016 the following enhancements to the overseas offer will apply:

a.Reduction by 2 charging bands of the CAAS Band assessment for all overseas SFA, Applied to Germany from 2020.

b. CILOCT Waiver. All SP, whether in SFA or SLA (or substitute equivalents) overseas will be exempt CILOCT charges (see also Chapter 4 – CILOCT in JSP 464 Vol 3 Part 1).

c. **CAAS and Overseas Rental Allowance (ORA).** The charge for ORA claimants occupying rented property as SFA will be set at Band D. In addition, from 1 Apr 16, there will be a reduction by 2 charging bands of the CAAS Band assessment for all overseas SFA.

#### **1.1 Overview**

Overseas CAAS is based on UK national civilian standards, which have been adjusted for local requirements to use as benchmarks for assessment. CAAS means that accommodation charges can be adjusted with set incremental differences between each of the charging bands (Bands A-K) to reflect variation of provision against each of the 3 separate assessment factors. The Armed Forces Pay Review Body (AFPRB) independently recommend the top rate – CAAS band A

Due to the nature of overseas locations and postings Overseas CAAS is assessed on differing measurements to the UK.

#### **5.6.1 Condition of the Property**

The Condition assessment is based on the UK government's Decent Homes Standard (DHS) and properties that fall below the DHS are categorised as DH minus (DH-), those that meet our higher standard are categorised as DH Plus (DH+). To meet DHS in Overseas CAAS, a property must achieve the following conditions:

- Aspires to the **statutory minimum standard** for housing as assessed by the Housing Health and Safety Rating System (HHSRS) or equivalent industry standard, allowing for differences in local building standards. A table detailing the 29 hazards is at Annex E.

- It is in a **reasonable state of repair** (assessed from the age and condition of a range of building components including walls, roofs, windows, doors, chimneys, electrics, and heating systems). This category does not consider when the property was last decorated or the age of carpets or any other soft furnishings.
- It has **reasonably modern facilities** and services (assessed according to the age, size and layout/location of the kitchen, bathroom and WC and any communal areas for blocks of flats). Age of facilities is not a metric in Overseas CAAS due to differing local manufacture standards; this assessment is based on functionality.
- It provides a reasonable degree of **thermal comfort** (adequate heating and where appropriate effective thermal insulation).

### 5.6.1 Scale of the Property

The scale element of Overseas CAAS is based on two factors: **size** and **features** (functional amenity and physical characteristics), benchmarked against national space standards. It is important to understand that these are different from the scales used to decide the SFA Type but are linked to specifications for new builds. Each property will be assessed as Upper, Middle, or Lower scale. Features consider defence scaled items that are part of the SFA building specification in JSP 850.

### 5.6.1 Location of the property

- **In-country location assessment.** The relative levels of disadvantage (i.e. levels of broadband access, frequency of practical public transport, proximity to amenities) differ between overseas locations and are considered in the Location Assessment (Urban, Intermediate or Remote). Each overseas command has conducted its own assessment, based on in-country knowledge and experience, which has then been ratified by the single Service, UK STRATCOM, DIO, and MOD members of the CAAS Working Group<sup>35</sup>.

Responsibility for the upkeep of these inspections sits with the local Chains of Command.

- **Accessibility to Key Services.** The thresholds for the mean average travel times to the seven key services are amended for overseas locations, in recognition of practicalities such as the frequency/reliability of public transport and realistic expectations of what a SP, partner or dependent might be expected to endure.<sup>36</sup> The revised overseas thresholds for average travel times to key services are:

<sup>35</sup> These assessments are owned by People-Accommodation and reviewed on a 4-yearly basis. In the event of any extenuating circumstances Overseas Commands should contact People-Accommodation-Policy through their TLB Accommodation Colonel.

<sup>36</sup> Such as adverse effects of local weather norms, excessive walking distances from 'within the wire' to the public transport pick up point.

- Urban (less than 10 minutes); or
- Intermediate (between 10 minutes and 30 minutes); or
- Remote (more than 30 minutes).

The effect of these revisions is to allow for an earlier trigger of the reduction from one level of CAAS to the next than in the UK;

- Frequency of assessment. The overseas assessments should be reviewed on a 6-yearly basis. In the event of any extenuating circumstances, which would require an earlier review of the assessments, then the Overseas Commands should contact People-Accommodation through their TLB Accommodation Colonel

## 1.2 Overseas CAAS Bands

When the property has been assessed against each of these factors, the property will be given an outcome under each of the 3 elements; **These outcomes are used to place the property in the correct Band for Charge (BfC).**

There are 9 possible outcomes or BfC in each element and the top band of A through to C (DH+) down to E through to I for DH- as per the table below. Each year the independent Armed Forces Pay Review Body recommend what the Overseas CAAS rental element of the Band A for charge for each type of SFA should be and each of the other bands are incrementally discounted so that those in the lowest band of I pay significantly less than those in SFA banded A.

CONDITION ↓	LOCATION →	Urban	Intermediate	Remote
	SCALE ↓			
DH+	Upper	A	B	C
	Middle	B	C	D
	Lower	C	D	E
DH	Upper	C	D	E
	Middle	D	E	F
	Lower	E	F	G
DH-	Upper	E	F	G
	Middle	F	G	H
	Lower	G	H	I

### 5.6.1 When will my SFA be Assessed?

Full CAAS Assessments are conducted on the first change of occupant after six years have elapsed since the previous full assessment. Assessments can be conducted more frequently in the following circumstances:



- There has been a material change to the property. This may be due to upgrade work on a property or structural damage affecting elements of the property contributing to the CAAS band assessment.
- As part of the rolling routine CAAS assessment programme.
- On request of a Staff HQ at 2\* or above, seeking clarification confirmation and validation, of data submitted to that HQ.

Where possible, changes to in-country technical standards affect the CAAS banding of a property, these should be applied by the accommodation provider/delivery agent to take effect from the date of that change.

There may also be periodic reviews of the SFA CAAS band of a property undertaken by visit or desktop. Extrapolation can also be used to make a desk top assessment of properties of the same type and architectural design. SFA occupants are to be notified at least 28 days in advance of any assessment visit.

### **5.6.1 How do I find out the Overseas CAAS Band of my SFA?**

The accommodation provider/delivery agent is responsible for notifying you of the Overseas CAAS Band of your SFA by providing a copy of the Overseas CAAS Assessment Summary Sheet (Annex E) so that you are aware of the assessment results and the Overseas CAAS band. You will be given a copy of the CAAS Assessment Summary Sheet with your Move In documents and after any reassessment during your occupation.

## **1.3 Effective Date for Change of Accommodation Charges**

The effective date of the charge is as follows:

- Date of occupation on move into a property, or
- Changes in charges arising from an Overseas CAAS assessment convened in accordance with a 6-yearly rolling programme or upgrades. Where there have been upgrades, increases will take effect 93 days after the letter of notification date following the assessment. Decreases will be backdated to the date of the assessment.

### **5.6.1 Administration of Charge on JPA**

Following the completion of the annual Armed Forces Pay Review Board, MOD will publish the accommodation charges Directed Letter in the form of a daily rates table for each property Type and Overseas CAAS band. DBS is responsible for amending the accommodation charges on JPA in accordance with the rates table within the annual Directed Letter.

The accommodation provider/delivery agent are responsible for undertaking assessment of individual properties to calculate the Overseas CAAS band. The

Accommodation Provider is to collate the overall score for each factor, and to assign properties to a BfC. The accommodation charge for individual properties will correspond to the daily charge rate in accordance with the published rates table. Garage charges, Car Port charges and Furnished/Part Furnished charges are to be inputted and charged separately. The accommodation charge will be deducted from pay at source through JPA.

The accommodation provider/delivery agent are responsible for raising the appropriate charges and are required to input the occupancy and accommodation charge details within the accommodation fields in JPA.

#### **5.6.1 Administration of Charge for those occupants not on JPA.**

Charges are raised and administered locally.

### **1.4 Governance**

#### **5.6.1 Recording of Overseas CAAS Accommodation Banding**

The accommodation providers/delivery agents are required to keep records of current banding and the date of the last assessment, for all their accommodation and maintain a record of the assessment for each property together with the underlying data, as follows:

- Decent Homes Standard (DHS)/Decent Homes+ (DH+) assessment proforma (and supporting evidence).
- Housing Health and Safety Rating System (HHSRS) risk assessment.
- Countries that provide an Energy Performance Certificate (EPC) or equivalent (to produce an individual Standard Assessment Procedure (SAP) rating score and Energy Efficiency Rating (EER) band). Where an EPC and an SAP is not applicable then a one band abatement will be automatically applied. Note this will not take you below Band J.
- Scale assessment and supporting evidence, such as measured survey drawings or calculations.

#### **5.6.1 Assurance**

The accommodation provider/delivery agent are responsible for assuring findings and ensuring that Banding is conducted in accordance with the correct procedures and within the permitted timeframes. Assurance is to be conducted in accordance with extant processes. Where it is found that either the correct procedures have not been followed or the timescales have been exceeded, the Accommodation Provider in discussion with the Service Authority (and MOD People-Accommodation if necessary) are to determine whether the findings are to be invalidated. In that event, a re-assessment is to be convened at the earliest opportunity to re-band the accommodation.

### 5.6.1 Transition Arrangements

When CAAS was introduced previous under-grading of properties under the 4TG system was rectified. In recognition of the financial strain this could place on SP, charge rises were staggered; endorsement was given to **increasing charges by one charging band each year from Apr 17 and annually thereafter until the property charge reaches the final CAAS band.**

The final CAAS band of that property is specific to the house and this band will be then applied to the SP occupying that house at the time. The following circumstances could change the transition pathway of the SFA occupied:

- At point of move in, a challenge is placed by the SP
- Improvements affecting assessment criteria are carried out which impacts on the Overseas CAAS Band (such as new bathroom, kitchen, roofing) is equivalent to a maximum of two bands in any one fiscal year and one band thereafter in the following fiscal year.
- A change is implemented in policy which affects the Overseas CAAS band for that house. Any changes resulting in an increase in the Overseas CAAS accommodation banding will be notified 93 days before the implemented charges commence.

## 2 Assessment Procedure and Technical Standards for SFA: Condition

### 2.1 Decent Homes Standard (DHS) and Decent Homes Standard Plus (DH+)

The accommodation provider/delivery agent is required to assess every SFA using the Decent Homes Standard (DHS) and Decent Homes + (DH+) criteria based on the Department for Levelling Up Housing and Communities (DLHC) 'Decent Homes Standard' (DHS). The three categories into which each property will be placed are: Decent Homes Plus (DH+), Decent Homes (DH), and Decent Homes Minus (DH-). The Target standard for SFA is DH+.

DHS – A decent home is one that meets all the following four criteria:

- Meets the **statutory minimum standard** for housing as assessed by the Housing Health and Safety Rating System (HHSRS) or equivalent industry standard.
- It is in a **reasonable state of repair** (assessed from the age and condition of a range of building components including walls, roofs, windows, doors, chimneys, electrics, and heating systems).

- It has **reasonably modern facilities** and services (assessed according to the age, size and layout/location of the kitchen, bathroom and WC and any shared areas for blocks of flats).
- Where possible, Defence will apply UK building and fire standards. Compliance with UK building and fire standards. The Decent Homes Standard (DHS) employed as a measure of condition will be utilised for overseas SFA. Where SFA are constructed to UK standard (e.g. within Permanent Joint Operating Bases (PJOBS) locations) SFA will be mapped to the UK standard. Where SFA are not constructed to UK standard (e.g. where hirings or substitute is contracted), the accommodation provider/delivery agent will aspire to meet these standards, considering local building standards. Throughout, risk and hazards will continue to be mitigated, with fire safety compliance remaining firmly linked to UK Fire Regulations and its certification to UK acceptable equivalent standards.
- Overseas locations will use the in-country Standard Assessment Procedure (SAP) methodology or equivalent to assess **Thermal Comfort** to determine appropriate local building standards. The use of a local methodology will consider additional demands for heating/cooling driven by local climatic conditions. The Overseas Equivalent to SAP/EPC Energy ratings are at Annex G.
- Additionally, in Overseas locations, we apply **Seismic protection**. This aspect of the Condition assessment is considered as part of wider safety considerations overseas, where risk of damage by earthquake is in some areas increased. Where core SFA stock lacks seismic protection there will be a reduction in Overseas CAAS Band. DIO already undertake remedial works where practical and will continue to do so.

	CONDITION		
	Decent Homes Plus (DH+)	Decent Homes (DH)	Decent Homes Minus (DH-)
	No discount	Reduce by two Overseas CAAS bands (20% discount)	Reduce by four Overseas CAAS bands (40% discount)
Statutory minimum standard	Pass	Pass	Fail any one of the four criteria.
Reasonable state of repair	Pass	Pass	Fail any one of the four criteria.

Reasonably modern facilities and services	Pass enhanced standard	Pass normal standard	Fail any one of the four criteria.
Thermal comfort	Energy Rating equivalent to UK Band D and above or relevant local standard	Energy Rating equivalent to UK Band E or relevant local standard	Energy Rating equivalent to UK Band F and below or relevant local standard

DH+ sets stricter assessment criteria under reasonable repair, modern facilities, and thermal comfort. A summary, showing these standards, is at Annex G.

Assessment of the four criteria in para 3 are used to identify properties that are affected by one or more of the condition factors to produce an overall Overseas CAAS classification (Decent Homes Plus (DH+), Decent Homes (DH), and Decent Homes Minus (DH-)). An Overseas CAAS band reduction will be applied to properties by adjusting the property to a reduced Condition category, with the starting level set at Decent Homes Plus (DH+) (no discount), and the lowest rent level capped at the Decent Homes Minus (DH-) category.

## 2.2 Housing Health and Safety Rating System (HHSRS)

The accommodation provider/delivery agent is to assess all overseas MOD supplied properties to ensure they meet the DH Standards and are safe to occupy for SP and entitled personnel.

While the principles of the UK HHSRS risk assessment tool will be applied, to mitigate any risks to the health and safety of occupants, the 29 categories of hazard cannot always be met owing to the nature and variety of differing national build standards globally.

Overseas DIO Land Management Services (LMS) staff, FCDO staff and Locally Employed Civilian (LEC) staff, acting on behalf of the MOD, when sourcing properties for occupation, will always ensure the highest standards of safety are met and that no property will be presented that is unsafe to occupy. This will ensure that the principles of Statutory Minimum Standards are met under the CAAS principle of *Condition* when applying a CAAS Band for Charge (BfC)

The accommodation provider/delivery agent, acting through the Local Housing Manager, or agent acting on behalf of the MOD will be the first point of contact for enquiries about all property upkeep, maintenance, and fault reporting.

## 2.3 Reasonable State of Repair

An SFA satisfies this criterion unless:

- One or more key building components are old and, because of their condition need replacing or major repair.

or

- Two or more other building components are old and, because of their condition need replacing or major repair.

**The technical standards used to assess each SFA are at Annex H serial 2.**

## **2.4 Reasonably Modern Facilities and Services**

An SFA is considered **not** to meet this criterion if it **lacks three or more** of the following facilities:

- a kitchen which is 30 years old or less.
- a kitchen with adequate space and layout.
- a bathroom which is 40 years old or less.
- an appropriately located bathroom and WC.
- adequate external noise insulation.
- adequate size and layout of common entrance areas for blocks of flats.

Where a kitchen or bathroom is less than the ages specified above, but the condition has materially deteriorated to affect its functioning then this should be raised accommodation provider/delivery agent with appropriate evidence. If agreed, this will count as not meeting that room's reasonably modern facilities and services criteria.

**The technical standards used to assess each SFA are at Annex H.**

## **2.5 Thermal Comfort**

Energy Performance Certificates (EPCs) are UK centric and not directly applied in many overseas locations. Some accommodation providers/ delivery agents will use EPCs as a metric while others use local equivalents which we acknowledge as acceptable. Where neither an EPC nor its equivalent can be supplied, a one band reduction will be applied.

## **2.6 Exceptional SFA Assessments**

Where 2 SFA have been 'knocked through' to create a larger dwelling, the assessment rules below to derive the condition score are to be followed. The elements (2<sup>nd</sup> kitchen/bathroom/boiler) omitted from the score are to be reported on within the assessment for their condition:

- **Kitchen.** If both kitchens retained, the principal kitchen in use by the occupant is assessed.
- **Boiler.** If both boilers retained the lowest rated for energy efficiency is to be assessed for SAP.
- **Bathroom.** The poorest condition family bathroom is to be assessed.
- **Utilities.** Where two metres per utility apply only one reading per utility will normally be taken.

The technical standards used to assess each SFA are at Annex H.

### **3 Assessment Procedures and Technical Standards for SFA: Scale**

The scale element of Overseas CAAS is based on two factors: size and features (functional amenity and physical characteristics).

Each property will be assessed as Upper, Middle, or Lower scale based on the following criteria:

#### **3.1 Size**

Properties will be assessed based on **either one** of the following size criteria:

##### **3.1.1 A Measure of the Overall Size.**

The Gross Internal Area (GIA) (measured in accordance with Royal Institute of Chartered Surveyors Code of Measuring Practice 6<sup>th</sup> Edition); in accordance with the thresholds in Annex H, Table 1 with reduction applicable where floor area is more than 10% (reduction by one band) and more than 25% (reduction by two bands) below scale.

##### **3.1.2 A Measure of the Habitable Space**

The Effective Floor Area (EFA) (measured in accordance with Royal Institute of Chartered Surveyors Code of Measuring Practice 6<sup>th</sup> Edition); a cumulative floor area of the kitchen, sitting, dining, bedrooms, dressing room and study, in accordance with the thresholds in Annex H, Table 2 with reduction applicable where floor area is more than 10% (reduction by one band) below scale.

##### **3.1.3 Overseas Variance to Measurements**

Most OS properties have larger gross internal area (GIA) space, often with attics and cellars. These additional spaces are not counted in the overall space, under Overseas CAAS assessments, although any attic bedroom space is included in the type of property and therefore defined as a bedroom.

**The measure of habitable space (EFA) does not apply if the overall size (GIA) has been applied. GIA is the departmental default measurement. Only one measurement can be applied.**

#### **3.2 Features**

Overseas CAAS will provide a discount if a property lacks certain functional amenities; as defined in Annex I, Table 3. Overseas CAAS combines and integrates deficiency and positive into a single category as overall assessment of functional amenities, with pass/fail criteria. The list of items has been ranked and weighted with individual deficiency points allocated for each item. Additional features attract



positive points and act as an offset against other Scale deficiency, with the top rate capped at Overseas CAAS Band A (i.e. no premium charged for additional features).

The combined score of points (positive points subtracting minus deficiency points) will produce an aggregate assessment that can reduce the Overseas CAAS charge at 2 incremental levels (Upper to Middle or Middle to Lower).

The combination of measures of size and features will produce an aggregate assessment for Scale as **Upper, Middle, or Lower** based on the criteria in the **Table** below:

An Overseas CAAS band-discount will be applied to properties by adjusting the property to a reduced Scale category, with the starting level set at the Upper category (no discount), and the lowest rent level capped at the Lower category.

### 3.3 Overall Cap

The combination of scale factors (based on the size of the property and property amenities) will produce an aggregate assessment at 3 incremental levels (Upper, Middle, Lower), within an overall cap so that Scale can only reduce overall rent by up to two Overseas CAAS rental bands. The combined operation of the limits is set out in the **Table** below.

Category Name	Standard
Upper	To scale
Middle	Floor space >10% below scale (but <25%); <u>or</u>  Effective Floor Area >10% below scale; <u>or</u>  Net total of feature deficiency points more than 5 (but less than 10)
Lower	Floor space >25% below scale; <u>or</u>  Net total of feature deficiency points more than 10; <u>or</u>  <b>Both</b> floor space >10% below scale and net total of feature deficiency points more than 5.

### 3.4 Extra Rooms

**Assessment of Type VS.** Type VS are to be assessed against Type 5 criteria for Scale and Condition.

**Assessment of Type DS.** Type DS (OR SFA of 5 bedrooms or more) are to be assessed against the Type D criteria for Scale and Condition, and a bedroom charge added for each additional bedroom.

**Assessment of Type A.** Type A SFA are to be assessed as Type B for Scale.



**Extra Bedrooms.** An additional bedroom charge is applied where two properties have been combined to accommodate large families (for example, semi-detached three-bedroom Type C combined to create a 6-bed property), with a daily rate set by type.

**Attached Stores.** Where an external store is directly attached or formed on the main house foundation, and accessed directly from the SFA, it is only to be assessed within GIA/EFA if all criteria described below apply:

- The construction envelope of the store comprises either external and internal 'leaf' with cavity insulation or single leaf with external insulation and render, and insulated roof system.
- The outside access doors are assessed as SFA principal doors. Where the principal rear/front access door is between store and other SFA rooms, the area is not included in GIA/EFA.
- The store contains at least one double electrical socket.

**Assessment of Garage.** Inclusion of a garage charge in line Section 11.3 to be waived where the hard standing access (drive) is obstructed by a permanent obstacle that reduces the access width to less than 1.8m.

Operation of Scale Thresholds			
Step 1	Step 2	Step 3	Result
Size Gross Internal Area (GIA)	Size Effective Floor Area (EFA)	Features Combined total of positive and deficiency points	Final Overseas CAAS class
To scale	To scale	5 points or less	Upper
		Greater than 5 points	Middle
		Greater than 10 points	Lower
	Below scale	5 points or less	Middle
		Greater than 5 points	Lower
		Greater than 10 points	Lower
>10% below floor space	To scale EFA does not apply if GIA has been applied	5 points or less	Middle
		Greater than 5 points	Lower
		Greater than 10 points	Lower
	Below scale EFA does not apply if GIA has been applied	5 points or less	Middle
		Greater than 5 points	Lower
		Greater than 10 points	Lower
>25% below floor space	To scale EFA does not apply if GIA has been applied	5 points or less	Lower
		Greater than 5 points	Lower
		Greater than 10 points	Lower
	Below scale	5 points or less	Lower

	<b>EFA does not apply if GIA has been applied</b>	<b>Greater than 5 points</b>	<b>Lower</b>
		<b>Greater than 10 points</b>	<b>Lower</b>

## 4 Assessment Procedures and Technical Standards for SFA: Location

### 4.1 Assessment Criteria

Location assessment applies relating to two location factors:

- **Accessibility to key services.**
- **Accessibility to broadband** and minimum download speeds of 24 mb/s.

This will determine a final assessed classification of Urban, Intermediate or Remote. The results of this assessment methodology will affect the overall accommodation charge for the SFA.

These two criteria are used to identify properties that are affected by one or more of the location factors to produce an overall Overseas CAAS classification. An Overseas CAAS banding discount will be applied to properties by adjusting the property to a lower rent category, with the starting level set at the Urban category (no discount), and the lowest rent level capped at the Remote category, as summarised in the **Table** below:

<b>LOCATION CLASS</b>		
<b>Urban</b>	<b>Intermediate</b>	<b>Remote</b>
No reduction in band	One band reduction	Two band reduction
No locational disadvantage	Some locational disadvantage	Significant locational disadvantage

### 4.2 Operation of Limits

The Overseas CAAS location criteria are combined to determine the classification of SFA as Urban, Intermediate or Remote, which will determine the charge level for the location component. A discount will be made to SFA that is affected by one or more of the thresholds that can move a property from its initial classification to a lower category, with the lowest level being capped for property in the Remote category.

Newly acquired properties will have the same location assessment applied as other SFA in the locality. This assessment will have been conducted by the local chain of command.

### 4.3 Notification of Changes

Changes in charges (both up and down) arising from Overseas CAAS assessment convened in accordance with a 6-yearly rolling programme or where there have been upgrades, should take effect 93 days after the date of the assessment. Decreases will be backdated to the date of the assessment.

### 4.4 Accessibility to Key Services

The thresholds for the average travel times to the seven key services are amended for overseas locations, in recognition of practicalities such as the frequency/reliability of public transport and realistic expectations of what a SP, partner or dependent might be expected to endure. The revised overseas thresholds for average travel times to key services are:

- Urban (less than 10 minutes); or
- Intermediate (between 10 minutes and 30 minutes); or
- Remote (more than 30 minutes).

Overseas CAAS is an assessment tied to the property and its locale, and the amenities that are available. If an individual SP is required to use amenities that are further away than the local provisions, they should speak to the accommodation provider/delivery agent regarding an individual Overseas CAAS Band reduction, showing appropriate proofs from Chain of Command. These individual Overseas CAAS Band reductions do not indicate the need for a location factor challenge.

## 4.5 Definitions of Key Services

The following seven key services are used

- **Education.** Locations of all open education facilities subdivided between
  - Primary schools,
  - Secondary schools, and
  - Further Education institutions.
- **General Practice (GP) Surgeries.** Based on the Patients Registered at a GP Practice dataset as released by NHS Digital.
- **Hospitals.** Based on hospitals that are registered with the Care Quality Commission (CQC) and are managed by Acute Trusts.
- **Food Stores.** Locations of grocery, supermarkets, or convenience stores.
- **Town Centres.** Locations of Town centres using a central focal point for the town mapped to the nearest road.

### 4.5.1 Journey Times

Journey times are worked out using public transport/walking travel times, assessed at varying times throughout the day to reflect normal patterns of life should the SP need to use the key services defined above. Several routes, times and scenarios are analysed, and an overall average is then applied.

To assess walking journey times and public transport times from SFA to each Key Service, open-source information is applied.

## 4.6 Broadband Accessibility

Assessment of the broadband accessibility and speed for the SFA will be based on the fastest available broadband that is available in the location and not the available speeds linked to individual providers.

Table 1 – Final Classification

Location classification procedure for SFA				
Stage 1	Stage 2	Stage 3	Stage 4	Result
Initial Pan	Accessibility - Average public transport/walking travel time (Minutes)	Average Broadband download speed (Mbit/s)	Indices of Multiple Deprivation (Bottom decile)	Final CAAS classification
Urban	<10	24 and above	No	Urban
			Yes	Intermediate
		Less than 24	No	Intermediate
			Yes	Remote
	10 to <20	24 and above	No	Intermediate
			Yes	Remote
		Less than 24	No	Remote
			Yes	Remote
	30+	24 and above	No	Remote
			Yes	Remote
		Less than 24	No	Remote
			Yes	Remote
Intermediate	<10	24 and above	No	Intermediate
			Yes	Remote
		Less than 24	No	Remote
			Yes	Remote
	10 to <20	24 and above	No	Intermediate
			Yes	Remote
		Less than 24	No	Remote
			Yes	Remote
	30+	24 and above	No	Remote
			Yes	Remote
		Less than 24	No	Remote
			Yes	Remote
Remote	Any	Any	Any	Remote

## 5 Temporary Reduction Policy

There may be times during your occupation of SFA where you experience a deficiency or reduction in amenities to your SFA such as a failure of utilities or environmental disruption. Where the failure or reduction relates to utilities covered by the accommodation charge (meaning water and sewerage to SFA) or is caused by an act or omission of MOD, accommodation provider or delivery agent and is likely to last for between 7 days and 93 days. They may authorise a temporary reduction of up to two CAAS rental bands for the period of disruption in accordance with this policy.

### 5.1 Eligibility

You must be living in SFA that is charged in accordance with the CAAS methodology to be eligible for a temporary reduction under this policy.

### 5.2 Ineligibility

You cannot seek a temporary reduction in the following circumstances.

- Deficiencies or reductions lasting less than 7 days.
- Deficiencies to utilities not covered by the accommodation charge.

### 5.3 Application of a Reduction

**Temporary Deficiencies or Reductions in Amenities Lasting for 7 days or more.** The criteria that must be met for a temporary reduction to be applied are listed at Annex I. This will be applied as follows:

- A one band reduction is to be applied where there is environmental disruption that impacts on the occupants through nuisance, noise, dust etc but would not lead to a reduction in DH score if the SFA were to be re-assessed. The reduction in the CAAS Band is to be applied to those SFA directly affected and is to be fully justified.
- A two-band reduction is to be applied where the deficiency or reduction in amenities would substantially reduce the CAAS Condition (DHS) assessment, i.e. result in a lower DH score if the SFA were to be fully re-assessed. Where adequate alternate provision within the SFA is made a full 2 Band reduction will not be awarded.

If evidence proves that any one SFA has had 4 or more occurrences over a 12-month period, which individually may not have met the 7-day criteria but collectively are believed to have had a significant overall impact for the same occupying family, then a temporary 1 or 2 band reduction can be considered (e.g. repeated short-term failure of the boiler). Each case will be assessed on a case-by-case basis. Evidence providing justification needs to be recorded for each case by the accommodation provider/delivery agent and local Housing Staff.

## **5.4 How to Apply for Reduction**

Temporary reductions are to be agreed with the accommodation provider /delivery agent through the Local Housing Staff, who, if in agreement, will take the necessary JPA action. All temporary reduction requests must include appropriate supporting evidence in which to justify the request being asked for. All requests must include a start and end date and may include a review date, especially where the period is likely to exceed 93 days to the maximum 186 days. Requests that do not provide a start and end date or supporting evidence will be rejected back to the originator. The start date for requests may not be earlier than the date the issue was first reported; under no circumstances are temporary reduction requests to be backdated to the date of occupation of the SFA.

If after 93 days, the conditions giving rise to the temporary reduction still prevail, the originator in consultation with the local Housing Staff is to review and make recommendations for extension (up to the maximum allowed x186 days) to the temporary reduction, providing the accommodation provider/delivery agent with substantial evidence supporting the request (e.g. photos, videos, architectural plans etc.)

After a total of 186 days, the temporary reduction will cease. If conditions giving rise to the temporary reduction still prevail, action to formally re-assess and re-band the property should be taken, in consultation with the accommodation provider/delivery agent and local CoC.

In exceptional circumstances a re-assessment may not change the CAAS band allocated prior to temporary reduction, but the cause of the temporary reduction remains; in this circumstance Accommodation Policy are to be consulted on the next appropriate course of action to take.

If applicable, a temporary band reduction will be backdated to the agreed start of the reduction period on JPA. This will be monitored by the Local Housing Staff and at the end of the reduction period, or an end of the works which has caused the reduction period, the normal CAAS band charges will be reapplied. There will not be a 93-day notice period for the raising of the band charges, to its original CAAS banding as the reduction was only temporary and does not therefore require a transition period of notice.

## **5.5 Multiples of Temporary Reductions/Compensation**

A maximum of 2 Overseas CAAS bands temporary reduction can be awarded to a property at any one time, irrespective of if multiple issues exist at that property. Multiples of temporary reductions cannot be applied over and above the maximum 2 CAAS band temporary reduction (see SFA Charge Temporary Reduction Criteria at Annex J.)

## **5.6 Void Improvement Works (VIP)**

In-occupancy VIP should be kept to an absolute minimum. Where this does occur, project managers and regional managers should follow the guidance given under the "Improvement Works" section in Annex J.

## **5.7 Garages**

Overseas CAAS banding temporary reductions will not apply for garages. Where garages are in a state of disrepair, requests to have the garage charge reduced should be made via Home Services in the first instance.

Garages can be awarded Sub-standard status (not a temporary reduction) for being unsecure, undersize, and not weatherproof. Please see the separate policy for more information regarding garages in

## Part 7: Payments and **Charges**, Section 4 – Garage, Carport and Caravan Charges.

Where an occupant reports that the garage requires a repair that deviates from the Move In standard (wind and weatherproof, accessibility), and the period to complete the repair is over 7 days, a temporary downgrade to sub-standard garage charge is to be applied from the date of the repair being reported to the date of completion of the repair. Record of such temporary downgrades is to be maintained.

### **5.8 Typing and Re-typing of Accommodation**

Where confirmation of the accommodation Type is required, or where there is a requirement to re-type accommodation to meet changes in demand, the accommodation provider/delivery agent is to carry out a banding assessment. This principle applies equally to SFA and SLA.

Due to the nature of the Overseas estate, in particular Hiring properties, the accommodation provider/delivery agent may re-categorize properties as either SLA or SFA depending on the assigned SP.

### **5.9 Challenge of Overseas CAAS Banding**

Stage 1 Challenges are to be addressed to and dealt with by the Local Housing Office, or organisation which conducted the Moving In (MI) – this must be submitted within 28 working days of MI and the responding authority has 28 working days to formally reply.

If not upheld, a Stage 2 Appeal can be submitted to DIO Accommodation HQ (DIO OS CAAS PM) who also has 28 working days to reply.

This is a 'Special To Type' (STT) complaint process which must be followed. SP whose complaints not upheld at Stage 2 Appeal are entitled to submit a Service Complaint (SC).

The CAAS complaint process is only in relation to CAAS BfC's raised on an individual's SFA; this process, along with all other accommodation complaints procedures are covered in full in JSP 464 Vol 1 Pt 3.



## **Part 10: 4 Tier Grading**

### **1 Introduction**

#### **1.1 Concept**

The 4-Tier Grading (4TG) system provides a means of determining accommodation charges for Single Living Accommodation (SLA) globally.

#### **1.2 Responsibility for 4TG Methodology**

People-Accommodation is the tri-Service MOD sponsor of the 4TG Regulations in consultation with the single Service Authorities (Accommodation Colonels) and The Accommodation Provider. The Accommodation Provider will act as the sponsor for the SLA 4TG Cycle in consultation with the single Service leads/sponsors for 4TG.

#### **1.3 Sponsorship of Accommodation**

Single Services on a TLB/Grouping basis are responsible for the provision of publicly funded accommodation.

#### **1.4 Roles and Responsibilities**

Refer to Annex L.

## **2 JSP 850 Living Accommodation Scales and 4TG**

### **2.1 JSP 850**

For the purposes of 4TG, the JSP 850 Living Accommodation Scales are taken as the general baseline against which scaling deficiencies may be assessed to ensure fairness of charging. The presence of a feature in a small minority of new accommodation may attract positive points. However, when more than 50% of the estate is configured with a feature, MOD may consider its non-provision to be a deficiency and permit deficiency points to be awarded.

### **2.2 JSP 850 and linkage to the 4TG Regulations**

For the purposes of 4TG, the JSP 850 Living Accommodation Scales are taken as the general baseline against which scaling deficiencies may be assessed to ensure fairness of charging. The presence of a feature in a small minority of new accommodation may attract positive points. However, when more than 50% of the estate is configured with a feature, MOD may consider its non-provision to be a deficiency and permit deficiency points to be awarded.

## 2.3 JSP 850 Scales

The JSP 850 Scales which underpin this edition of the 4TG Regulations are detailed within Building Performance Standards (BPS) 1 - Living Accommodation as follows:

### 2.3.1 SLA (BPS1.1)

- BPS 1.1 - Section 2, Part 2 – Junior Ranks SLA.
- BPS 1.1 - Section 2, Part 3 – Officers, WO and SNCO SLA.
- BPS 1.1 - Section 2, Part 4 – Officer Cadets' SLA.

## 3 4 Tier Grading System

### 3.1 Methodology

The 4TG system provides the mechanism for awarding points for the standard of accommodation from which the overall Grading and the charge is derived. The following areas are included:

- JSP 850 Scaling.
- Condition internal and external.
- Non-property related factors.

Where a standard is not, or cannot, be met, a few deficiency points can be awarded. Where the specification is exceptionally high, positive points may be awarded. These offset the deficiency points for a balanced and fair grading to be determined.

### 3.2 Grading Criteria and Point Scoring

SLA 4TG procedure is at Annex M - Table 1 provides a summary of the criteria covering scaling, condition and other non-property related factors which are to be assessed. Guidelines on the assessment of adverse environmental factors for the 4TG is at Annex M. Further amplifying detail is provided in supporting Tables, together with a Grading Points Summary Sheet. The overall points score as recorded on the Summary Sheet determines the accommodation grade for charging purposes as follows:

NET OVERALL POINTS SCORE		ACCOMMODATION GRADE
0-4	deficiency points	1
5-9	deficiency points	2
10-14	deficiency points	3
15-25	deficiency points	4
26 or more	deficiency points	4a (Grade 4 less rental element) see 3.3
26 or more	deficiency points	4b (Grade 4 less rental and light and water elements – no charge) see 3.3

### 3.3 Accommodation Below Grade 4

For accommodation attracting 26 deficiency points or more, the case is to be referred to the appropriate single Service Authority who will consider whether it

would be appropriate to further reduce the charges by waiving the rental element of the accommodation charge and applying only the utility elements of the accommodation charge or waiving both the rental and utility charges. In these cases, the Service Authority may need to consult with the respective TLB but retains the financial authority. Below Grade 4 charges are listed in the annual 'Pay Letter' distributed by REM under the heading 'Utilities Charge' (for SLA), and are summarised as follows:

In **all** cases where an accommodation charge is raised then CILOCT (Contribution in Lieu of

Council Tax) is to be charged in accordance with JSP 464 regulations. Where accommodation is assessed as Grade 4b (no charge) no CILOCT charges are to be raised.

### 3.4 Additional Deficiency points

In cases where a 4TG Board considers that adverse circumstances applying to accommodation are so unusual that they are not covered by the 4TG Regulations, a recommendation may be made via the Service Authority to People-Accommodation that up to 5 deficiency points may exceptionally be awarded.

## 4 4 Tier Grading Boards

### 4.1 Composition of Board of Officers

The Service Convening Authority is responsible for convening a Board of Officers to conduct a 4TG Board. The composition of the Board of Officers is as below (composition may be varied where these appointments do not exist):

Ser	Board (Note 1)	Services administered SLA
1	President (Note 2)	Lt Cdr/Maj/Sqn Ldr
2	Members	Unit Officer not below Lt Cdr/Maj/Sqn Ldr in a major Unit
3		EHO or EHP (Note 3)
4		DIO EFM
5	In attendance	
6		DIO/EFM/GPM and/or Mil Clerk of Works (Note 4)
7		Army:RIC FM (note 5)

Notes:

1. Civil secretariat representation may be included IF REQUIRED on a single Service basis.
2. President may be an RO2/C2 (MSF) graded civil servant.
3. Only Environmental Health Officer (EHO) or Environmental Health Practitioners (EHP), as appointed by Senior Medical Officer (SMO) may represent Medical (if required).
4. DIO representative/Establishment Works Consultants (EWC)/ Garrison Property Manager (GPM) and/or Contractor representative (if required).
5. Army invests its Infra expertise in the Regional Infrastructure Cell (RIC) and will provide SME support to Unit through these teams.

## **4.2 Typing and re-typing SLA**

Where confirmation of the accommodation Type is required, or where there is a requirement to re-Type accommodation to meet changes in demand, the Service Authority in consultation with the accommodation sponsor may direct the 4TG Board to confirm that the accommodation is correctly typed and, if required, to make recommendations to change the accommodation Type. Where the 4TG Board considers that accommodation is inappropriately Typed, the 4TG Board should grade the accommodation against the correct Type and include their recommendation for re-Typing in the Board's proceedings.

## **5 4 Tier Grading Boards – Frequency**

### **5.1 Frequency of Re-grading Accommodation**

4TG SLA is to be audit, where all SLA is to be reviewed at least once every 4 years. Re-grading outside the rolling audit may be required, examples include:

- re-typing or re-appropriation of SLA.
- upgrade or refurbishment of SLA. Where accommodation has been subject to improvement, it is normally to be re-graded by the managing authority within 1 month of completion. It is acceptable for Boards to inspect in-depth only a proportion of like properties within the same estate where similar conditions apply.
- As a minimum, Board of Officers (BoOs) should continue to be convened for sites.
- known to have benefited from any upgrade/refurbishment programme.
- BoOs should be convened where there have been material changes in any of the factors assessed under the 4TG system for a property, where the cumulative effect of deficiency or positive points awarded could result in an increase or decrease in the grade for charge for that property.<sup>37</sup>
- Appropriation of SFA as SLA; where there is a requirement.

### **5.2 Advance Notice to Occupants**

Where 4 Tier Grading Board is convened, the accommodation sponsor is to notify occupants at least one month in advance of the date of the Board, thereby ensuring that occupants:

- have advance notice that their charges may be affected.
- an opportunity to request that their accommodation is included in the board.
- have an opportunity to review the findings and offer challenge.

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<sup>37</sup> As agreed by the ASG on 19 June 2014

SLA occupants are to be informed via Unit orders and/or Unit notices.

## **6 Temporary Downgrading under 4 Tier Grading**

### **6.1 Temporary Deficiencies or Reductions in Amenities Lasting for 5 days or more**

This option should be applied where there is a significant deficiency or reduction in amenities, including a permanent or intermittent failure of utilities covered by the accommodation charge (meaning water and sewerage to SFA, and gas, electricity, heating oil, water, and sewerage to SLA). The responsibility to initiate temporary downgrading of accommodation charges and or provide substitute or temporary facilities resides with the Commands/Divisions/Districts to authorise:

- Issue persists for less than 5 days: Deficiencies or reductions in amenities, lasting for 5 days or less, will not generate any downgrading of SLA and thus no change to charge.
- 5 to 182.5 days persists: Should the maintenance issue persist beyond 5 days and it is likely to last up to 6 months a temporary downgrade of SLA should be applied using the 4TG board process outlined in this part. Retrospective application can be back dated to day 1 of 5.
- Beyond 6 months. If the conditions giving rise to the temporary downgrading still prevail a 4TG board must be conducted to reflect those.

## **7 4 Tier Grading Reporting**

### **7.1 Reporting Timetable**

The results of the Grading Board are to be staffed within 2 months of the date of the Board as specified in the 4TG Board Convening Order. Occupants of accommodation subjected to a 4TG Board are to be notified of the outcome of the Board within 3 months of the date of the Grading Board.

### **7.2 Staffing of the Board's Proceedings**

The staffing process for SLA 4TG Boards varies according to TLB. Accordingly, the Board President is to submit and seek approval for the 4TG Board Proceedings in accordance with the appropriate TLB process detailed at Annex O:

Once staffed internally the final (soft) copy (together with any supporting information from the DIO/EHO) is to be forwarded to DIO Accommodation (PR3) for retention and recording on the SLA Management Information System. (Copies to be kept at the local level as required by the TLB).

### **7.3 Unit/SSO/DIO Accommodation Action**

Units/SSOs/DIO Accommodation are responsible for:

- Notifying occupants of accommodation in writing of the findings of a Grading Board within 3 months of the date of the Board.
- Sending a copy of the Grading Points Summary Sheet to each occupant so that they are aware of the points awarded and the Grade of the accommodation.
- Where a Grading change is approved by the Service Authority, occupants of the any changes to the accommodation are to be notified in advance of any reduction from pay of any changes to the accommodation charge.
- Raise the appropriate forms to amend administrative records to ensure that correct charges are raised. Changes in charges are to take effect in accordance with the direction at para 8.2 and Section 9.

## **8 Effective Date for change of Accommodation Charges under 4 Tier Grading**

8.1 Formally convened 4TG Boards in accordance with the 4-yearly rolling programme para 5.2 – Advance Notice to Occupants.

Changes in charges (both up and down) arising from formally convened 4TG Board should take effect 3 months after the date of the Board's visit<sup>38</sup>

### **8.2 4TG Boards convened because of grading challenges on first occupancy**

Changes in charges arising from a challenge of the grading on first occupancy should take effect from the date of occupancy.

## **9 Invalidation of the Findings of a Board**

The findings of a Board will be invalidated if:

- The results of the Grading Board are not staffed within 2 months of the date of the Board's visit as specified in the 4TG Board Convening and not notified to occupants within 3 months of that date.
- A breakdown in the grading procedures takes place within the prescribed time limit which results in occupants of affected accommodation being unfairly disadvantaged.

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<sup>38</sup> as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings.

## **10 Recording of Accommodation Grading and Auditing under 4 Tier Grading**

### **10.1 Responsibilities of Sponsors**

Accommodation sponsors (Annex L) are to keep records of current gradings and the date of the last Board, for all SLA. TLBs are responsible for auditing and assuring all findings within the permitted timeframes. Where incorrect procedures are used, TLBs in discussion with the Service Authority (and MOD if necessary) are to determine whether the findings of the Board are to be invalidated. In that event, and where timescales have been exceeded the Service Authority is to direct that a Grading Board is to be reconvened at the earliest opportunity.

### **10.2 Assurance of 4TG Boards**

TLBs in line with para 5.1 and Annex D are to examine paperwork to assure the data and results prior to logging on to the electronic [4TG tool](#)<sup>39</sup>, which is mandated to be used to record 4TG Boards of Officers' inspections.

## **11 Recording of Accommodation Grading and Auditing under 4TG**

### **11.1 Responsibilities of Sponsors**

Accommodation sponsors (para 1.4 – or Annex L) are to keep records of current gradings and the date of the last Board, for all SLA. TLBs are responsible for auditing and assuring all findings within the permitted timeframes. Where incorrect procedures are used, TLBs in discussion with the Service Authority (and MOD if necessary) are to determine whether the findings of the Board are to be invalidated. In that event, and where timescales have been exceeded the Service Authority is to direct that a Grading Board is to be reconvened at the earliest opportunity.

## **12 Requirement to Grade, Field Conditions and Transit SLA**

### **12.1 4TG and Charging Requirement for SLA**

All SLA is to be graded in accordance with 4TG regulations and charges raised accordingly. For clarity:

- X & Y Type SLA (provided for use by Phase 1 and Phase 2 trainees) and SLA used for the purpose of providing transit accommodation is to be graded.
- In principle, all Service Personnel occupying SLA will be charged at the appropriate rate for the type and grade of accommodation they occupy.

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<sup>39</sup> The electronic 4TG tool has been designed and built in accordance with the policy contained within JSP 464. It is linked into data collected for, and contained within, IMS and the SLAMIS Accommodation Booking Tool ([4TG Tool Guide](#)).



- SLA charges may be waived in certain circumstances. Part 7, Section 5 – SLA Charges & Waivers.

## 12.2 Training Camp and Transit Accommodation

Training Camp accommodation<sup>40</sup> is ungraded accommodation ordinarily provided specifically for the purpose of exercises and short training courses for trained personnel<sup>41</sup> and does not meet the required standards (austere conditions) for a charge to be applied. Training Camp accommodation should not routinely be occupied on a permanent basis. Where, by exception, it is used to temporarily accommodate personnel as their allocated SLA bedspace (up to 2 weeks), field conditions should be applied. In these circumstances' accommodation charges are not raised; therefore, this type of accommodation is not to be graded.

## 12.3 Field Conditions (SLA)

Field conditions are deemed to exist where graded accommodation is not provided and Service personnel occupy, for example: tentage; bivouacs; vehicles; barns; hangars; outbuildings; derelict and abandoned properties; church halls; and hutted camps. This list is not intended to be definitive.

## 12.4 Permanent SLA used as Transit (SLA)

The term 'Transit SLA' is often used to describes spare capacity<sup>42</sup> permanent SLA that is used **for the purpose** of providing temporary accommodation<sup>43</sup>. SLA used as transit accommodation is still to be graded in accordance with 4TG regulations and charges raised accordingly. (Refer to Part 8).

## 13 Administrative Chain for Grading SLA

For more detail cross-refer to Annex L (Roles and Responsibilities for SLA 4TG) and Annex O (TLB Process for Staffing SLA 4TG Board Proceedings).

Ser	Action By	Task	Comment
1	Service Convening Authority	Draw up convening order for Grading Board	Copied to all representatives of the 4TG as directed at Para 5.2
2	Accommodation Sponsor (SLA) / Unit	Advance notice to occupants	At least 1 month in advance of the date of the Board as specified in the 4 Tier Grading Board Convening Order

<sup>40</sup> Not to be confused with X and Y Type used for Phase 1 and 2 trainees.

<sup>41</sup> Training Camp accommodation is routinely multi-occupancy dormitories, or Nissen Hut type dwellings.

<sup>42</sup> DIO should be consulted where long-term spare capacity SLA is deemed to exist at an Establishment.

<sup>43</sup> i.e. SLA allocated on the basis of supporting detached duty, temporary detachments, short visits etc.



3	DIO EFM	Preliminary site visit for routine technical work if required.  Confirm and provide Facilities Condition Management (FCM) assessment for SLA	FCM assessment data to be used for Serials 9, 11 and 12 of Annex A Table 1
4	Grading Board	Site Visit. Completion of Annex A Table 7	3-month time limit commences
5	Grading Board	Submission of Board findings	Refer to Annex O (TLB Process for Staffing SLA 4TGB Proceedings)
6	Service Convening Authority	Confirmation and authority to implement Board findings.	Refer to Annex O (TLB Process for Staffing SLA 4TGB Proceedings)
7	Accommodation Sponsor (SLA) / Unit	Notification of findings to occupants via Unit Orders/ Mess notices	To include copy of Annex A Table 6 and, where necessary, notification of change to accommodation charge and effective date
8	Accommodation Sponsor (SLA) / Unit	Administration completed for any changes in accommodation charge	Within 3 months of site visit by Grading Board as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings
<u>Note</u>	<u>Effective date for changes in charges</u>	1. 4TG Board iaw the 4-yearly rolling programme, or following upgrade and/or refurbishment  2. Challenge on new occupancy	1. 3 months after the date of the Board's visit as specified in the 4 Tier Grading Board Convening Order and notified in the Record of Proceedings  2. From the date of first occupancy

## **Part 11: Challenges & Complaints**

Complaints relating to SLA/SFA overseas should be raised in accordance with local processes as laid down below. Any matters that remain unresolved after completion of the local process can be submitted for a Stage 3 – Review, in accordance with Para 7.

Challenges against CAAS Band for Charge (BfC) and assessments on SFA at Move in can be found in Part 9, para 5.9 of this Volume V. This is a separate challenge process to the one for accommodation issues. Challenge against CAAS Band (BfC) is a Stage 1 challenge must be submitted within 28 days of Move In, and a template letter can be found in Annex K. It should be submitted to your Local Housing Office in the first instance.

### **3 Overseas Accommodation Complaints**

#### **5.10 Complaints Overview**

- Service Personnel have the right to make a complaint about aspects of their accommodation provision, service, and policy when they are serving overseas.
- A full Complaints Procedure for Accommodation in the UK is outlined in Chapter 1 volume 3 of JSP 464, it can be referred to in any doubt or for any further detailed information and outlines of various party Roles and Responsibilities.
- If a repair is required, please contact your accommodation provider/delivery agent in the first instance.

#### **5.11 Overseas Complaints Process**

- A complaint must relate to an action or inaction by the accommodation provider or substitute contractor.
- To expedite complaint handling, complaints should be submitted electronically. Full details of the matter should be provided as well as the desired outcome or remedy being sought.
- Some locations (e.g. Cyprus (BFC), ESG, USA) may operate some local differences in their process approaches to complaints at stages 1 & 2 – but in all locations a 2-stage approach must be taken before Stage 3 can be submitted.
- At each stage of the process a formal written response is required to close the complaint. Only when the Stage 1 process has been completed and the case closed can a Stage 2 complaint be submitted. Only matters raised within the

- Stage 1 complaint or are related to the handling of the complaint, will be considered at Stage 2. Any novel issues arising will require a new Stage 1 complaint submission.
- Where it is identified at Stage 2 that a complaint has not been dealt with satisfactorily or handled correctly in accordance with the appropriate contract, then it can be returned to Stage 1. In such cases complainants are formally notified in writing of this decision with a clear explanation of why the complaint is being returned to Stage 1.
- To progress through the distinct stages, complainants must be formally notified that no further action can be taken at each stage before progressing to the next. Complainants should be informed about what next steps they can take and have details of relevant contacts provided, should they wish to pursue their case further.
- A Service Complaint may be triggered after Stage 2 or Stage 3 of this process depending on the circumstances of the complaint.

#### **5.12 Expected Behaviours**

- All personnel involved in the complaints process, including those submitting the complaint, are expected to conduct themselves professionally and in accordance with departmental guidance on Standards of Conduct and Behaviour. Violence, aggression, or abuse towards any party involved in the complaints process is not tolerated.

	<b>Complaints Process for both Single Living Accommodation (SLA) and Service Family Accommodation MOD owned or Hired property</b>
<b>Stage 1</b>	<p>Seek informal resolution with accommodation provider/delivery agent</p> <p>Circumstances will be investigated, and the accommodation provider/delivery agent will seek to resolve them. Most complaints should be satisfactorily resolved at Stage 1.</p> <p>Complaints should not be closed until the restorative action agreed by the contractor has been completed.</p>
<b>Stage 2</b>	<p>Formal complaint to accommodation provider/delivery agent Customer Services or Management (reference should be made to any methods publicised by the accommodation provider's given handbook/information).</p> <p>An investigation should be conducted, and a complaint resolution sought. If appropriate, advice and information can be sought from independent experts. A response can take up to 15 working days.</p> <p>The investigating representatives must give clear directions and guidance to the accommodation provider/delivery agent on the actions that need to take place to resolve the issue.</p> <p>Complaints can be returned to Stage 1 if they have not been dealt with satisfactorily or in accordance with the appropriate contract.</p>
<b>Stage 3</b>	<p>Service Personnel should write to: <u><a href="mailto:People-Accom-ACRP-Stage3@mod.gov.uk">People-Accom-ACRP-Stage3@mod.gov.uk</a></u>. SP may be required to complete a form which the team can send/direct them to depending on the overseas location.</p> <p>There will be a Policy Review by the Accommodation Complaints Review Panel (ACRP) to investigate whether a policy has been misinterpreted or misapplied.</p> <p>An initial review will be undertaken. Complainants should receive a response within 5 working days and know whether the ACRP Secretary will either reject or accept the case that will involve further in-depth investigation.</p> <p>The full case will be presented for review at the Review Panel chaired by the Head of People Accommodation.</p>

Complaints in Germany involving repairs are referred initially to Defence Infrastructure Organisation (Europe) (DIO(E)). Referral to the Garrison Housing. Review Panel will occur if resolution is not achieved and will commence at Stage 1 (B).

Separate procedures exist for complaints specifically about repairs.

## **Fast Track process**

Where a case cannot be satisfactorily resolved at the current Stage, but it could be resolved at a later Stage, then it can be agreed to escalate it directly to the next Stage. For both SLA and SFA prior agreement needs to be sought from the Defence People-Accommodation (Stage 3) before a case can be escalated.

### **Accommodation Complaint Review Panel (ACRP) (Stage 3)**

- Accommodation Colonels are invited to provide expertise and input into stage 3 complaints.
- Submissions must include the following:
  - (a) The stage 1 and 2 complaint reference numbers.
  - (b) Your name, full postal address, email address and telephone number.
  - (c) The SFA address relating to your complaint.
  - (d) The area of policy you feel has been misinterpreted or misapplied.
  - (e) The desired outcome or remedy you are seeking

## **Timings**

To effectively deal with complaints, it is necessary for them to be considered as close as possible to the date of the matter arising. Therefore, complaints are to be submitted within the timings detailed in the table below. Complaints submitted outside these timings will only be considered if there are clear extenuating circumstances, such as deployments, training etc.

	Submission within
Stage 1	28 working days of the incident
Stage 2	28 working days from receipt of the Stage 1 response
Stage 3	28 working days from receipt of the Stage 2 response

Each stage of the complaints process should be dealt with expeditiously, but this should not be at the expense of matters being properly investigated and given full consideration. You should be kept informed throughout the progress of your complaint and the following response timings should be followed wherever possible:

	Acknowledgement within	Response, or update, within	Subsequent updates, if required
Stage 1	Accommodation Provider/delivery agent - 24 hours Substitute - 3 working days	10 working days	5 working days
Stage 2	3 working days	15 working days	5 working days

Stage 3	5 working days - this will include the outcome of the admissibility assessment.	28 working days	10 working days
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### **Out of Scope Overseas Accommodation Complaints**

	<b>Issue</b>	<b>Who is responsible</b>
<b>1</b>	Policy Challenges (as opposed to interpretation of policy)	These should be submitted through the chain of command and the appropriate single Service Accommodation Colonel.
<b>2</b>	Charging / Banding Issues	Accommodation charges are determined by three factors: condition, scale, and location. Where a standard is not, or cannot, be met the charge is reduced to reflect. CAAS Challenge & Appeals process is detailed in JSP 464 Vol 1, Part 3 (chapter 5)
<b>3</b>	Charges for damage and deficiencies	Charges can be recovered from Pay Outlined in DIN01- 038 (updated in April 2022)
<b>4</b>	Damage for Trespass	Matters dealt with by DIO Loss of entitlement team
<b>5</b>	Allowances	Any accommodation related allowances, including Home to Duty, Get You Home, Disturbance Expenses, Refund of Legal Expenses and Overseas Rental Allowance, are covered by the Casework and Appeals process detailed in JSP 752 - Tri-Service Regulations for Expenses and Allowances, Part 1.
<b>7</b>	Neighbourhood Disputes <sup>44</sup>	Noise, harassment, Anti-Social Behaviour etc. to be raised via the accommodation provider/delivery agent. Helpdesk or in unsupported locations, with the appropriate authority (military chain of command/civilian police).

<sup>44</sup> Neighbourhood disputes: in areas where Defence has a small footprint these issues can be challenging for the AF Accom Policy team to find a resolution.

## **2 Stage 3 – Policy Review by the Accommodation Complaints Review Panel (ACRP)**

Once the Stage 2 process has been completed and the case closed, a Stage 3 review request can be submitted to the Accommodation Complaints Review Secretariat, within Defence People-Accommodation where you believe that accommodation policy has been misinterpreted or misapplied at Stages 1 or 2 of the complaints process. Stage 3 submissions must explicitly state which aspect(s) of accommodation policy you believe has been misinterpreted or misapplied and provide evidence to support your claim. Where there is no doubt that the circumstances of the case fall outside the scope of a Stage 3 review, as listed below, the STT complaints process will be considered terminated at the end of Stage 2. At this point, if you remain dissatisfied with the response to your complaint, you can elect to escalate their case to Service Complaint as per JSP 831 Redress of Individual Grievances: Service Complaints without a requirement to request a Stage 3 policy review.

### **2.1 Admissibility**

Upon receipt of a Stage 3 complaint, the ACRP Secretary will undertake an initial review and respond to you within 5 working days to confirm the next course of action; this will be:

- Accepted for full review.
- Rejected - Out of Scope for Stage 3 Review.
- Rejected - Time Barred / Open at Stages.

### **2.2 Accepted for Review**

The ACRP Secretary will present the case for review to the Accommodation Complaints Review Panel. The Panel, chaired by Hd People Accommodation, or their appointed deputy, will normally conduct its business by email and comprises OF5 or above representation from your Service and an OF5 or equivalent representative from DIO Accommodation.

### **2.3 Out of Scope for a Stage 3 policy review**

Where the redress requested is outside of the remit of the ACRP see para 3. The ACRP are unable to arbitrate on cases relating to the individual conduct of the accommodation provider/ delivery agent or MOD employees as these matters should be addressed through the relevant HR process. Time barred / open at Stages 1 or 2. Cases that have been submitted outside the scope of para 2 or have not been closed at Stage 2 will not be accepted at Stage 3.

## **3 Powers of Redress**

You should be clear in your submission as to the redress they are seeking as resolution to the complaint. The powers of redress available through the SFA/SSFA complaints process vary at each stage, as follows.

### **3.1 Stage 1**

The contractor can provide whatever redress they deem appropriate to resolve the complaint, which could include an apology, commitment to resolve the matters within a set timescale or even financial compensation.

### **3.2 Stage 2**

DIO Accommodation can only provide the redress if it is within the scope of the IP or substitute contract. They can, and will, seek to resolve matters for the complainant, but if the resolution is outside of the contract, then they have no ability to direct the contractor to carry out a specific action, such as the payment of financial compensation.

### **3.3 Stage 3**

The Review Panel has the power to consider where policy may or may not have been interpreted correctly and provide appropriate redress this includes direction to DIO Accommodation or the IP to reverse decisions where policy has been misinterpreted or misapplied. However, outside of this its powers to direct specific redress are also limited to the scope of the IP or substitute contract.



## **Part 12: Country Appendices**

### **1 Europe & Türkiye**

#### **1.1 Principles**

This appendix is supplementary to JSP 464 and should be read in conjunction with that. If there are discrepancies, this appendix takes precedent.

Europe & Türkiye for the purposes of this appendix means:

Belgium, Netherlands, Italy, Germany, Spain, Portugal, Norway, Türkiye, France (Lille only), Poland, Estonia, Lithuania, Romania, Slovakia, Latvia, Bulgaria, Greece, Luxembourg.

This appendix excludes accommodation provision for personnel assigned to longer operational tours and appointments which are covered under Chief Joint Operations Standard Operating Procedure 1070.

The MOD cannot replicate the type of living accommodation that is available in the UK in Europe and Türkiye. There may be variations in the size, type, number of rooms, layout, and style (fixtures and fittings) of accommodation provided between and within locations. This is subject to local market conditions, value for money consideration, and country specific construction and regulations.

Additionally, the MOD may not be able to facilitate accompanied assignments in some cases where local laws, customs, or relevant Status of Forces Agreements and other Treaties may create significant challenges for family members, whose circumstances would normally be respected and protected in the UK.

#### **1.2 Who is the Accommodation Provider?**

The Defence Infrastructure Organisation (DIO) is responsible for the acquisition, management, and disposal of the MOD accommodation portfolio across locations which fall under the responsibility of the Global Support Organisation (GSO) within UK StratCom. Some personnel, due to their employing organisation or ISODET location, are not supported by DIO and these personnel will require approval from their Chain of Command for Overseas Rent Allowance (ORA).

#### **1.3 What is the Accommodation Type**

Most homes provided are long term leased properties. There is limited single living accommodation available except for the Sennelager area. Where SLA cannot be provided, DIO will provide a leased property, usually a one-bedroom flat. DIO will only acquire new properties where stock on the existing portfolio does not meet entitlement or where there is no availability to meet demand. Whilst every effort will be made to source a new property to meet assignment dates, this cannot be guaranteed, and the SP may need to occupy temporary accommodation initially and serve unaccompanied until a property becomes available. DIO will source new

properties which will be able to be used effectively for future requirements and not to meet individual aspirations. Self-sourcing of properties is not permitted unless ORA has been granted. Federal properties are provided in some locations in Germany.

## **1.4 Maintenance and Repairs**

Repairs must be reported to the DIO or industry partner helpdesk. Repairs must not be reported direct to landlords. Contact details will be provided by the Estate Manager at move in.

Wherever possible, repairs will be undertaken in the following timescales:

Emergency (immediate risk to life/property) – within 5 hours.

Critical – within 12 hours.

Urgent – 5 working days.

Routine – 20 working days.

However, response and resolution times cannot be guaranteed due to the availability of landlord contractors and parts.

## **1.5 Application & Allocation Process**

A MOD Form 1132 must be submitted immediately on receipt of an AO to the DIO Allocations Officer. A copy of the AO must also be provided. The F1132 also gives the opportunity for the applicant to include any specific needs or additional requirements which have an impact on the type and location of the property allocation for DIO to consider. For Sennelager and Moenchengladbach, applications should be sent to: [DIORDOSTrg-GerHousSennelager@mod.gov.uk](mailto:DIORDOSTrg-GerHousSennelager@mod.gov.uk).

For all other locations applications should be submitted to: [DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk](mailto:DIOSDOS-ESG-Housing-Enquiry@mod.gov.uk).

Due to the complexities of housing availability, a one offer system is used. The following important points must be considered prior to refusing the offer:

- A refusal can be submitted for medical, welfare, or entitlement reasons only.
- All refusals must be submitted to DIO within 5 working days from receiving the allocation. The refusal must include the reason for rejection and include any supporting documentation.
- Refusals cannot be supported based on a family having one vehicle, driving status, school preferences, pets, garden size, pools, community hubs or other similar grounds that do not relate to a property meeting entitlement.
- For a refusal under medical or welfare grounds to be supported this matter must have been previously disclosed on the F1132 application, and the supportability process carried out. The applicant will need to request written support from GSO or the CoC for Sennelager/Moenchengladbach, and from relevant departments to provide supporting documentation.
- If an applicant refuses an offer of appropriate accommodation, within 5 working days, it will be referred to GSO/CoC and the applicant will be required to contact GSO and their CoC to establish their support.
- When a property is on the DIO portfolio and an offer is refused, it could generate significant abortive costs. Furthermore, if a refusal is unsupported by DIO and GSO/CoC it could place the Service Person at risk of being placed

outside the provision of accommodation from DIO and the responsibility would fall to their CoC

**To Note:** The following additional policy points apply to Service person when assigned to Germany

entitled civilian families are allocated SFA based on family size, tempered by equivalent military rank (EMR).

G1 Comp and G4 Estates, HQ UKSC(G) are to be informed a minimum of 3 months in advance to ensure that medical, educational, and social provision can be provided in the required location. Necessary modifications will be carried out at public expense on endorsement from the appropriate Service medical authorities. When possible, a modified SFA should be retained in its adapted form for preferential allocation in the future. In the case of hiring's, all modifications are to be authorised by the Landlord via the local DIO Estates Office.

## **1.6 Move in and Move out procedures**

Details of the Estate Manager and arrangements for the move in appointment will be included with the allocation offer.

To Note: In Germany, this Licence to Occupy is also to be signed by members of the supporting civilian component, including contracted personnel.

DIO must be notified as soon as an assignment out order is received to arrange a pre-move out advisory visit and to book a move out appointment.

## **1.7 Location Factor/Distance from Duty Station**

DIO aim to source rented accommodation near to other clusters and key facilities, but this may not always be possible. Accommodation should be located within a 20mile radius of the SP's Duty Station, noting that market conditions may affect the availability, and in such circumstances, the radius may be extended by agreement with the CoC. This becomes increasingly challenging when the Duty Station is semi-rural, or the open market competition is difficult, and accommodation may be isolated.

Location factor is determined by the property not the person.

## **1.8 Environmental Factors/Standards**

Air conditioning is not routinely provided and is not an entitlement. However, some rented properties are leased with air conditioning provided.

Flyscreens/nets are not an entitlement, but some rented properties are leased with these fitted.

Non-essential/additional fixtures and fittings may not be repaired or replaced if worn or broken.

Communal swimming pools may be available in some locations, but pools are not provided to individual properties, and if the only option available is a leased home with a pool, it will be decommissioned/covered.

Depending on location hard flooring rather than carpets may be provided.

## **1.9 Building Standards**

Properties are provided which, as a minimum, meet host nation legislative regulations. Country specific building standards will impact some aspects of homes provided, such as sloping bedroom ceilings in eaves and steep staircases. There is a prevalence of apartment living in Europe and Türkiye, so houses with gardens may not be available depending on location. Garages are also not always available.

### **1.10 Complaints/Challenges**

Stage 1 complaints and challenges for ESG locations should be submitted to [DIOSDOS-ESG-Feedback@mod.gov.uk](mailto:DIOSDOS-ESG-Feedback@mod.gov.uk)

Stage 2 complaints and challenges for ESG locations should be submitted to [DIORDAccn-Stage2NOREPLY@mod.gov.uk](mailto:DIORDAccn-Stage2NOREPLY@mod.gov.uk)

Stage 1 and 2 complaints and challenges for Sennelager/Moenchangladbach should be submitted to DIORDOSTrg-GerHousSennelager

### **1.11 Furniture**

Requests for the provision of accommodation stores/furniture should be made on the F1132 application form. Furniture will be provided by DIO, noting some items are not available in all locations. Some locations cannot have furniture removed after move-in, and it will need to remain in the property.

### **1.12 Removals**

Removal and storage of personal possessions is covered within JSP 752 Chapter 12 section 4.

Personnel are not to book their removals until they have received an allocation letter with an address for their new Duty Station and received authority to travel for their family. Storage or surplus accommodation is not available in any of the supported locations. There may be restricted access for removals in some locations, which will require the removal company to provide a hoist.

### **1.13 Utilities**

Service Personnel occupying accommodation are required to pay a daily Fuel and Light charge through their pay account. This charge covers the cost of gas, electricity, and heating oil consumed. In some locations personnel may have to pay refuse and water bills directly before seeking a refund from DIO.

**To Note:** In Germany families who occupy SFA provided with 'shared' heating and hot water facilities are advised to notify their Unit Welfare Officer in advance if they are to be absent from their SFA for 7 days or more. The Unit Welfare Officer will notify Housing Staffs of the absence so that their personal Fuel and Light account can be rebated.

#### **1.14 Pests**

Pests are prevalent in many areas across Europe and Türkiye due to the climate and are problematic. Personnel must take reasonable steps to prevent and treat an infestation. Where there is evidence of a major infestation in the liveable area of the property, DIO will aim to support with a specialist service. Infestation of pests and vermin associated with lack of cleanliness, inappropriate food storage or waste management may result in damages being raised.

#### **1.15 Home Businesses**

In Germany, the business is also to be registered with both the local Germany Customs and Immigration Office and Garrison/Station HQs.

## **2. British Forces Cyprus**

### **2.1 Principles**

This appendix is supplementary to JSP 464 and should be read in conjunction with that. If there are discrepancies, this appendix takes precedent.

USA/ Cyprus/ Europe for the purposes of this appendix means (specific countries/ locations).

The MOD cannot replicate the type of living accommodation that you have in the UK or in other overseas locations.

Additionally, the MOD may not be able to facilitate accompanied assignments in some cases where local laws, customs or relevant Status of Forces Agreements and other Treaties may create significant challenges for family members, whose circumstances would normally be respected and protected in the UK.

### **2.2 Who is the Accommodation Provider ?**

The provision and daily management of Service Families Accommodation (SFA) and Single Living Accommodation (SLA) is the responsibility of the appropriate Station Commander or Commanding Officer, undertaken by their Housing and Community Support Office (HCSO) staff and Unit accommodation personnel<sup>45</sup>. The four stations in Cyprus are located at Akrotiri, Episkopi, Dhekelia and Ayios Nikolaos.

### **2.3 What is the Accommodation Type**

MoD owned and maintained SFA and SLA, accommodation will be provided subject to entitlement.

### **2.4 Maintenance and Repairs**

Mitie are appointed by DIO as the hard facilities management supplier of the Overseas Prime Contract (OPC) Cyprus. The core services provided includes but is not limited to the following:

- A dedicated 365 days a year helpdesk
- Reactive maintenance on all SFA, technical buildings and infrastructure
- Statutory and mandatory planned maintenance
- Out of Hours Emergency Support

### **2.5 Application Process**

When assigned to British Forces Cyprus personnel must complete a manual [1132 form](#) requesting accommodation in line with their assignment as soon as possible on receipt of their Assignment Order. The accommodation occupation date is not routinely authorised beyond 14 days ahead of the Assignment Order start date.

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<sup>45</sup> For Akrotiri SLA is managed by Sodexo

Completed 1132 forms are required to be emailed to the HCSO that corresponds with the station in which the individual is assigned. Owing to the local circumstances and housing pressures, each station will have slight variations when allocating an SFA. Respective HCSOs must be contacted in the first instance for any queries. The contact details for each location are as follows:

- **AYN:** UKStratCom-JCG-JSSUCy-Housing GP (MULTIUSER) [UKStratCom-JCG-JSSUCy-HousingGP@mod.gov.uk](mailto:UKStratCom-JCG-JSSUCy-HousingGP@mod.gov.uk)
- **EPI:** BFC-EPI-Stn-CmntySpt GpMailbox (MULTIUSER) [BFC-EPI-Stn-CmntySptGpMailbox@mod.gov.uk](mailto:BFC-EPI-Stn-CmntySptGpMailbox@mod.gov.uk)
- **AKI:** BFC-AKI-EMS-Housing GpMailbox (MULTIUSER) [BFC-AKI-EMS-HousingGpMailbox@mod.gov.uk](mailto:BFC-AKI-EMS-HousingGpMailbox@mod.gov.uk)
- **DHK:** BFC-DHK-HCSO-GpMailbox (MULTIUSER) [BFC-DHK-HCSO-GpMailbox@mod.gov.uk](mailto:BFC-DHK-HCSO-GpMailbox@mod.gov.uk)

Accommodation will only be allocated when the applicants have provided a copy of their Assignment Order, a completed 1132, and evidence of supportability approval from the Families Section.

## **2.6 Move in and Move out procedures**

### **2.6.1 SFA Move-in**

- a) Current incumbent receives assignment order and notifies the relevant HCSO.
- b) Address identified and offered to SP. Once content agreement regarding Move-in dates finalised.
- c) BFC policy for arrival is not more than 14 days prior to start date.
- d) Personnel may opt to complete a Proxy Move-in, ahead of arrival on-island.
- e) Move-in occurs.
- f) A welcome box and “get you in pack” are provided for initial period of 6 weeks pending arrival of personal effects.

### **2.6.2 SFA Move Out**

- a) Pre-Move-out booked for occupied SFA.
- b) Faults identified on Pre-Move Out are reported.
- c) Move-out booked – SFA handed back to HCSO.
- d) Occupants travel to next assignment / destination.

### **2.6.3 For SLA**

1. Personnel must contact the relevant Station’s Quartermaster Department, Warrant Officers’ and Sergeants’ Mess or the Officers’ Mess – rank/grade dependant.



2. Provision of SLA or handing back of SLA will be administered by the QMs Department or relevant Mess Manager.

#### **2.6.4 SLA Points of Contact**

**AYN** – UKStratCom-JCG-JSSUCy-QMs Gp (MULTIUSER) [UKStratCom-JCG-JSSUCy-QMsGp@mod.gov.uk](mailto:UKStratCom-JCG-JSSUCy-QMsGp@mod.gov.uk)

**EPI** – [BFC-EPI-Stn-QMAccn@mod.gov.uk](mailto:BFC-EPI-Stn-QMAccn@mod.gov.uk)

**AKI** – BFC-Sodexo-Aki-Accn Gpmailbox (MULTIUSER) [BFC-Sodexo-Aki-AccnGpmailbox@mod.gov.uk](mailto:BFC-Sodexo-Aki-AccnGpmailbox@mod.gov.uk)

**DHK** – BFC-DHK-QM-GpMailbox (MULTIUSER) [BFC-DHK-QM-GpMailbox@mod.gov.uk](mailto:BFC-DHK-QM-GpMailbox@mod.gov.uk)

#### **2.7 Location Factor/Distance from Duty Station**

Location is determined by the Station in which an individual is assigned. Every effort is made to accommodate personnel at their assigned location.

Where this not possible, SFA will be offered at the nearest station with availability and in line with JSP 464 and [BFC Standing Order J1-26](#).

Accommodation in Cyprus is assessed by the Combined Accommodation Assessment System (CAAS). CAAS uses a banding method to determine the charges associated to the properties when occupied by personnel. For band abatement information for overseas locations, please refer to main policy or local representatives.

#### **2.8 Environmental Factors/Standards**

The majority of British Forces Cyprus accommodation is not fitted with air conditioning units for the warmer months. SFA/SLA have ceiling fans installed.

Some of the housing stock are not fitted with internal heating. As an alternative, properties will have an open fire and are personnel are issued with portable heaters.

#### **2.9 Building Standards**

The SFA is maintained in accordance with UK standards which is managed by DIO and their maintenance contractor.

However, it has been identified that much of the older housing stock is not seismic compliant and are due to be replaced as part of Programme APOLLO. The programme is a 10-year plan spanning multiple workstreams and is due to complete in 2032. Current projections for the completion of new SFA is 2028.



## **2.10 Complaints/Challenges**

Service Personnel. Service personnel have the right to raise a formal grievance regarding SFA through the three Stage Special-to-Type procedure which is referenced in and set out in detail within JSP464\_Vol 1\_Part 3.

Civilian Personnel. Issues of complaint are to be made in the first instance to the relevant Housing Office (and copied to the Deputy Command Secretary) to establish the appropriate course of action to be taken.

## **2.11 Furniture**

Furniture can be provisioned through Defence Accommodation Stores. Personnel can request partial or fully furnished accommodation and are charged at the appropriate rates.

Requirements for furniture are declared when submitting the e1132 application to HCSO.

## **2.12 Removals**

Removal and storage of personal possessions is covered within JSP 752 Chapter 12 section 4.

## **2.13 Utilities**

Entitled personnel are entered on to the MODs XY Fuel and Light Scheme for the supply to their property.

SFA in BFC is not connected to gas mains. Personnel are required to purchase gas from local providers at their own cost to enable oven/hob use. Personnel are provided with initial gas bottles on march-in.

Entitled personnel serving overseas and residing within MOD accommodation are exempt Contribution In Lieu Of Council Tax (CILOCT)

Non-entitled personnel are required to pay market rates for Electricity and Accommodation.

## **2.14 Pests**

Pests must be reported to the Joint Services Health Unit, who aim to action issues within 48 hours. Reports must be made using this link.

For feral cats, personnel must contact their respective Station's animal warden.

## **2.15 Additional information**

Further information pertaining to BFC can be accessed via the community website: <https://britishforcescyprus.info/>

### **3. British Forces Cyprus – TOSCA**

#### **3.1 Principles**

This appendix is supplementary to JSP 464 and should be read in conjunction with that. If there are discrepancies, this appendix takes precedent.

USA/ Cyprus/ Europe for the purposes of this appendix means (specific countries/ locations).

The MOD cannot replicate the type of living accommodation that you have in the UK or in other overseas locations.

Additionally, the MOD may not be able to facilitate accompanied assignments in some cases where local laws, customs or relevant Status of Forces Agreements and other Treaties may create significant challenges for family members, whose circumstances would normally be respected and protected in the UK.

#### **3.2 Who is the Accommodation Provider?**

The provision and daily management of Service Families Accommodation (SFA) is the responsibility of the Op TOSCA Housing Estate Managers (HEM). All personnel assigned to Op TOSCA are accommodated in SFA, irrespective of whether they are accompanied or not.

#### **3.3 What is the Accommodation Type**

MOD owned SFA, accommodation will be provided subject to entitlement.

#### **3.4 Maintenance and Repairs**

Mitie are appointed by DIO as the hard facilities management supplier of the Overseas Prime Contract (OPC) Cyprus. The core services provided includes but is not limited to the following:

- A dedicated 365 days a year helpdesk
- Reactive maintenance on all SFA, technical buildings and infrastructure
- Statutory and mandatory planned maintenance
- Out of Hours Emergency Support

#### **3.5 Application Process**

Initial accommodation discussion for any Service Personnel assigned to Op TOSCA is via the HEM using the following email: [tosca-brs-hem@mod.gov.uk](mailto:tosca-brs-hem@mod.gov.uk). Once initial contact has been made the applicant will be required to submit a manual [1132](#) form.

#### **3.6 Move in and Move out procedures**

Due to the limited availability of SFA, accommodation is allocated via a 1 in - 1 out schedule. The post successor will routinely take over the SFA of the current post incumbent. Furthermore, individuals arriving unaccompanied will be allocated SFA but charged at the appropriate SLA rates.

- a) Current incumbent receives assignment order and notifies the HEM.
- b) Plan is put into place regarding Pre-move out and move out dates.
- c) Sodexo, DIO RD OS and RAWO notified.
- d) Successor receives AO, reaches out to HEM, and notifies of intended arrival date.
- e) Current incumbent and successor deconflict dates. UN policy is arrival no more than 5 days prior to start date.
- f) Pre-move out of current incumbent, accompanied by Sodexo, takes place 6 weeks prior to departure. Faults highlighted and SOPs reiterated.
- g) Move out, accompanied by Sodexo. Current incumbent moves from SFA to a welfare house prior to the successor's arrival.
- h) Successor arrives and moves into SFA, accompanied by Sodexo. Welcome box, Get Me In pack, BFBS Box and 32" TV(Temp) issued.

### **3.7 Location Factor/Distance from Duty Station**

The location of the accommodation is provided based on the role of the individual assigned to Op TOSCA as follows:

- UN seconded personnel are accommodated 1.5miles from their place of work.
- Continuity Liaison personnel are accommodated 4.5miles from their place of work.
- Op TOSCA, NSE personnel are accommodated 0.6miles from their place of work.

Accommodation in Cyprus is assessed by the Combined Accommodation Assessment System (CAAS). CAAS uses a banding method to determine the charges associated to the properties when occupied by personnel. For band abatement information for overseas locations, please refer to main policy or local representatives.

### **3.8 Environmental Factors/Standards**

Due to weather extremes / sub-tropical climate, all SFA are equipped with 4 air conditioning units.

### **3.9 Building Standards**

The SFA is maintained IAW UK standards, which is managed by DIO and their maintenance contractor.

### **3.10 Complaints/Challenges**

Service personnel have the right to raise a formal grievance regarding SFA through the three Stage Special-to-Type procedure which is set out within JSP464\_Vol 1\_Part 3.

### **3.11 Furniture**

Furniture can be provisioned through Defence Accommodation Stores. Personnel can request partial or fully furnished accommodation and are charged at the appropriate rates.

### **3.12 Removals**

Removal and storage of personal possessions is covered within JSP 752 Chapter 12 section 4.

### **3.13 Utilities**

Entitled personnel are entered on to the MODs XY Fuel and Light Scheme for the supply to their property.

SFA in BFC is not connected to gas mains. Personnel are required to purchase gas from local providers at their own cost to enable oven/hob use. Personnel are provided with initial gas bottles on march-in.

Entitled personnel serving overseas and residing within MOD accommodation are exempt Contribution In Lieu Of Council Tax (CILOCT)

Non-entitled personnel are required to pay market rates for Electricity and Accommodation.

### **3.14 Pests**

Pests must be reported to the Joint Services Health Unit, who aim to action issues within 48 hours. Reports must be made using this link.

For feral cats, personnel must contact their respective Station's animal warden.

## **4 America - BDSUS**

### **4.1 Principles**

JSP 464 Tri-Service Accommodation Regulations and JSP 752 Armed Forces Pay and Allowances are the authoritative policy source of BDSUS Accommodation Policy, as modified necessarily by US local laws and regulations. Personnel will be allocated or responsible for allocation of accommodation in safe and appropriate locations that meet entitled family and educational needs in accordance with UK Service Family Accommodation and Single Living Accommodation standards where possible whilst providing value for money.

Defence Attaché Washington has overall authority for all MOD support enablers in the US, including accommodation, regardless of parent unit or TLB, this is delegated to COS BDSUS and exercised by DCOS for MOD staff as CO of the US Support Group (USSG). Day-to-day authority and management of accommodation is carried out by SO2 Accommodation Services Team (AST).

US accommodation is provided as a bespoke scheme under the principles of the Overseas Rental Allowance but entitlements for housing in the US continue to be based on rank/grade and family size as set out in JSP 464. Housing availability, standard, and type across the US can differ significantly by state and compared to scaled UK housing. Sourced housing will usually adhere to the minimum square footage entitlement specified in JSP 464. AST will confirm any entitlements due to exceptional circumstances during the arrival process.

CAAS: All hirings that have not received a CAAS survey will be assumed to be CAAS Band D (Condition - DH, Scale - Upper and Location - Intermediate), with any subsequent reductions if they are in a seismic zone and lack appropriate protection. Where properties do not meet this standard, due to limited available accommodation in a given location (rather than personal choice of property), this should be addressed through the challenge process. In addition, from 1 Apr 16, there will be a further reduction by 2 charging bands as part of the incentive for Overseas service.

Further information can be found on the: [Accommodation – BDSUS Information Portal](#)

### **4.2 Who is the Accommodation Provider or Delivery Agent?**

The allocation process can vary for a range of location, circumstance, or special needs reasons. Depending on these, properties will either be sourced directly by members of the AST or self-sourced by the occupant. The AST is split between the DC Metro and Norfolk VA Tidewater areas. These teams service local sourced locations as well as sharing support for self-sourced properties across the US.

### **4.3 What is the Accommodation Type**

Types of accommodation can widely differ in the US depending on posting location, family size, entitlement, preference, and rent ceiling. Apartments, townhouses (semi-

detached), single family homes (detached), or base housing are the most common types of dwellings. In general, all dwellings are private except for some base housing or short-term posts.

#### **4.4 Maintenance and Repairs**

The landlord should be the first point of contact for all maintenance issues. In the event an agreement to resolve the issue cannot be reached with the landlord, contact the AST. Some annual or end of term maintenance costs, such as gutter cleaning and replacement HVAC filters, may be claimable. Safety standards vary significantly in the US between States and with the UK, and while landlords will usually seek to address concerns, they cannot always be obligated to perform checks or rectification works. Your relationship with the Landlord is a key factor in maintaining the property to good standards of repair and safety.

#### **4.5 Application Process**

The application process begins with the assignment order and completion of USSG Arrival Forms. Once received, AST will provide a Housing Information Proforma (HIP) for completion. The proforma allows applicants to outline accommodation preferences linked to education, location, and property type. At this point it will be decided whether your property will be sourced by AST or self-sourced by the occupant.

#### **4.6 Self-Sourced Properties**

AST will not be able to identify, view, or negotiate self-sourced houses, they will support all arrivals with advice and policy specifications, and must approve all leases before commitment.

The initial search period is 2 weeks. In this time most occupants manage to locate a property, complete paperwork (including the AST Property Review Questionnaire (PRQ)), sign the lease, pay the deposit, move-in MOD furniture, and being occupying the property.

#### **4.7 Allocated Properties**

Sourced properties are usually identified and allocated in advance of arrival in the US according to application preferences and entitlement. Due to the requirement for AST staff to visit and manage the allocation of sourced properties, only occupants assigned to the DC Metro (DC, MD, Northern VA) and Norfolk Tidewater (Southern VA) areas, will be eligible for this service.

Once an application is received, an Accommodation Support Officer (ASO) will be assigned to the case and will identify a suitable property and move to the offer stage.

#### **4.8 Offer of Accommodation**

Once identified, the occupant may choose to accept or reject a first offer. If rejected, a second offer will be made after further consultation. AST will endeavour to make a substantively different second offer, but local market conditions may prevent this. AST will make a maximum of 2 offers of housing in accordance with JSP 464. Those rejecting both allocation offers will be required to self-source.

#### **4.9 Lease acceptance**

Once a property is accepted by the occupant and the lease is signed, breaking the lease for personal reasons will be at full cost to the occupant. Under US law there is limited consumer protection and liability for rent can run to multiple months, as well as loss of deposit. The occupant will also be liable for moving costs and will not qualify for disturbance expense.

#### **4.10 Move in and Move out procedures**

##### **4.11 Move In**

Once suitable housing has been identified; occupants are required to move in as soon as time allows. The move-in will be coordinated with furniture delivery by the AST. Occupants are responsible for being on site to receive and check the furniture delivery.

Regardless of being a Private or MOD lease an inspection of the property needs to be carried out by the occupant to note any major defects in the condition of the property within 14 days. The Condition Report (or as named) may be a BDSUS template or the Landlord's own. Timely completion is essential to provide evidence of any issues on take-over of the property.

##### **4.12 Move Out**

Occupants are to leave their property in a clean and tidy condition with no personal items left behind. Some of these processes may include cleaning and disposal of furniture, soft furnishings (curtains etc) must be professionally cleaned, carpets must be professionally cleaned or cleaned by the service personnel to MOD standard. For self-sourced properties personnel should adhere to the terms of their lease for which they are personally liable (i.e. gutter clearing, garden condition) Any specific requirements relating to pets set out in the lease, including pet disinfection services, must be met at personal cost.

##### **4.13 Repayments**

Where personnel are required to make a repayment to the department, such as returning deposits, this should be done via ACH Payment should be in USD. If personnel require an alternative payment method, the AST should be contacted. Repayments made should be made directly from the occupant. The MOD will not be responsible for any wire transfer fees, or any fees associated with the repayment.



#### **4.14 Location Factor/Distance from Duty Station**

Properties should be sourced within a 45-min commute (30-min for Specific Aircrew Safety Team members) of duty station by car outside of rush hour unless otherwise approved by the chain of command.

#### **4.15 Environmental Factors/Standards**

Radon gas is an issue which is more prevalent in the US than the UK. Some areas have a higher risk of radon gas build-up in basement/lower floors if adequate ventilation is not in place. Further information on radon gas is available at <http://www.ukradon.org/information/> . Local radon gas risk must be considered when sourcing accommodation to ensure landlords have considered mitigation prior to lease signing. For all properties in higher risk areas, the AST fund radon testing and will request personnel conduct a test on move-in (costs can be claimed).

#### **4.16 Building Standards**

Some areas of the US are subject to a variety of natural hazards that are not typical to the UK. These can include, for example, increased risk of earthquake, flooding, hurricane, and tornado. These hazards must be considered with local realtors/landlords and mitigations sought (shelters, seismic protections etc) where feasible. For centrally sourced properties, the AST will consider such hazards and advise accordingly.

#### **4.17 Furniture**

When SP arrives in country and after accommodation has been secured, the Accommodation Team allocates either MOD owned furniture or Rented furniture to the SP location. Depending on location/entitlement/need, furniture is allocated from the Accommodation Team to the residence of the SP. Furniture delivered becomes responsibility of SP for basic upkeep/cleaning. When end of tour is approaching, SP coordinate with the Accommodation Team to arrange furniture pickup along with standard departure procedures.

#### **4.18 Removals**

Removal and storage of personal possessions is covered within JSP 752 Chapter 12 section 4.

#### **4.19 Utilities**

To ensure diligent usage and monitoring of utility charges, all occupants are required to set-up and pay for their utilities, ensuring charges are accurate and reasonable. These charges can then be reclaimed through CPC. Utilities are subject to reasonable usage and excessive costs may result in a warning and may be liable for an additional personal contribution.



#### **4.20 Pests**

Personnel should use off the shelf methods in the first instance and claim back using Form 300. Where this is not successful personnel are authorised to employ the services of a Pest Control Expert. Personnel should obtain three quotes and use the contractor that represents the best value for money. It is not possible to seek reimbursement for mosquito control or for termite, fire ant or carpenter ants as this causes structural damage and are a landlord responsibility.

## **5 British Forces Gibraltar (BFG)**

### **5.1 Principles**

This appendix is supplementary to JSP 464 and should be read in conjunction with that. If there are discrepancies, this appendix takes precedent.

The MOD cannot replicate the type of living accommodation that you have in the UK or in other overseas locations.

Additionally, the MOD may not be able to facilitate accompanied assignments in some cases where local laws, customs or relevant Status of Forces Agreements and other Treaties may create significant challenges for family members, whose circumstances would normally be respected and protected in the UK.

### **5.2 Who is the Accommodation Provider or Delivery Agent?**

The provision and daily management of Service Families Accommodation (SFA) and Single Living Accommodation (SLA) is the responsibility of the Commander British Forces, undertaken by their Estates Delivery Manager and Housing Services personnel.

### **5.3 What is the Accommodation Type**

All accommodation is MoD owned and maintained via the OPC Contract.

SLAs located at DTC with SFAs located at 'Four Corners' are a configuration of blocks of 6 flats (Type B, Type IV, and Type V) and three storey town houses (Type III).

### **5.4 Maintenance and Repairs**

Mitie are appointed by DIO as the hard facilities management supplier of the Overseas Prime Contract (OPC) Gibraltar. The core services provided includes but is not limited to the following:

- A dedicated 365 days a year helpdesk
- Reactive maintenance on all SFA, technical buildings and infrastructure
- Statutory and mandatory planned maintenance
- Out of Hours Emergency Support

[Mitie Helpdesk Gibraltar: Guidance for estate users](#)

Mitie are contactable via:

- Freephone (+350) 200 40595
- Email: [Gibraltar.helpdesk@mod.secmite.co.uk](mailto:Gibraltar.helpdesk@mod.secmite.co.uk)

Mitie helpdesk working hours are:

- Summer working hours
  - 1) Monday – Friday: 0800 – 1400

- Winter working hours:
  - 1) Monday – Thursday: 0800 – 1700
  - 2) Friday: 0800 - 1400

Freephone helpdesk is to be contacted for emergencies out of hours.

**Table 1- Response categories for SFA assets**

Response Category	Temporary Restoration time	Permanent Restoration time
1 - Emergency	Mobilise within 15 minutes	Appropriate follow up category applied
2 - Critical	Within 3 hours	Within 12 hours
3 - Urgent	Within 12 Hours	Within 5 Working Days
4 - Routine	Within 5 Working Days	Within 20 Working Days
5 - Wind & Weather	NA	Within 20 Working Days

**Table 2 - Response categories for Non - SFA assets**

Response Category	Temporary Restoration time	Permanent Restoration time
1 - Emergency	Mobilise within 15 mins	Appropriate follow up category applied
2 - Critical	Within 12 hours	Within 20 Working Days
3 - Urgent	Within 5 Days	Within 20 Working Days
4 - Routine	NA	Within 20 Working Days
5 - Wind & Weather	NA	Within 20 Working Days



## 5.5 Application Process

When assigned to British Forces Gibraltar personnel must complete a manual [1132](#) requesting accommodation in line with their assignment as soon as possible on receipt of their Assignment Order. The accommodation occupation date is not routinely authorised beyond 14 days ahead of the Assignment Order start date.

Completed e1132 forms are required to be emailed to the Housing Allocation Manager.

Accommodation will only be allocated when the applicants have provided a copy of their Assignment Order, a completed e1132, and evidence of supportability approval from the Families Section<sup>46</sup>.

<sup>46</sup> UKSTRATCOM-DefSp-DSCOM-FamSec (MULTIUSER) <UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk

## **5.6 Move in and Move out procedures**

### **5.6.1 SFA Move In**

- a) Current incumbent receives assignment order and notifies the Housing Allocation Manager.
- b) Address identified and offered to SP. Once content agreement regarding Move-in dates finalised.
- c) Personnel may opt to complete a Proxy Move-in, ahead of arrival on-island.
- d) Move-in occurs.
- e) A welcome box and “get you in pack” are provided for initial period of 6 weeks pending arrival of personal effects.

### **5.6.2 SFA Move Out**

- a) Pre-Move-out booked for occupied SFA.
- b) Faults identified on Pre-Move Out are reported.
- c) Move-out booked – SFA handed back to Housing.
- d) Occupants travel to next assignment / destination.

### **5.6.3 For SLA**

- a) Personnel must contact the relevant Station’s Quartermaster Department, Warrant Officers’ and Sergeants’ Mess or the Officers’ Mess – rank/grade dependant.
- b) Provision of SLA or handing back of SLA will be administered by the QMs Department or relevant Mess Manager.

## **5.7 Location Factor/Distance from Duty Station**

SFA is located at Four Corners, a 15-minute commute for those working in HQ. Significantly less for other personnel.

SLA located at Devil Towers Camp also a 15-minute commute to HQ.

## **5.8 Environmental Factors/Standards**

The majority of British Forces Gibraltar accommodation is not fitted with air conditioning units for the warmer months. SFA/SLA have ceiling fans installed. Air Con units are available for hire from the Gibraltar Amenities Fund.

All SFA/SLA have electric heaters. Additional heaters can be provided on request.

## **5.9 Building Standards**

The built estate is maintained IAW UK standards which is managed by DIO and their main maintenance contractor.

SLAs located at DTC are due to commence a phased refurbishment programme late 2024 up to late 2026.

SFA's sited at Four Corners are a configuration of blocks of 6 flats (Type B, Type IV, and Type V) and three storey town houses (Type III) ranging from construction in 1960 to 2010. Refurbishment programmes run in tandem with move-out/move-in activities to maintain the required standards to that of the UK, this is continually reflected in the CAAS banding.

### **5.10 Complaints/Challenges**

Any issues/complaints are to be sent to the Families Housing Multiuser ([GIB-EDM-FamiliesHousing@mod.gov.uk](mailto:GIB-EDM-FamiliesHousing@mod.gov.uk)).

Personnel can also contact J1 for advice and guidance.

### **5.11 Furniture**

All SFA come fully furnished with furniture provided by Defence Accommodation Stores. Personnel are charged at the appropriate rate.

No requirement to specify furniture requirements on e1132.

### **5.12 Removals**

Removal and storage of personal possessions is covered within JSP 752 Chapter 12 section 4.

### **5.13 Utilities**

All SFAs have an electrical meter that is read monthly and documented by the Families Housing meter reader, before it is passed on to Cash Office. During the reconciliation period, (which is every August and on departure) the Cash Office will calculate the consumption and total amount. Before it is actioned by Families Housing. Regardless of credit or debit, it will be inputted/removed through the JPA system.

### **5.14 Reference**

[Gibraltar Families Housing \(sharepoint.com\)](#)

[OLG Gibraltar 2024.docx \(sharepoint.com\)](#)

## 6 British Forces South Atlantic Islands (BFSAI)

### 6.1 Principles

This appendix is supplementary to JSP 464 and should be read in conjunction with that. If there are discrepancies, this appendix takes precedent.

The MOD cannot replicate the type of living accommodation that you have in the UK or in other overseas locations.

Additionally, the MOD may not be able to facilitate accompanied assignments in some cases where local laws, customs or relevant Status of Forces Agreements and other Treaties may create significant challenges for family members, whose circumstances would normally be respected and protected in the UK.

### 6.2 Who is the Accommodation Provider?

MoD owned and maintained SFA and SLA.

### 6.3 What is the Accommodation Type

### 6.4 Maintenance and Repairs

Mitie are appointed by DIO as the hard facilities management supplier of the Overseas Prime Contract BFSAI. The core services provided includes but is not limited to the following:

- A dedicated 365 days a year helpdesk
- Reactive maintenance on all SFA, technical buildings and infrastructure
- Statutory and mandatory planned maintenance
- Out of Hours Emergency Support

*Table 1- Response categories for SFA assets*

Response Category	Temporary Restoration time	Permanent Restoration time
1 - Emergency	Mobilise within 15 minutes	Appropriate follow up category applied
2 - Critical	Within 3 hours	Within 12 hours
3 - Urgent	Within 12 Hours	Within 5 Working Days
4 - Routine	Within 5 Working Days	Within 20 Working Days
5 - Wind & Weather	NA	Within 20 Working Days

Mitie are contactable via:

Freephone: +500 76540 (from mil phone: 6540)

Mitie helpdesk working hours are:

Monday: 0800 - 1700

Out of Hours contact for emergency contact is through the 12 FAC reception +500 73035 (or from a mil phone: 3035).

## **6.5 Application Process**

When assigned to BFSAI personnel must complete a manual [e1132](#) requesting accommodation in line with their assignment as soon as possible on receipt of their Assignment Order. The accommodation occupation date is not routinely authorised beyond 14 days ahead of the Assignment Order start date.

Initial contact is through Officer Commanding Personnel Services Flight (OC PSF) who will then pass to the wider accommodation team to allocate the property.

Contact email is: BFSAI-BSW-PMS-PSF-OC

Accommodation will only be allocated when the applicants have provided a copy of their Assignment Order, a completed e1132, and evidence of supportability approval from the Families Section<sup>47</sup>.

## **6.6 Move in and Move out procedures**

### **6.6.1 SFA Move In**

1. Current incumbent receives assignment order and notifies OC PSF.
2. Address identified and offered to SP. Once content agreement regarding Move-in dates finalised.
3. BFSAI policy for arrival is not more than 14 days prior to start date.
4. Personnel may opt to complete a Proxy Move-in, ahead of arrival on-island.
5. Move-in occurs.

### **6.6.2 SFA Move Out**

1. Pre-Move-out booked for occupied SFA.
2. Faults identified on Pre-Move Out are reported.
3. Move-out booked – SFA handed back to Accommodation Cell.
4. Occupants travel to next assignment / destination.

### **6.6.3 SLA**

This is through the designated Mess Mgr for SNCOs and above. For any other rank it remains through the accommodation cell.

## **6.7 Location Factor/Distance from Duty Station**

All accommodation is in one location.

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<sup>47</sup> UKSTRATCOM-DefSp-DSCOM-FamSec (MULTIUSER) <UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk

## **6.8 Environmental Factors/Standards**

All houses are well insulated and have modern heating and hot water.

## **6.9 Building Standards**

The SFA is maintained IAW UK standards which is managed by DIO and their maintenance contractor.

## **6.10 Furniture**

Furniture is provided through Barrack Stores. All houses come fully furnished including the provision of white good (excluding a dishwasher).



## **7 British Forces Training Unit Kenya (BATUK)**

### **7.1 Principles**

This appendix is supplementary to JSP 464 and should be read in conjunction with that. If there are discrepancies, this appendix takes precedent.

BATUK for the purposes of this appendix means:  
BATUK Properties in Nanyuki and Nairobi.

This appendix excludes accommodation provision for personnel assigned to BPST(A), PAMD, BHC.

The MOD cannot replicate the type of living accommodation that is available in the UK in Kenya. There may be variations in the size, type, number of rooms, layout, and style (fixtures and fittings) of accommodation provided between and within locations. This is subject to local market conditions, value for money consideration, and country specific construction and regulations.

Additionally, the MOD may not be able to facilitate accompanied assignments in some cases where local laws, customs, Immigration or relevant Defence Cooperation Agreements and other Treaties may create significant challenges for family members, whose circumstances would normally be respected and protected in the UK.

### **7.2 Who is the Accommodation Provider?**

The Defence Infrastructure Organisation Land Management Services (DIO LMS) is responsible for the acquisition and disposal of the MOD accommodation portfolio across locations in Kenya as all units are SSFA.

When units are on-boarded the units fall under the responsibility of DIO(K) where maintenance is conducted by Locally employed Civilians, employed through the Garrison Engineer Department and Landlords.

### **7.3 What is the Accommodation Type**

All homes provided are SSFA on long term lease. DIO will only acquire new properties where stock on the existing portfolio does not meet entitlement or where there is no availability to meet demand. Whilst every effort will be made to source a new property to meet assignment dates, this cannot be guaranteed, and the SP may need to occupy temporary accommodation initially and serve unaccompanied until a property becomes available. DIO will source new properties which will be able to be used effectively for future requirements and not to meet individual aspirations. Surplus accommodation is not available in Kenya as all properties are SSFA.

### **7.4 Maintenance and Repairs**

Repairs must be reported to the DIO(K) helpdesk.  
Repairs must not be reported direct to landlords. Contact details will be provided by the Estate Manager at move in.

Wherever possible, repairs will be undertaken in the following timescales:

Emergency – 1hr – Respond and make safe.

Urgent – 1 week – Rectify (Compliance and safety repairs)

Routine – 30 days

Once the emergency has been Undertaken the fault may be given to the LL who has the same timeline.

However, response and resolution times cannot be guaranteed due to the availability of landlord contractors and parts.

## 7.5 Application Process

A [DIO Kenya] Accommodation Request Form Housing Application must be filled out and submitted immediately on receipt of an AO to the DIO(K) Housing Estate Manager. A copy of the AO must be uploaded with the application. The Form also gives the opportunity for the applicant to include any specific needs or additional requirements which have an impact on the type and location of the property allocation for DIO(K) to consider.

For all other BATUK Housing enquiries, they must be submitted to: [ctg-batuk-dioworkflow@mod.gov.uk](mailto:ctg-batuk-dioworkflow@mod.gov.uk)

Due to the complexities of housing availability and stock, a one offer system is used. The following important points must be considered prior to refusing the offer:

- A refusal can be submitted for medical, welfare, or entitlement reasons only.
- All refusals must be submitted to DIO within 5 working days from receiving the allocation. The refusal must include the reason for rejection and include any supporting evidence.
- Refusals cannot be supported based on a family having one vehicle, driving status, school preferences, pets, garden size, pools, community hubs or other similar grounds that do not relate to a property meeting entitlement.
- For a refusal under medical or welfare grounds to be supported this matter must have been previously disclosed on the Housing application, and the supportability process carried out. The applicant will need to request written support from BATUK Command.
- If an applicant refuses an offer of appropriate accommodation, within 5 working days, it will be referred to DIO(K) Commander and BATUK Commander with reasons for refusal.
- When a property is on the DIO(K) portfolio and an offer is refused, it could generate significant abortive costs. Furthermore, if a refusal is unsupported by DIO(K) and BATUK Comd it could place the Service Person at risk of being placed outside the provision of accommodation from DIO(K) and the responsibility would fall to their CoC.

## 7.6 Move in and Move out procedures

Details of the Housing Officer and arrangements for the move in appointment will be included within the Call Forward email sent to Occupants and FAMSEC. DIO(K)

must be notified as soon as an assignment order Out is received to arrange a pre-move out advisory visit and to book a move out appointment.

### **7.7 Location Factor/Distance from Duty Station**

DIO(K) aim to source accommodation near to other clusters and key facilities, but this may not always be possible. Some Accommodation is in a Standalone location, but within a short distance to the Duty Station, if additional properties are required then the radius may be extended by agreement with the CoC.

Location factor is determined by the property not the person.

### **7.8 Environmental Factors/Standards**

Flyscreens/nets are not an entitlement, but some rented properties are leased with these fitted. Fly nets for beds are issued by BATUK QM's.

Non-essential/additional fixtures and fittings may not be repaired or replaced if worn or broken by the Landlord.

Communal swimming pools may be available in some locations, but pools are not provided to individual properties, and if the only option available is a leased home with a pool, it will be decommissioned/covered.

### **7.9 Building Standards**

All BATUK Properties are leased In Kenya and are uplifted to meet UK safety regulations by our in-house Technical Officers and workforce before any occupation. Garages are also not always available.

No central heating systems are in Kenyan Properties, but some units have Fireplaces.

### **7.10 Complaints/Challenges**

Local contact points are:

- Stage 1. Initially, occupancy complaints will be handled by the DIO OS&Trg Business Manager. [DIORDOSTrg-kenbusmgr@mod.gov.uk](mailto:DIORDOSTrg-kenbusmgr@mod.gov.uk)
- Stage 2. Where necessary, occupancy complaints will be escalated to DIO OS&T Commander. [DIORDOSTrg-kenComd@mod.gov.uk](mailto:DIORDOSTrg-kenComd@mod.gov.uk)

### **7.11 Furniture**

Due to the limited PE that can be delivered to Kenya, Furniture and white goods will be provided by DIO(K) via the BATUK QM's dept.

All furniture and white goods cannot be removed after move-in, and it will need to remain in the property, this is due to limited storage capacity at Nyati Barracks.

## **7.12 Removals**

Removal and storage of personal possessions is covered within JSP 752 Chapter 12 section 4.

Personnel are not to book their removals until they have received an address for their new Duty Station and received authority to travel for their family. There may be restricted access for removals in some locations, once removals arrive in Kenya the removal company will contact occupants.

## **7.13 Utilities**

Service Personnel occupying accommodation are required to pay a fixed monthly Utility and DAS Charge which is applied to JPA by the DIO(K) Housing staff. This charge covers the cost of electricity and DAS.

## **7.14 Pests**

Pests are prevalent in many areas across Kenya due to the climate and are problematic. Personnel must take reasonable steps to prevent and treat an infestation. Where there is evidence of a major infestation in the livable area of the property, Occupants must report this to the DIO(K) Helpdesk, where the BATUK Environmental Health Team or Rentokil will visit your property, give advice, and treat the area.

Infestation of pests and vermin associated with lack of cleanliness, inappropriate food storage or waste management may result in damages being raised.

## **8 British Gurkhas Nepal**

### **8.1 Principles**

British Gurkhas Nepal (BGN) accommodation is covered by the BGN Standing Instructions (BGNSI).

Local rules dictate that all serving military personnel (less Gurkha junior ranks), regardless of marital status, of Head Quarters (HQ) BGN and nominated civilian employees are entitled to Service Family Accommodation (SFA) for the duration of their tour. BGN single entitled personnel can expect to be accommodated in Single Living Accommodation (SLA).

### **8.2 Who is the Accommodation Provider?**

BGN Quarter Master (QM) manages the SFA/SSFA plot on behalf of the Command BGN. In all cases, the BGN QM housing clerk will contact landlords on the service persons' behalf of QM BGN and manage the SFA/SSFA. Contact points are as follows:

QM BGN – [BGN-HQ-QM@mod.gov.uk](mailto:BGN-HQ-QM@mod.gov.uk)

Housing Clk

### **8.3 What is the Accommodation Type**

Accommodation may be a mix of quarters or hirings within Nepal, all accommodation will be referred to as SFA. All the SFA within Nepal are under the direct control of Commander BGN. The Chain of Command details can be found in [BGSNI 2.05](#).

### **8.4 Maintenance and Repairs**

Routine Maintenance

General. [BGNSI 8.02](#) covers the procedures to be adopted when requesting routine maintenance.

Hiring's. Landlords have certain responsibilities for the upkeep of their property as detailed in the terms of the rental contract. Faults regarding hiring's must be reported to the QM's Housing Clk in the first instance.

The Commander's Residence. The Commander's residence is located within the British Embassy compound. As such the necessary accommodation stores are provided by the Embassy. It is also maintained by the Embassy's civilian maintenance team.

Landlord Responsibilities. The housing Clk (QM Dpt) is the point of contact for dealing with the landlords. They are not to be approached direct by the occupants. Works required to be completed by a landlord will be complete within 15 days of the fault being reported. The landlord may employ his own tradesmen to complete the job.

## Emergency Maintenance

General. [BGNSI 8.02](#) covers the procedures to be adopted when requesting emergency maintenance. All occupants are responsible to maintain the property by reporting all faults to DIO and ensuring the upkeep the garden/lawn and as well clearing and tidying the property.

Callout Procedure. For all out-of-hours action the Orderly Officer is the point of contact. If necessary, he will seek advice from the Staff Duty Officer. Within both of their folders are instructions dealing with the call-out of duty personal to carry out emergency repairs.

### 8.5 Application Process

Once an Assignment Order (AO) is received, Service Personnel (SP) are to submit MOD Form 1132 to the Quartermaster (QM) Housing Clerk. This form can be obtained from JSP 464, the Defence Intranet, or directly from the Housing Clerk. Upon receiving the completed form via email from the individual, the Housing Clerk will confirm its receipt.

### 8.6 Move in and Move out procedures

#### Handover/Takeover (HO / TO) Procedures

The smooth takeover of SFA is vital to maintain the morale of a family. This is especially important in Nepal. Therefore, the priority lies with the incoming occupant and **NOT** the outgoing occupant. This will be strictly enforced. BGNSI\_2.05 Annex A gives details on the standards expected during the handover and takeover.

QM BGN will, after liaison with all involved, issue a coordinating instruction at least one month in advance stating the HO/TO dates. The following timelines shows the ideal amount of time required to prepare for a HO/TO:

Ser	Time	Action
1	Up to six months prior to HO/TO	Receive Assignment Order and submit MOD 1132 to QM housing Clk.
2	At least two months before HO/TO date	Occupant obtains an updated inventory from the ASU, checks the inventory list against holdings and notifies the ASU of any discrepancies. Report all fault reports to the DIO help desk.
3.	QM Depart conducts Pre-March out inspection (Housing Clk, ASU and DIO) and QM BGN issues coordinating instruction.	
4.	Four weeks prior to HO/TO date	Current occupant vacates SFA. Conduct March out by Housing Clk and ASU.
5.	Three weeks prior to HO/TO date	DIO conducts full refurbishment of the property as per inspection/work request report.

6.	Two weeks Prior to HOTO	ASU: conducts deep cleaning, exchange of DAS items including repair/cleaning carpets if required.
7.	1 - 2 days before HO/TO day	Future occupant arrives
8.	HO/TO day	HO/TO

## 8.7 Location Factor/Distance from Duty Station

The current protocol for BGN housing requires all personnel to reside within 500m radius of the duty station to mitigate various potential risks<sup>48</sup>. All SFA and SSFAs are situated within 500m radius to comply with this requirement. The following key factors are considered while selecting the SSFAs in BGN.

**Access and Transportation:** The property must have a large road access that accommodates trucks for easy delivery of furniture, equipment, and other supplies. In addition to this, the following emergency vehicle access must be available:

- a. **Ambulance Access:** Direct access to allow an ambulance to reach the property quickly in case of medical emergencies.
- b. **Fire Engine Access:** Adequate space for fire engines to reach the property in case of fire-related emergencies.
- c. **Parking Facilities:** Sufficient parking space should be available to accommodate the vehicles of all occupants and visitors.

## 8.8 Environmental Factors/Standards

To ensure the health, comfort, and safety of Service Personnel (SP) and their families in Nepal, it is essential to install air conditioning in each SSFA and SFA room. Currently, accommodations are fitted with two air conditioners—one in the living room and one in the main bedroom—while other rooms are provided with either ceiling or standing fans. However, this setup is insufficient to cope with Nepal's distinct climate and environmental conditions, which are vastly different from overseas locations. The following factors justify the need for air conditioning in each room to manage SP's expectation and maintain safe standard:

- **Hot and Humid Climate:** Nepal experiences a long, intense summer and monsoon season, lasting from April to October, during which temperatures and humidity levels rise significantly. High indoor temperatures and humidity can lead to heat stress, dehydration, and other health complications, especially for young children and older people. Ceiling and standing fans are inadequate in managing these conditions, as they only circulate warm air without cooling it.
- **Poor Air Quality<sup>49</sup>:** Poor air quality, exacerbated by dust and pollution, poses an additional risk. Air conditioning systems cool the air and improve indoor air

<sup>48</sup> Earthquake, Flooding, heavy traffic, unprecedented protest (Nepal Banta) and unprecedented diseases, eg. COVID.

<sup>49</sup> Current Air Quality Index (AQI) level is 183.



quality by filtering out particulates. This is particularly important for SP families with young children, who are more vulnerable to respiratory issues, Dengue fever and allergic reactions due to pollutants.

## **8.9 Building Standards**

**Safety Equipment.** Each SFA/SSFA is fitted with smoke alarms and CO2 alarms. The alarms must be checked by the occupant on a regular basis. New batteries are available from the QM's Department. Faulty smoke alarms and CO alarms should be reported to the DIO(N).

## **8.10 Furniture**

Each SFA is scaled, in accordance with the scales within JSP 384, by the ASU. It is the occupant's responsibility to report damage of DAS to the ASU. Damage where negligence can be proved will incur a bill, to be paid for by the occupant. Routine exchanges of damaged/broken items take place each Tue and Wed from 1000 hrs to 1200 hrs. Emergency exchanges can take place during normal working hours at any time.

## **8.11 Removals**

Removal facilities are the same as other overseas location. Most of the SPs bring minimal items as they are provided furniture by ASU as per their requirement i.e. according to the 1132.

## **8.12 Utilities**

BGN is not classified as Small station overseas accommodation. With that in consideration, currently, no personnel are to pay for their electricity, gas (LPG), water or conservancy bills. These bills are met through the public purse and monitored by the QM BGN every month.

## **8.13 Pests**

BGN holds a qualified Hygiene Operator, who checks for any issues with pests or infestations by providing swing fog as per the schedule in SSFAs/SFAs.



## **9 British Army Training Support Unit Belize (BATSUB)**

### **9.1 Principles**

This appendix is supplementary to JSP 464 and should be read in conjunction with that. If there are discrepancies, this appendix takes precedent.

BATSUB, for the purposes of this appendix means, BATSUB properties in Price Barracks. Domestic properties (accommodation) in BATSUB consists of SFA and appropriated SLA only. SSFA is not an option and will not be considered.

The MOD cannot replicate the type of living accommodation that is available in the UK in Belize. There may be variations in the size, type, number of rooms, layout, and style (fixtures and fittings) of accommodation provided in Price Barracks.

Additionally, the MOD may not be able to facilitate accompanied assignments in some cases. On receipt of an Assignment Order the SP and their families will undergo screening to ensure that there is no underlining reason why they cannot fulfil their assignment. Unsuitability is very less common but the most common reason for unsuitability would be either additional education requirements or for medical reasons.

### **9.2 Who is the Accommodation Provider?**

The Defence Infrastructure Organisation Land Management Services (DIO LMS) is responsible for the acquisition and disposal of the MOD portfolio across locations in Belize.

When SPs are on-boarded, the responsibility for allocating SFA or appropriated SLA falls under the BATSUB QM department. Maintenance on the accommodation is conducted by DIO Belize through in-house Locally employed Civilians.

### **9.3 What is the Accommodation Type**

All accommodation provided is SFA for accompanied SP and appropriated-SLA for unaccompanied SP. Due to DIO Fire Safety regulations, the maximum occupancy level in an appropriated-SLA is two.

Occasionally, accompanied SP and their families may be accommodated in a welfare house or temporary accommodation for up to four weeks during peak demands. Peak demand occurs when there are multiple and simultaneous handovers being conducted between accompanied SPs.

In extreme cases, accompanied SP may need to occupy temporary accommodation initially and serve unaccompanied until a property becomes available. The SP will be informed of this well ahead of time.

## 9.4 Maintenance and Repairs

All fixed infrastructure faults must be reported to the DIO Belize Helpdesk. The Helpdesk opening hours are from 0800 – 1700 Monday to Thursdays and 0800 – 1500 on Fridays. The Helpdesk remains closed on weekends.

Emergency faults occurred over weekends are to be reported to the BATSUB Duty Officer (BDO) immediately. Emergency fault is defined as an occurrence of a situation that threatens imminent risk to injury or a high risk of damage to property or environment or essential operations. The BDO will inform the Duty tradesperson of the day to investigate and make safe immediately (within 60 minutes).

Routine (not emergency) faults occurred over weekends are to be reported to the DIO Belize Helpdesk on the next working day.

Wherever possible, DIO Belize will undertake repairs in line with the following timescales. Note: Most electrical and safety critical items can only be sourced from the UK, which affects the response timelines.

- Emergency.
  - Normal working hours. Immediately.
  - Out of hours. On site within 60 minutes to make safe and restore within 24 hours.
- Very Urgent.
  - Normal working hours. Immediately.
  - Out of hours. Make safe and restore within 48 hours. 1 week to rectify issues relating to compliance and safety repairs.
- Urgent. Investigate, make safe as soon as possible after notification. Repair or replace within 7 working days.
- Routine. From 30+ days.

Note. All faults with white goods or non-fixed infra are to be reported to the BATSUB QM Department. The response and resolution timelines cannot be guaranteed if the parts are of UK origin.

## 9.5 Application Process

A BATSUB MOD Form 1132 Application to Occupy SFA must be filled out and submitted immediately on receipt of an AO to the BATSUB RQMS [CTG-BATSUB-RQMS1]. This form will be attached to an administration email. The Form also gives the opportunity for the applicant to include any specific needs or additional requirements which have an impact on the type and location of the property allocation for BATSUB to consider. However, with very limited availability the scope to choose is reduced somewhat.

Due to the complexities of housing availability and stock, a one offer system is used. The following important points must be considered prior to refusing the offer:

- A refusal can be submitted for medical, welfare, or entitlement reasons only.
- All refusals must be submitted to BATSUB RQMS within 5 working days from receiving the allocation. The refusal must include the reason for rejection and include any supporting evidence.
- Refusals cannot be supported based on a family having one vehicle, driving status, school preferences, pets, garden size, pools, community hubs or other similar grounds that do not relate to a property meeting entitlement.
- For a refusal under medical or welfare grounds to be supported this matter must have been previously disclosed on the Housing application, and the supportability process carried out. The applicant will need to request written support from BATSUB Command through the UWO.
- If an applicant refuses an offer of appropriate accommodation, within 5 working days, it will be referred to BATSUB Commander with reasons for refusal.
- If a refusal is unsupported by BATSUB Comd it could place the SP at risk of having their AO cancelled.

## **9.6 Move in and Move out procedures**

It is the BATSUB Comd's intent that new arrivals move directly into their SFA. The RQMS and his team will be at the SFA to meet and greet the new arrivals and march them in. Once content the SFA AinU will be signed for by the SP. Out going SP must notify the RQMS on receipt of their AO to ensure a March Out date is confirmed. This will likely be 14 days prior to the new family arriving, this will then give DIO to fix any faults reported and for any furniture to be replaced. The outgoing family, in most cases will be housed in the allocated SFA for outgoing families.

## **9.7 Location Factor/Distance from Duty Station**

All but one SPs are expected to serve and work mostly within Price Barracks. All domestic accommodation is also within Price Barracks negating long commutes.

Presently (from Aug 25), there is only one standalone work location outside of Price Barracks at the Hattievile Ammunition Compound. SP assigned to the DIO Range Control will commute to the training areas from Price Barracks. Training areas are not considered as standalone work locations.

## **9.8 Environmental Factors/Standards**

Flyscreens/nets are fitted to all the properties with moveable windows. These are also fitted to all patios in the SFA and appropriated SFA. Insect repellents are issued by the BATSUB QM Department.

Price Barracks has a communal swimming pool near Crow's nest (cafeteria) and BATSUB HQ. A well-equipped gymnasium and outdoor sports court (albeit dated and in need of repair) are also available in the vicinity of the swimming pool. There is no indoor sports court in BATSUB.

### **9.9 Building Standards**

All BATSUB properties are maintained to the UK standards by either the DIO Belize in-house workforce or Military Construction Force during Ex SAILFISH deployments.

Belize is a tropical country, and the temperature remains high throughout the year. Therefore, all properties are equipped with AC units in most rooms. AC units are not installed in the kitchen, utility room, patio, and the outhouses such as sheds.

There is no central heating system or fireplaces in BATSUB properties.

There is no garage in Price Barracks. However, there is a plan for a phased installation of car ports for sunshades outside the SFA only.

### **9.10 Complaints/Challenges**

BATSUB QM/Welfare Officer is the POC for escalation of complaints and challenges relating to the allocation/non-allocation or rebuttal of SFA or appropriated SLA.

DIO Maintenance Manager [DIO RD OSTrg-Bel Maint Mngr] is the POC for escalation of issues relating to the response maintenance of fixed infrastructure.

BATSUB QM Department is the POC for the escalation of issues relating to white goods, furniture and non-fixed infrastructure.

### **9.11 Furniture**

Due to the limited Personal Effects (PE) that can be delivered to Belize, furniture and white goods will be provided by the BATSUB QM Department.

Furniture and white goods cannot be removed after march-in and must remain in the property. This is due to a limited storage capacity in Price Barracks.

### **9.12 Removals**

Removal and storage of the PE is covered within JSP 752 Chapter 12 section 4.

Personnel are not to book their removals until they have received an address for their new duty station and received authority to travel for their family. Once removals arrive in Belize, the removal company will contact the occupants to organize the delivery of PE.

### **9.13 Utilities**

There are no utility charges in BATSUB. WIFI is provided free of charge as currently the cost is covered by the Command Grant. Future Commanders may take a different approach.

### **9.14 Pests**

Pests are prevalent in many areas across Belize due to the tropical climate and are problematic. Personnel must take reasonable steps to prevent and treat an infestation. Where there is evidence of a major infestation in the livable area of the property, Occupants must immediately report it to the DIO Belize Helpdesk for the BATSUB Environmental Health Team to organize an assessment visit.

Infestation of pests and vermin associated with the lack of cleanliness, inappropriate food storage or waste management may result in damages being raised to the Occupants.

## **Part 13: Annexes**

### **Annex A: MOD Form 1132**

#### **APPLICATION AND ALLOCATION PROCESS**



**MOD Form 1132**  
**(Revised 03 Feb 20)**

**MINISTRY OF DEFENCE**

#### **APPLICATION TO OCCUPY SERVICE FAMILY ACCOMMODATION (SFA)**

THIS FORM IS AVAILABLE ELECTRONICALLY FOR APPLICATIONS OF SFA IN THE UK ONLY,  
IF YOU HAVE ACCESS TO THE DEFENCE INTRANET AND HAVE AN ACTIVE MOD E-MAIL  
ADDRESS

Please go to: <https://e1132.domis-r.r.mil.uk> for more details

IPHD / Overseas Command Application No.: -  
(Only for IPHD / Office Use)

Please ensure that you complete all sections of the form in BLOCK CAPITALS and black ink.  
Failure to do so may result in your form being returned and delay your application.  
Important – before completing this form, please read the guidance notes on

#### **PART 1: BASIC PERSONAL APPLICATION DETAILS**

**Note: complete Part 1 with personal details applicable at new occupation date.**

Service: (RN, Army, RAF, FTRS (FC/LC/HC), MPGS, NRPS)		Service Number: (or MOD Civilian Staff Number)	
Rank or Title: (e.g., Wg Cdr / Sgt / Mrs)		Chaplains / Civilians Overseas: Equivalent Military Rank	
Forename(s):		Surname:	
Date of Birth (dd/mm/yy):		Gender (M/F):	
Enlistment / Commission Date (dd/mm/yy):		Discharge / Termination Date (dd/mm/yy)	
Personal Status (PStat) Category (JSP 752 Ch 1 Sect 4) on occupation:		Date of impending Marriage / Civil Partnership	
E-Mail address: (if applicable)			

Address where correspondence / offer should be sent (i.e. your current accommodation address):  
to: \_\_\_\_\_  
\_\_\_\_\_

Postcode/BFPO \_\_\_\_\_

Contact Tel No: \_\_\_\_\_ (inc Std / Intl / Mil code where applicable)

Mobile Tel No: \_\_\_\_\_

Are you assuming a designated 'in Command' appointment (See Note 3). In the event of uncertainty, clarification will be provided by sS Housing Colonel Staffs.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If 'In Command': what is your appointment?				

Are you a Foreign & Commonwealth applicant not serving in the UK Armed Forces? (Y/N):	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Does any member of your family require a visa? (Y/N):	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

**Non-British Forces Personnel only:**

Nationality				
Are you serving in a designated Exchange Appointment?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Complete the following table with the permanently resident members of your family (including Spouse / Civil Partner) for whom you require SFA; (See Note 4 as to which children should be included).

Title (Mr/Mrs etc.)	Surname	Forenames	Gender M/F	DOB (or due date) dd/mm/yy	Relationship to Applicant	Need to enrol in local school - Y/N
Date baby due (if applicable)						

**Before completing this section, you are required to confirm your entitlement / eligibility to Service Family Accommodation (SFA) in accordance with the relevant JSP 464 Part 1 (UK) or Part 2 (Overseas). Tick the box that reflects your correct entitlement or eligibility for this application.**

I verify that this application is for SFA:

(Tick one box as appropriate)

A new allocation to entitlement at my new Duty Station / Port Area (incl SSFA notice to vacate)

Entitlement by Virtue of Appointment (In Command / VCDS List)

<input type="checkbox"/>
<input type="checkbox"/>





Expected End Date of Future Assignment (as per JPA Assignment Order) (dd/mm/yy)			
Receiving Unit 'Unit Indicator Number' (UIN)			
Do you have additional needs that may require adapted accommodation?	Yes		No
If yes, please support this application with the appropriate authoritative medical certificate or Occupational Therapists (OT) report / written evidence by an appropriate professional.			
Do you require a copy of the 'Additional Needs and Disability: A Guide for Service Families	Yes		No
<b>Note: If you are currently in adapted SFA, please attach your current OT report; A further report may be required for the new SFA. (JSP 464 Pt 1 - Ch 4)</b>			

<b>FOR OVERSEAS COMMANDS ONLY – Not BF Germany / PJOBS</b>			
If SFA is unavailable at the time you require it, or retention of your present SFA is not agreed, will you:			
Accept Overseas Rental Allowance (ORA)	Yes		No
Make private arrangements	Yes		No

### PART 3: CURRENT ASSIGNMENT DETAILS

Current Unit Details:			
Full Place of Duty Address:			
Postcode / BFPO:		UIN:	
Email:			
Military Tel No:			
Civilian Tel No:			
Fax No:			

### **CURRENT HOUSING ARRANGEMENTS** Is your current home:

SFA in UK?	Yes		No	
If your current home is SFA / Substitute SFA managed by DIO Accommodation, enter the address, and read Note 7 regarding Notice to Vacate / Move Out requirements.				
SFA in an overseas location?	Yes		No	
<i>Rented on ORA (Applicable to Overseas Stations Only)</i>	Yes		No	
Private accommodation?	Yes		No	
If Private, what is the postcode of the property?				
Single Living Accommodation (or Substitute Service Single Accommodation (SSSA))?	Yes		No	
Substitute Service Family Accommodation?	Yes		No	
Do you own a property within 50 miles from your new place of duty which you have purchased / extended with the aid of an extant LSAP or FHTB loan (JSP 464 Part 1 Ch 3 / JSP 464 Part 1 Ch 11/JSP 752 Ch 2)	Yes		No	

## **PREFERENCES**

<b>All applicants to Answer:</b>				
Would you like a garage	Yes		No	
<b>If Yes, please complete the garage application form attached.</b>				
Do you have any large pets (dogs/cats etc)?	Yes		No	
<b>If yes, please complete Annex B (Permission for Pets to be kept in SFA).</b> You are advised to make yourself familiar with the additional cleaning requirements for pets at move out – JSP 464 Pt 1 or 2 Chap 7 - and sign that you understand the requirements placed upon you if permission is granted.	Signature: _____  Name: _____			

**PREFERRED LOCATIONS** You may state up to 3 preferred areas and/or estates, but not specific roads. (See Note 8)

(1):	
(2):	

(3):	
------	--

### **EXTENDED DURATION DEPLOYMENT OPTIONS**

Note:- If you are applying for SFA in a specific area under the rules for Extended Duration Operational Tours (JSP 464 Pt 1 Para 0505b), please complete the following section to assist the IPHD to allocate you the most appropriate property to the area you wish to move to. The SFA allocated may be outside normal radii and SSFA will only be procured in exceptional circumstances:-

The area requested is close to:	Family:		Unit (Base Port / Regt / Station):	
Relationship & Full Address of Relatives:				
Full Service and/or Parent Unit Address:				

### **PART 4: DATA PROTECTION ACT 2018**

#### ***PLEASE NOTE***

I understand and accept that in pursuing this application the Defence Infrastructure Organisation and their contracted agents may use the data provided in connection with activities concerned with the provision and improvement of the Service Families Accommodation service. The provision of Service Family Accommodation also incorporates a survey that is essential to the assurance of the successful delivery of Service Family Accommodation. To enable this survey we may also share your data with MOD appointed industry partners who will ensure all appropriate measures are taken to protect your personal data. I understand and accept that the Defence Infrastructure Organisation may be required to release certain information to external agencies, agencies, and bodies within the MOD (e.g. Pay/Record Offices, Local Commands etc.) and that this will take place in accordance with the provisions of the Data Protection Act 2018.

### **PART 5: SIGNATURE OF APPLICANT**

Please recheck the information given is correct and that your requirements are clearly stated and sign below. Please **You are reminded it is a disciplinary offence to knowingly give false information. (See Note 9).**

I will inform the IPHD and my Chain of Command of any change in assignment or duty location which affects this application. I am aware that should I fail to comply with these regulations, then my publicly provided accommodation and allowance entitlements will be subject to formal review and may be withdrawn.

SIGNATURE OF APPLICANT		DATE	
------------------------	--	------	--

**PART 6: DECLARATION BY RESPONSIBLE OFFICER (Not to be completed by Applicant)**

(To be completed by the Divisional / Unit Admin / Families / PSF officer at **WO level or above**).

**I certify that the mandatory information given at Parts 1, 2 and 3 of this Application has been checked and is correct:**

Responsible Officer's Signature: \_\_\_\_\_

Rank and Full Name: \_\_\_\_\_

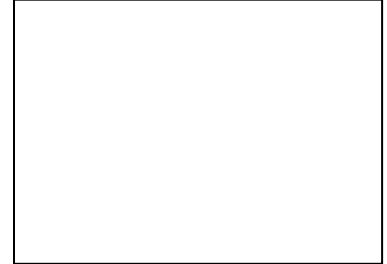
Appointment: \_\_\_\_\_

Email Address: \_\_\_\_\_

Military Telephone Number: \_\_\_\_\_

Civilian Telephone Number: \_\_\_\_\_

Date: \_\_\_\_\_



UNIT STAMP

**Send one copy of the completed form to the Housing Provider serving the Shore Based Unit/Station where you seek accommodation, and one copy to the Ship/Shore based Unit/Station which you are currently assigned.**

## **FURNISHING REQUIREMENTS**

TO BE COMPLETED BY THE APPLICANT AND SUBMITTED BY YOUR LOCAL HOUSING PROVIDER TO THE APPROPRIATE SERVICE SUPPLY ORGANISATION AT LEAST 10 WORKING DAYS BEFORE THE DATE THE FURNITURE IS REQUIRED. **THIS DOES NOT APPLY FOR ASSIGNMENTS TO GIBRALTAR.**

No	Rank	Name
SHIP/UNIT/STATION To be assigned to:		

Address Allocated (IPHD use only)	Date of Move In

Number of Children (insert age in relevant box):

Male:							
Female:							

Do you require any furnishings (See Note 10.)

Yes / No.

**Please indicate in the column [QTY REQ] the quantity of each item you would like in your SFA. DAS items requested are subject to alteration dependent upon the size and type of SFA allocated and your entitlement which is listed in the joint service scales contained in JSP 308. The figures shown below give the average quantities as a guide. It should be noted that other than the DAS items provided in an unfurnished SFA, all other DAS items are issued on request and reflect the furnishing charge of part or fully furnished.**

**NOTE –** The following items remain in SFA irrespective of its furnishing state: carpets, curtains, cooker, door mats, dustbin, shower curtain, smoke alarms and CO alarms (where appropriate).

ITEM	AV ENT	QTY REQ	ITEM	AV ENT	QTY REQ
BED DOUBLE & MATTRESS	1		TABLE NEST OF 3	1	
BED SINGLE & MATTRESS	2		TABLE OCCASIONAL	1	
BUNK BED (Children Only)	1		STOOL BATHROOM	1	
DRESSING TABLE + MIRROR	1		STOOL STEP KITCHEN	1	
CHEST OF DRAWERS	2		DESK (with 3 drawer pedestal) + CHAIR	1	
STOOL DRESSING	1		WARDROBE see note	1	
BEDSIDE CABINET	4		BOARD IRONING	1	
SETTEE 2/3 SEAT (with covers)	1		CHAIR HIGH CHILD	1	
CHAIR EASY (with covers)	2		COT CHILD & MATTRESS	1	
SIDEBORD	1		STAIR & DOOR GATE INFANT	1	
BOOKCASE	1		PLAYPEN CHILD	1	
CHAIR DINING	8		VACUUM CLEANER	1	
TABLE DINING	1		BRUSH WC + CONTAINER	1	
SIDE TABLE	1		GARDEN TOOLS SET	1	

GET-YOU-IN/OUT-PACKS – I **DO** / **DO NOT** REQUIRE A GET-YOU-IN/OUT-PACK (DELETE AS NECESSARY) These are issued as complete packs and contain bedding, cutlery, crockery, kettle, iron and kitchen utensils. They are issued on a temporary basis only and must be returned complete within 6 weeks of occupation.

## **Annex B: Licence to Occupy Service Family Accommodation (Overseas)**

**TO BE SIGNED BEFORE MOVING IN. PLEASE READ THE CONDITIONS CAREFULLY BEFORE SIGNING.**

The SECRETARY OF STATE FOR DEFENCE for and on behalf of Her Majesty the Queen grants

(Number Rank Name "the Licensee"  
or other title as applicable]:

a licence to occupy (address): "the Property"

on the following terms and conditions:

1. This Licence is personal to the Licensee and subject to continuing entitlement/eligibility to occupy Service Family Accommodation (SFA) as defined in Tri-Service Accommodation Regulations - JSP 464. This Licence is particular to the occupation of the property shown above and will terminate on either cessation of the Licensee's employment with the Crown or their loss of entitlement/eligibility to occupy that property, whichever occurs first.

2. This Licence is to be interpreted in accordance with the provisions in Tri-Service Accommodation Regulations - JSP 464.

3. The Licensee is responsible for ensuring that any members of their household and visitors observe the appropriate Service Regulations and comply with all security and other instructions issued by and in the name of Her Majesty's authorities.

4. Either party may terminate this Licence by giving 93 days' notice to vacate the SFA in writing. In exceptional circumstances occasioned by Service reasons, the Licensee may give less than 93 days' notice to vacate. The following additional conditions apply:

a. Eligible occupants of temporarily surplus SFA are liable to 28 days' notice to vacate.

5. The address for serving any notice on the Secretary of State for Defence is that of the [SFA sponsor's local Housing Staffs] as shown at the end of the Licence.

6. The Licensee agrees to:

a. Occupy the property alone or with their spouse/civil partner and/or immediate dependent children (as defined in current Service regulations), and to obtain the prior written consent of the [SFA sponsor's local Housing Staffs] before allowing any other occupants, such as non-dependent adult children, aged parents, and nannies, to move into the property.

Note: The granting of permission for other occupants to take up residence does not entitle the Licensee to the allocation of a larger SFA.

- b. Pay all charges for the accommodation in respect of their period of occupation thereof, including any charges for furnishings, fuel, light, water, sewerage, and contributions in lieu of Council Tax.
- c. Keep the inside of the property clean and the garden tidy and free from weeds with lawns cut and hedges trimmed.
- d. Obtain the prior written consent of the [SFA sponsor's local Housing Staffs or Station Unit Commander (as relevant to local instructions)] before acquiring a pet/bringing a pet into the SFA. At the end of your licence, you will be required to leave the property to move out standard and provide evidence 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 prior to moving out.
- e. Promptly notify the [SFA sponsor's local Housing Staffs] of any defect or disrepair, take reasonable steps to limit the effects of any damage that may occur and appropriate precautions to prevent damage to water installations during wintry weather.
- f. Allow representatives, agents, and contractors of the Crown access to the property at reasonable times on receiving at least 24 hours advance notice or immediately in an emergency.
- g. Make good, or pay any cost incurred by the [SFA sponsor's local Housing Staffs] in making good, any damage and loss caused to the Property, and any fixtures and fittings, by their proven negligence, or by the proven negligence of members of their family and visitors under those circumstances where the Licensee might have taken reasonable steps to prevent the occurrence, and damage caused by pets (see back page of the Licence for a summary of the Licensee's liabilities)
- h. Vacate the property at the end of any period of notice and on vacating to leave the property and any furnishings in good repair, fair wear and tear, unavoidable accidents excepted, and in a hygienically clean condition, and if failing to do so to be liable for:
  - (1) Any losses or damage as assessed by the [SFA sponsor's local Housing Staffs] or their appointed agents, and
  - (2) Any costs in respect of cleaning, disinfestation or refuse removal as assessed by the [SFA sponsor's local Housing Staffs] or their appointed agents, and
  - (3) Payment of damages for trespass until the property is vacated, and
  - (4) Any legal costs incurred by the [SFA sponsor's local Housing Staffs] in recovering vacant possession or outstanding monies.



i. If the Personal Status category of the Licensee changes to other than PStatCat 1 or 2:

- (1) Immediately vacate the property in favour of their spouse/civil partner (where the spouse/civil partner is to remain in occupation).
- (2) Pay for any damage, dilapidations or losses as assessed by the [SFA sponsor's local Housing Staffs] or their appointed agents at the date of vacation.
- (3) Continue to pay the appropriate SFA Charge for the property until the period of notice expires or until the property is vacated if sooner

Note: In cases of marital/civil partnership breakdown, once the Licensee has vacated the SFA, the [SFA sponsor's local Housing Staffs] will serve 93 days' notice on the spouse/civil partner remaining in occupation, who will be liable to pay:

- (4) Damages for trespass from the 94th day until the property is vacated, and
- (5) Any damage, dilapidations, or losses from the date the Licensee vacates until the property is vacated, and
- (6) Any legal costs incurred by the [SFA sponsor's local Housing Staffs] in recovering vacant possession or outstanding monies.]

6. The Licensee also agrees not to:

- a. Assign, re-assign or share the property.
- b. Erect a TV, satellite or other communications aerial or shed or structure on the property or make any other alteration or addition to the property or the fixtures or fittings without the prior written consent of the [SFA sponsor's local Housing Staffs].
- c. Carry out or allow members of their household to carry out any business, trade, club, or similar activity in the property without the prior written consent of the [SFA sponsor's local Housing Staffs].
- d. Note: Permission is also to be obtained from the local Service Commander.
- e. Cause nuisance or annoyance or allow members of their household, invited guests or pets to cause nuisance or annoyance to neighbours, housing staffs, agents, or contractors.
- f. Make or allow members of their household, invited guests or pets to make any noise that causes a nuisance to neighbours or can be heard outside the

property between 11pm and 8am (or in accordance with local regulations where these are more stringent)

g. Indulge in racial or sexual harassment or do anything which interferes with the peace, safety or convenience of the people living or carrying out their duties in the area.

**You should read the following notes and additional conditions of occupation before signing the Licence.**

#### **LIABILITIES OF THE LICENSEE**

7. The Ministry of Defence (the Landlord) bears its own financial risks in respect of the insurance of the Property and the fixtures and fittings. The Ministry of Defence accepts no responsibility for the insurance of the household contents and individual property for which the Licensee is responsible.
8. The Service Licensee is liable under the Service Acts for damage and loss caused to the Property and any fixtures and fittings, by their proven personal negligence, or by the proven negligence of members of their family and visitors under those circumstances where the Licensee might have taken reasonable steps to prevent the occurrence, and damage caused by pets. Service Regulations may set a limit on the Licensee's financial liability for such damage (for further advice you should consult your UPO/RAO/PMS).
9. The Service Licensee is advised to effect insurance cover for the following:
  - a. Liability for damage to the Property and any fixtures or fittings, caused through the negligence of the Licensee, or any member of the Licensee's household including any invited visitors, and damage caused by pets. Service Regulations may set a limit on the Licensee's financial limit on liability.
  - b. Household contents damage and loss including personal property.
  - c. Legal liability for injury to third parties or damage to their properties.

#### **DEDUCTION FROM PAY**

10. I agree that all charges for occupation, furnishings, and Contributions in Lieu of Council Tax arising from my occupation of the Service Family Accommodation may be deducted from my pay.

#### **OCCUPATION OF SFA BY SINGLE AND UNACCOMPANIED SERVICE PERSONNEL**

11. In the case of single (and unaccompanied) personnel occupying SFA, the following additional caveats apply:
  - a. Single personnel (whether entitled or eligible) are not permitted to co-habit in SFA.

- b. Entitled unaccompanied personnel occupying SFA (by nature of their appointment) may have guest/family visits for no more than 28 days (aggregated or continuous) in any 61-day period.
- c. Eligible unaccompanied personnel occupying temporarily surplus SFA may have guest/family visits for no more than 28 days (aggregated or continuous) in any 61-day period.
- d. Allocation of surplus SFA to eligible single (and unaccompanied) personnel is made on a temporary basis and vacation will be required if an entitled occupant requires the SFA, if the SFA is liable to disposal or upgrade, or if the local Service Commander's authority is withdrawn. A minimum of 28 days' notice to vacate should be provided whenever possible.
- e. Eligible single (and unaccompanied) personnel are required to vacate the surplus SFA if periods of absence exceed 56 days. However, a case may be made to the Local Service Commander to retain the SFA during extended periods of absence beyond 56 days on the condition that the surplus SFA is not required by an entitled occupant is not liable for disposal or upgrade and accommodation charges continue to be paid.

## **DECLARATION**

I have read and understood the conditions of the Licence. I understand I have three months from date of occupation to challenge the grading of the property.

Signed by the Licensee:

Full name (in block capitals):

Date:

Signed for and on behalf of the Secretary of State for Defence [SFA sponsor's local Housing Staffs]:

Full name (in block capitals):

Date:

Copies to:

Licensee

SFA sponsor's local Housing Staffs  
ASU (not applicable in Germany).

## Annex C: Service Family Accommodation – Types and Entitlements

<b>Officers</b>					
<b>Occupational Level and bedroom configuration</b>	<b>Royal Navy</b>	<b>Army</b>	<b>Royal Airforce</b>	<b>Civilians</b>	<b>Notes</b>
<b>5 Bedrooms:</b> 2 doubles 3 singles  6/7 person	Admiral Vice Admiral Rear Admiral Major General RM	General Lieutenant General Major General	Air Chief Marshal Air Marshal Air Vice-Marshal	PUS, DUS Grade 4 and equivalents	
	Commodore1 Captain RN1 Brigadier RM1 Colonel RM1	Brigadier1 Colonel1	Air Commodore1 Group Captain1		1. Officers of 1* and OF5 rank who are designated by the MOD as occupying 'In Command' appointments iaw Vol 1 Part 1 Chapter 3 Para 0302, are entitled to a 5-bed property. Charges to be levied in accordance with Vol 1 Part 1 Chapter 3 Para 0334
<b>4 Bedrooms:</b> 2 doubles 2 singles  6 people	Commodore Captain RN Brigadier RM Colonel RM	Brigadier Colonel	Air Commodore Group Captain	SCS, Band B, SEO's, and equivalents	2. Officers of 1* and OF5 rank when not 'In Command' (See Note 1).
	Commander Lieutenant Colonel RM Lieutenant Commander3 Major RM3	Lieutenant Colonel Major3	Wing Commander Squadron Leader4	HEO and equivalents	3. Lieutenant Commanders, Majors RM and Majors with one or no children may be offered a 3-bed property if no 4-bed properties are available, under the 'one down' rule. Refer to Vol 1 Part 1 Chapter 3 Para 0336. 4. Refer to Vol 1 Part 1 Chapter 3 Para 0337.
<b>3 Bedrooms:</b> 2 doubles 1 single  5 people	Lieutenant Commander5 Major RM5 Lieutenant and below Captain RM and below	Major5 Captain and below	Squadron Leader5 Flight Lieutenant and below	EO and equivalents	5. Appropriate for applicants with one or no children if no 4-bed properties are available. Refer to Vol 1 Part 1 Chapter 3 Para 0336. 6. Officers who are normally entitled to a 3-bed property but have 4+ children of any age, or 3 children all aged 10 years or over will be entitled to elect to occupy a 4-bed property (above normal rank entitlement) but must pay charges for the type and band of property allocated.

<b>Occupational Level and bedroom configuration</b>	<b>Royal Navy</b>	<b>Army</b>	<b>Royal Airforce</b>	<b>Civilians</b>	<b>Notes</b>
<b>4 Bedrooms:</b> 3 doubles 1 single  7 person	Applicants with 4 or more children of any age, or 3 or more children aged 10 or over.		Warrant Officers <sup>7</sup> and applicants with 4 or more children of any age, or 3 or more children aged 10 or over	AO and equivalents	7. RAF Warrant Officers are entitled by rank to occupy a 4-bed property (regardless of their family size)  8. RN/RM and Army WO1's with smaller and/or younger families should be allocated a 4-bed property, where available.
<b>3 Bedrooms:</b> 2 doubles 1 single  5 people	Warrant Officer 1's			AO and equivalents	9. See Notes 10 and 11.
	Applicants with 2 or 3 children				10. Applicants, including WOs, who are normally entitled to a 3-bed property but have 4+ children of any age, or 3 children all aged 10 years or over, will be entitled to elect to occupy a 4-bed property but must pay charges for the type and band of property allocated.
<b>2 Bedrooms:</b> 2 doubles  4 people	Applicants with 1 or no child			AO and equivalents	11. Where 3-bed properties are in short supply, it may be necessary for families with 2 children under the age of 5 to occupy a 2-bed property.

Bedroom size: Double bedrooms should have a minimum floorspace of 11.5sqm and single bedrooms a minimum floorspace of 7.5sqm.

## Annex D: Summary of Personal Entitled and Eligible to Occupy Family Accommodation

Ser	CATEGORY	ENTITLED	ELIGIBLE FOR SURPLUS SFA		PRIORITY FOR SURPLUS SFA (See JSP464 Vol 1 Pt 1 Chap 9 Para 0907)	CHARGING RATE AND POLICY BRANCH (for setting the appropriate charging regime)	CHARGING RATE SET BY	REMARKS
			Inside the wire	Outside the wire				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)
	<b>UK Regular Armed Forces/Full Time Reserve Service – Full Commitment (FTRS-FC)</b>							
1	a. Service Personnel in PStat Cat 1, 1C, 1S or 2 b. Pregnant single Service women within 3 months of expected due date c. Adjutant General's Corps Military Provost Guard Service - AGC(MPGS) d. Gurkhas e. Gurkha Religious Teachers (Note 1)	ü ü ü ü ü				Entitled rate (People-Accommodation) (see Notes 1 & 3)	AFPRB (Note 1) Published in annual letter	No entitlement to SSFA for MPGS
2	Service personnel PStat Cat 1 serving unaccompanied and in PStat Cat 2, 3, 4 or 5 when employed in the following posts: a. Officers of OF3 rank & above serving in appointments designated by the MOD as being In Command b. RAF OF4 Station Executive Appointments c. RSM of major Army units or the Station Warrant Officer (SWO) of RAF Stations d. Service Chaplains (Note 2) e. Serving Army Welfare Workers and serving RNRMW personnel f. Single personnel on approval of registration to adopt	ü ü ü ü ü ü ü				Single Living Accommodation Charge (People-Accommodation)	AFPRB Published in annual letter	
3	Service Personnel PStat Cat 3, 4 and 5 in an established LTR(E) (as defined in Chapter 1) and with dependent children		ü	ü	□			
4	Service Personnel PStat Cat 3, 4 and 5 in an established LTR(E) (as defined in Chapter 1).		ü	ü	□			
5	Single Service personnel PStat Cat 3, 4 and 5 (and unaccompanied personnel provided their family is not occupying SFA elsewhere)		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual Letter	

6	Service Personnel PStat Cat 1 & 2 may occupy surplus SFA at a location other than their duty station. This includes Service Personnel in PStat Cat 1S who have requested to occupy midway SFA iaw Vol 1 Pt 1 para 0311.		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
7	Service Personnel in PStat Cat 1 & 2 posted back to UK for their last 6 months of Service (Note 3)	ü	ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
8	Married (or those in a civil partnership) Service Personnel with less than six months to serve		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
9	Families of Service personnel whose post is designated unaccompanied and SFA is not provided at their duty station (e.g. unaccompanied tours overseas, or short courses of less than 6 months' duration) are entitled to retain their SFA/SSFA in UK for the duration of the unaccompanied tour or short course	ü				Entitled rate (People-Accommodation)	AFPRB Published in annual letter	Families are entitled to retain their current SFA or eligible to apply for temporarily surplus SFA elsewhere
10	Families who have an entitlement to SFA overseas but choose for personal reasons to serve unaccompanied are eligible to, and may apply for, temporarily surplus SFA in UK. Personal preference will be considered where possible but will be dependent on availability of SFA		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
11	Service families evacuated from their permanent duty station overseas to UK (Note 4)	ü	ü	ü		Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
12	Service families repatriated to UK for welfare/compassionate reasons (Note 5)	ü	ü	ü		Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
13	Service families repatriated to UK/transiting through UK for medical/educational reasons (Note 6)	ü	ü	ü		Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
14	Bereaved Service Spouse/Civil Partner (Note 7)	ü				Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
15	Service personnel filling Defence Attaché posts designated as 'no child' posts (Note 8)	ü				Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
16	Limited Commitment/Home Commitment Reservists		ü	ü	□	Market rate (People-Accommodation)	DIO	(For definitions see Note 8)



	<b>Other MOD personnel &amp; Crown employees</b>							
17	Foundation Doctor, RN, and Army (Note 14)	ü	-	-	j	Entitled rate (People- Accommodation)	AFPRB Published in annual letter	
18	Foundation Doctor, RAF (Note 14)	-	ü	ü	j	Non-entitled rate (People- Accommodation)	DIO (Annual DIN)	
19	Foundation Dentist, RN, and Army (Note 15)	ü	-	-	j	Entitled rate (People- Accommodation)	AFPRB Published in annual letter	
20	Foundation Dentist, RAF (Note 15)	-	ü	ü	j	Non-entitled rate (People- Accommodation)	DIO (Annual DIN)	
21	MOD key staff	ü				Market rate (People- Accommodation / DBS Civ)	DIO	(For definitions see Note 9)
22	MOD Civil Servants & MOD Trading Fund Agency Civil Servants		ü	ü	□	Market rate (People- Accommodation / DBS Civ)	DIO	
23	MOD Civilians – Temporary accommodation whilst house hunting for permanent accommodation during a PPI move.		ü	ü	□	Market rate (People- Accommodation /DBS Civ)	DIO	
24	Civil Servants from other exchequer departments and employees of Local Authorities & Emergency Services		ü	ü	□	Market rate (People- Accommodation / DBS Civ)	DIO	
25	Non-Regular Permanent Staff of the TA (NRPS)		ü	ü	□	Market rate (People- Accommodation / DBS Civ)	DIO	
26	MOD police recruited before 1 Sep 1994	ü				Rent free (People- Accommodation / Hd of CM (MDP))	N/A	
27	MOD Police recruited after 1 Sep 1994 Military Guard Service		ü ü	ü ü	□ □	Market rate	DIO	

						(People-Accommodation / Hd of CM (MDP))		
	<b>Foreign &amp; Commonwealth, NATO, and other overseas personnel</b>							
28	<b>Foreign &amp; Commonwealth (F&amp;C) – See Vol 1 Pt 1 0307</b> a. F&C Personnel serving in official exchange or liaison appointments attached to the British Armed Forces b. F&C Personnel on exchange appointments with UK Forces subject to reciprocal Training arrangements or Memorandum of Understanding which specify that charges other than entitled rates will apply <b>NATO and other overseas personnel</b> c. Foreign Personnel attending JSCSC d. Personnel serving with Partner Nations in accordance with Op BORONA and NATO Personnel serving at NATO Headquarters within the UK under a Memorandum of Understanding specifying Entitlement to SFA. <sup>6</sup> e. NATO Personnel serving at NATO Headquarters or within the UK under Status of Forces arrangements.	ü ü ü ü	ü	ü		a. Entitled rate (People-Accommodation) b. As stated in the Agreement/MOU c. Non-entitled rate (People-Accommodation) d. Entitled rate (People-Accommodation) e. Entitled rate (People Accommodation)	a. AFPRB Published in annual letter b. Published in Agreement / MOU c. DIO (Annual DIN) d. AFPRB Published in annual letter e. AFPRB Published in annual letter	ARRC    MARCOM, JEW, CTC, NIFC
	<b>Other Civilians including Service sponsored organisations</b>							
29	Staff Council for Voluntary Welfare Work organisations (CVWW) (Note 10)		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
30	WRVS (Note 11)		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	appropriated surplus SFA as SLA, charges are waived
31	SSAFA Forces Help		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
32	Service Hospital Welfare Dept staff (SHWD)		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
33	Community Development Workers		ü	ü	□	Entitled rate (People-Accommodation)	AFPRB Published in annual letter	
34	NAAFI employees		ü	ü	□	Market rate	DIO	

						(People-Accommodation)		
35	Bereaved Spouse/Civil Partner of Service personnel who die in service (Note 12)	ü	ü	ü	□	Entitled rate (People-Accommodation)	AFRPB Published in annual letter	
36	a. Estranged families in UK (for 93-day notice period) b. Families returning from abroad after estrangement (for 93-day notice period) c. Estranged families within the UK once the 93 days' notice to vacate has expired	ü ü		ü	□	a. Entitled rate b. Entitled rate c. Market rate (People Accommodation)	a & b. AFRPB Published in annual letter c. DIO	
37	Civilian contractor staff		ü	ü	□	Market rate (People-Accommodation)	DIO	
38	Recently retired or redundant service personnel			ü	□	Market rate (People-Accommodation)	DIO	
39	Other Civilians (non-crown employees) (Note 13)			ü	□	Market rate (People-Accommodation)	DIO	
40	Irregular Occupants (or equivalent)	-	-			Damages for Trespass or equivalent (People-Accommodation)	DIO	

## Notes

1. Gurkha Religious Teachers are entitled to Type V SFA but not SSFA. Those recruited in the UK will pay SFA charges at the entitled rate. Those Religious Teachers recruited in Nepal / Overseas will not be liable for accommodation charges, CILOCT or utilities for the first 5 years, after which they will revert to normal 'entitled' SFA charges.
2. Armed Forces Chaplains undergoing initial training who are PStat Cat 1 and 2 Chaplains or are in an Established Long-Term Relationship (LTR(E)) or who have visitation of children for over 80 nights per annum, are entitled to family accommodation at their first Duty Unit whilst they are undergoing initial Phase 1 military training, provided the respective Career Management Authority has informed the Service Chaplain of their first duty location prior to the commencement of initial training. The entitlement to family accommodation during initial training does not apply to Chaplains in PStat Cat 3, 4 and 5 without visitation of children for over 80 nights. Chaplains in these PStat Cats are, however, entitled to apply for SFA whilst undergoing initial training, if at their first duty unit they will be undertaking a pastoral responsibility. Service Chaplains undertaking a pastoral responsibility at Unit level are required to work in the home. Accordingly, Service personnel PStat Cat 1 (serving unaccompanied), and PStat Cat 2, 3, 4 or 5 are entitled to SFA in lieu of SLA which meets the requirements of their work. Where SFA is not available for any reason, these personnel should be offered SSFA. Service Chaplains occupying SFA or SSFA by appointment in lieu of SLA will be charged SLA rates.
3. Service personnel in PStat Cat 1 & 2 posted back to the UK for their last 6 months of Service are entitled to SFA at their new duty station. However, they may apply for surplus SFA in an area close to where they intend to settle, to facilitate finding employment and housing.
4. Service personnel and their families whose evacuation from their permanent duty station overseas has been authorised by the Head of Mission after consultation with the relevant FCO department, are entitled to SFA in UK. The entitlement may be exercised at the Service person's new duty station in UK, or in the absence of an identified duty station, the family may select a location within 50 miles of either the home of an immediate member of their family, or, their child's school.
5. Service families repatriated to UK for welfare and compassionate reasons are entitled to SFA at a preferred location in UK as agreed between the overseas losing unit, the gaining unit (or if the family is 'headless' the Local Service Commander in the preferred area of choice) and the IPHD, on a case by case basis and for a predetermined period of no more than one year subject to review.
6. Service families repatriated to UK or transiting through UK for specific medical or educational reasons which have arisen during the period of overseas duty are entitled to SFA within 10 miles/45 minutes of a specialist facility as agreed between the overseas losing unit, the gaining unit (or if the family is 'headless' the Local Service Commander in the required area) and the IPHD, on a case by case basis and for a predetermined period of no more than one year subject to review.
7. Bereaved Service Personnel whose entitlement to continued occupation of SFA would be lost due to bereavement should be offered an entitlement to SFA at their place of duty for a period of up to 2 years following their bereavement to enable them to determine their longer-term housing

requirements. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander. Bereaved Service Person will pay entitled charges for the Type and Band / Grade of SFA occupied (which may be liable to change because of a revised CAAS assessment / 4TG Board and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy.

7. Where a Service person with dependent children is filling a Defence Attaché (DA) position that is designated as 'no child'<sup>7</sup> they are entitled to apply for SFA in an area of their own choice. Where SFA is not available to entitlement, the IPHD may offer alternatives iaw JSP464 Vol 1, Part 1 Chapter 3 Sect IV to meet the SP location needs. There is no entitlement to SSFA.

8. Market rate. The rent that would be charged on the open market for that property in that area, as calculated by Defence Infrastructure Organisation Land Management Services (LMS) via the IPHD.

9. CVWW is a group of organisations with similar aims, members are listed below.

- a. Salvation Army
- b. Soldiers' and Airmen's Scripture Readers Association (SASRA)/ Miss Daniels' Soldiers' Homes (MDSH)
- c. Church of England Soldiers', Sailors', and Airmen's Clubs (CESSAC)
- d. Methodist Church Forces Board (MCF
- e. SANDES
- f. Aggie Weston's
- g. Army Roman Catholic Trust (ARCT)

10. WRVS are normally accommodated in SLA free of charge. If it is considered inappropriate to occupy SLA, or if SLA is unavailable, the Local Service Commander may appropriate surplus SFA and all charges are waived. WRVS personnel who request to occupy SFA are charged the entitled rate.

11. Following a death in service of the Service Licensee, the bereaved spouse/civil partner should be offered an entitlement to stay in their SFA/SSFA for a 2-year period to enable them to determine their longer-term housing requirements. Retention of SFA may be extended beyond the 2-year period at the discretion of the Local Service Commander in consultation with the respective welfare, medical and educational authorities, and the DIO Accommodation. The bereaved spouse/civil partner will pay entitled SFA charges for the Type and Band / Grade of SFA occupied (which may be liable to change because of a revised CAAS assessment / 4 Tier Grading Board and/or the annual AFPRB round). CILOCT charges may be abated by 25% for single occupancy. On expiry of the entitlement, the bereaved spouse/civil partner may apply to occupy surplus SFA under a civilian lease/tenancy agreement on payment of a market rate.

12. See policy for the leasing of temporarily surplus SFA to civilians in JSP 464 Vol 1 Pt 1.

13. Foundation Doctors are defined as individuals who graduated from medical school, granted a probationary commission in the DMS, provisionally registered with the GMC and undertaking the two-year statutory foundation programme leading to full registration with the GMC at the end of year one. During the probationary commission, they are given the rank of OF1 during FY1 and the rank of OF2 during FY2, i.e. post full GMC registration. It should be noted that medical cadets (defined as an undergraduate medical student, granted a probationary commission in the DMS with the rank of OF1 (Undergraduate Cadetship) for up to three years prior to graduating) have no entitlement to SFA or SLA.

14. Foundation Dentists are defined as individuals who graduated from medical school, granted a probationary commission in the DMS, provisionally registered with the GDC and undertaking the one-year statutory foundation programme leading to full registration with the GDC. During the probationary commission, they are given the rank of OF1. It should be noted that medical cadets (defined as an undergraduate dental student, granted a probationary commission in the DMS with the rank of OF1 (Undergraduate Cadetship) for up to three years prior to graduating) have no entitlement to SFA or SLA.

## Annex E: CAAS Methodology Hazards

	Hazard	Health Effects
1	<b>Damp and mould growth</b> Health threats due to dust mites, mould or fungal including mental and social wellbeing health threats associated with damp, humid and mouldy conditions	Allergies, asthma, effects of toxins from mould and fungal infections
2	<b>Excess cold</b> Threats to health from cold indoor temperatures. A healthy indoor temperature is 18oC to 21oC	Respiratory conditions: flu, pneumonia, and bronchitis Cardiovascular conditions: heart attacks and strokes
3	<b>Excess heat</b> Threats due to high indoor temperatures	Dehydration, trauma, stroke, cardiovascular and respiratory
4	<b>Asbestos and MMF</b> Exposure to asbestos fibres and Manufactured Mineral Fibres (MMF)	Asbestos: Damage to lungs MMF: Damage to skin, eyes, and lungs
5	<b>Biocides</b> Threats to health from chemicals used to treat timber and mould growth	Risk from breathing in, skin contact and swallowing of the chemical
6	<b>Carbon Monoxide and fuel combustion products</b> Excess levels of carbon monoxide, nitrogen dioxide, sulphur dioxide and smoke	Dizziness, nausea, headaches, disorientation, unconsciousness, and breathing problems
7	<b>Lead</b> Threats to health from lead ingestion from paint, water pipes, soil, and fumes from leaded petrol	Lead poisoning causing nervous disorders, mental health, and blood production issues
8	<b>Radiation</b> Health threats from radon gas and its daughters, primarily airborne but also radon dissolved in water	Lung cancer caused by exposure, which increases amount and length of exposure
9	<b>Uncombusted fuel gas</b> Threat from fuel gas escaping into the atmosphere within a property	Suffocation

10	<b>Volatile organic compounds</b> Threat to health from a diverse group of organic chemicals including formaldehyde that are gaseous at room temperature and can be found in a wide variety of materials in the home	Allergies, irritation to the eyes, nose and skin, headaches, nausea, dizziness, and drowsiness
11	<b>Crowding and space</b> Hazards associated with lack of space for living, sleeping and normal household or family life	Psychological distress and mental disorders, increased risk of hygiene issues, accidents and personal space and privacy compromised
12	<b>Entry by intruders</b> Problems keeping a property secure against unauthorised entry and maintaining defensible space	Fear of burglary occurring, stress and anguish caused by burglary and injuries caused by the intruder
13	<b>Lighting</b> Threats to physical and mental health associated with inadequate natural or artificial light, including the psychological effects associated with the view from the property through glazing	Depression and psychological effects due to lack of natural light. Eye strain from glare and inadequate light
14	<b>Noise</b> Threats to physical and mental health due to exposure to noise within the property or within its curtilage	Psychological and physiological changes resulting from lack of sleep, poor concentration, headaches, and anxiety
15	<b>Domestic hygiene, pests and refuse</b> Health hazards due to poor design, layout and construction making it hard to keep clean and hygienic, attracting pests and inadequate and unhygienic provision for storing household waste	Stomach and intestinal disease, infection, asthma, allergies, disease from rats and physical hazards
16	<b>Food safety</b> Threats of infection from poor provision and facilities to store, prepare and cook food	Stomach and intestinal disease, diarrhoea, vomiting, stomach upset and dehydration
17	<b>Personal hygiene, sanitation, and drainage</b> Threats of infections and threat to mental health associated with personal hygiene, including personal and clothes washing facilities, sanitation, and drainage	Stomach and intestinal disease, skin infections and depression



18	<b>Water supply</b> Threats to health from contamination by bacteria, parasites, viruses, and chemical pollutants due to the quality of water supply for drinking household use such as cooking, washing and sanitation	Dehydration, fatigue, headaches, dry skin, bladder infections and legionnaires disease
19	<b>Falls associated with baths</b> Falls associated with a bath, shower, or similar facility	Physical injuries: cuts, lacerations, swellings, and bruising.
20	<b>Falls on the level surfaces</b> Falls on any level surface such as floor, yards, and paths, including falls associated with trip steps, thresholds, or ramps where the change in level is less than 300mm	Physical injuries: bruising, fractures, head, brain, and spinal injuries
21	<b>Falls associated with stairs and steps</b> <b>Falls associated with stairs and ramps</b> where the change in level is greater than 300mm. It includes internal stairs or ramps within a property, external steps or ramps associated with the property, access to the property and to shared facilities or means of escape from fire and falls over stairs, ramp, or step guarding	Physical injuries: bruising, fractures, head, brain, and spinal injuries
22	<b>Falls between levels</b> Falls from one level to another, inside or outside a dwelling where the difference is more than 300mm. Including falls from balconies, landings or out of windows	Physical injuries
23	<b>Electrical hazards</b> Hazards from electric shock and electricity burns	Electric shock and burns
24	<b>Fire</b> Threats to health from exposure to uncontrolled fire and associated smoke. It includes injuries from clothing catching fire, a common injuring when trying to put a fire out.	Burns, being overcome by smoke or death
25	<b>Flames, hot surfaces, and materials</b> <b>Burns or injuries caused by contact with a hot flame or fire, hot objects, and non-water-based liquids. Scalds caused by contact with hot liquids and vapours.</b>	Burns, scalds, permanent scarring, and death.

26	<b>Collision and entrapment</b> Risks of physical injuries from trapping body parts in architectural features such as trapping fingers in doors and windows and colliding with objects such as windows, doors, and low ceilings	Physical injuries such as cuts and bruising to the body
27	<b>Explosions</b> Threats from the blast of an explosion, from debris generated by the blast and from partial or total collapse of a building because of the explosion	Physical injuries, crushing, bruising, puncture, fractures, head, brain, and spinal injuries.
28	<b>Ergonomics</b> Threats of physical strain associated with functional space and other features at the dwelling	Strain and sprain injuries
29	<b>Structural collapse and falling elements</b> The threat of the dwelling collapsing or part of the fabric being displaced or falling due to inadequate fixing or disrepair or because of adverse weather conditions.	Physical injuries

## Annex F: CAAS Assessment Summary Sheet For SFA – Template

Address	
Postcode	
SFA Type	
BSUID / UPRN <sup>50</sup>	
Effective Date of Charge	
Energy Rating Band (A-G) <sup>51</sup>	

Condition	Decent Homes Level
1. Safety - Category Hazard	DH+ / DH / DH-
2. Repair	DH+ / DH / DH-
3. Modernity - Facilities & Services	DH+ / DH / DH-
4. Thermal Comfort (Energy Efficiency Rating) (where applicable)	DH+ / DH / DH-
<b>Condition - Overall Score</b>	<b>DH+ / DH / DH-</b>

Scale	Upper / Middle / Lower
<b>Size<sup>52</sup></b> <b>Gross Internal Area (GIA)</b> [Does not apply if EFA applied] <b>Explanation:</b> <b>Upper:</b> to Scale <b>Middle:</b> Reduced Floor Area >10% below Scale <b>Lower:</b> Reduced Floor Area > 25% below Scale	
<b>Effective Floor Area (EFA)</b> [Does not apply if GIA applied] <b>Explanation:</b> <b>Upper:</b> Cumulative, not individual rooms >10% below Scale <b>Middle:</b> Pass / Fail	

<sup>50</sup> This is a unique code used to identify your SFA.

<sup>51</sup> The Energy Rating Band is based on the Standard Assessment Procedure (SAP) if applicable.

Where an EPC and SAP is not applicable then a one band abatement will automatically be applied see (50.4.1)

<sup>52</sup> Refer to thresholds at JSP 464 Part 3 Vol 2 Chapter 4 Annex A.





	<b>Lower:</b> Pass / Fail	
<b>Features<sup>53</sup></b>	<b>Explanation:</b> <b>Upper:</b> 5 deficiency points or less <b>Middle:</b> >5 points <b>Lower:</b> >10 points	
<b>Scale - Overall Score</b> (Combined total of GIA or EFA and Features)		<b>Upper / Middle / Lower</b>

<b>Location</b>				<b>Urban / Intermediate / Remote</b>
Accessibility				
Broadband Accessibility (Speed ≥ 17.8 Mbits/s)				
Deprivation (≤ 10 percentile)				
<b>Location - Overall Score</b>				
<b>Overall CAAS Band</b>				
<b>Abatement applied?</b>	<b>OS 2 bands?</b>	<b>Seismic 1 band</b>	<b>EPC 1 band</b>	
<b>CAAS BfC</b>				

<sup>53</sup> Combined total of positive and deficiency points JSP 464 Part 3 Vol 2 Chapter 4 Annex A.

## Annex G: Overseas Equivalent to SAP/EPC Energy Ratings

### Europe




UK EPC Band	UK SAP Range	Decent Homes	CAAS Thermal Comfort Discount	Belgium – Brussels 	Belgium – Flanders 	Belgium – Walloon 	France 
Methodology				Certificat de performance énergétique des bâtiments (PEB)	Energieprestatiecertificaten	Certificat de performance énergétique des bâtiments (PEB)	Diagnostic de Performance énergétique (DPE)
A	92-100	DH+	0%	A++/A+/A/A-	<45kWh/m <sup>2</sup>	A	A
B	81-91			B+/B/B-	46-95 kWh/m <sup>2</sup>	B	B
C	69-80			C+/C/C-	96-150 kWh/m <sup>2</sup>	C	C
D	55-68			D+/D/D-	151-210 kWh/m <sup>2</sup>	D	D
E	39-54	DH	20% (one-band)	E+/E/E-	211-275 kWh/m <sup>2</sup>	E	E
F	21-38	DH-	40% (two-bands)	F	276-345 kWh/m <sup>2</sup>	F	F
G	0-20			G	>345 kWh/m <sup>2</sup>	G	G

UK EPC Band	UK SAP Range	Decent Homes	CAAS Thermal Comfort Discount	Germany 	Italy 	Netherlands 	Norway 
Methodology				Energieausweis	Attestato Prestazione Energetica (APE)	Energielabel woningen	Energimerking
A	92-100	DH+	0%	A	A	A	A
B	81-91			B	B	B	B
C	69-80			C	C	C	C
D	55-68			D	D	D	D
E	39-54	DH	20% (one-band)	E	E	E	E
F	21-38	DH-	40% (two-bands)	F	F	F	F
G	0-20			G	G	G	G

Note: European certification is based on the requirements of the EU Energy Performance of Buildings Directive






Note: Denmark, Spain, Portugal, and Türkiye are classified as Small Station LOA (SSLOA)

### PJOBS

UK EPC Band	UK SAP Range	Decent Homes	CAAS Thermal Comfort Discount	Cyprus 	Gibraltar 	Falkland Islands 
Methodology					Energy Performance Certificate (Gibraltar)	UK EPC or equivalent
A	92-100	DH+	0%	A	A	A
B	81-91			B	B	B
C	69-80			C	C	C
D	55-68			D	D	D
E	39-54	DH	20% (one-band)	E	E	E
F	21-38	DH-	40% (two-bands)	F	F	F
G	0-20			G	G	G

Note: Ascension Island is classified as Small Station LOA (SSLOA)

## Rest of the World

UK EPC Band	UK SAP Range	Decent Homes	CAAS Thermal Comfort Discount	Australia	Brunei 	Canada 	Kenya 	Nepal 	USA 
Methodology				N/A	N/A	EnerGuide Rating System	N/A	N/A	Home Energy Rating System (HERS) Index
A	92-100	DH+	0%			House requiring little or no purchased energy (91 - 100)			HERS 0-12
B	81-91					Energy-efficient new house (80 - 90)			HERS 13-29
C	69-80					New house with some energy-efficiency improvements (73 - 79)			HERS 30-46
D	55-68					New House build to building code standards (65 - 72) Or Energy-efficient upgraded older house (66+)			HERS 47-68
E	39-54	DH	20% (one-band)			Upgraded older house (51 - 65)			HERS 69-92
F	21-38	DH-	40% (two-bands)			Older house not upgraded (0 - 50)			HERS 93-118
G	0-20								HERS 119-150

## Annex H: CAAS Condition, Criterion 1 – 4

**TABLE 1 – DECENT HOMES STANDARD (DHS) AND MOD DECENT HOMES PLUS STANDARD (DH+)**

### Serial 1 – Statutory minimum standard

Serial	Decent Homes Standard (DHS)	MOD DH+ Standard	Guidance & Clarification
1	<p><b>Meets the current statutory minimum standard for housing.</b></p> <p><b>Statutory Minimum Standard:</b> Housing Health and Safety Rating System (HHSRS) is a risk assessment procedure and does not set a standard. HHSRS concentrates on threats to health and safety and is not concerned with matters of quality, comfort, and convenience.</p> <p>A hazard rating is expressed through a numerical score which falls within a band. There are 10 bands. Scores in Bands A to C are Category 1 Hazards. Scores in Bands D to J are Category 2 Hazards.</p> <p>As a minimum, the elements set out in the Minimum Requirements as being measured by HHSRS must be free from HHSRS Category 1 Hazard. <b>Any element categorised with a HHSRS Category 1 Hazard would automatically result in the dwelling 'Failing' the Standard.</b></p> <p><b>Hazard Groups and Sub-Groups:</b> There are 29 hazards. These are arranged in four main groups reflecting the basic health requirements. The four groups are sub-divided according to the nature of the hazards.</p>	Assessed as for DHS.	<p>Any SFA having a Category 1 Hazard would be classed as unfit for occupation until the hazard is addressed. Where the SFA is currently occupied, it can continue to be occupied as long as the hazard, or work to address the hazard, does not present an immediate threat to health and safety of the occupant – while sounding equivocal, in practise it will be for the an SME to advise if vacation is required or if works can take place with the occupant remaining in situ. Whichever is most practicable to manage the risk to the occupant</p> <p>Any SFA having a Category 2 Hazard to be classed as fit for occupation; either works to address the hazard included in an improvement programme (where it is identified as an estate or street issue) or addressed via local work order (where hazard affects a single dwelling) as funding is available</p> <p>a. Electrical Hazards: note that age does not mandate replacement, system must fail a test (currently 18<sup>th</sup> Ed IEE)</p> <p>b. Fire Hazards: note that communal areas (flats) will be assessed by DFRMO who will provide report with categorized work requirements to meet obligations under the Regulatory Reform</p>

<p><b>1</b> <b>(cont)</b></p>	<p>A. Physiological Requirements including – Hygrothermal conditions and Pollutants (non-microbial).</p>		(Fire Safety) Order 2005
	<p>B. Psychological Requirements including – Space, Security, Light, and Noise.</p> <p>C. Protection against Infection including – Hygiene, Sanitation, and Water supply.</p> <p>D. Protection against Accidents including – Falls, Electric shock, Burns and Scalds, and Building related Collisions</p> <p>Dwellings which fail to meet this criterion are those containing one or more hazards assessed as serious under the HHSRS</p>		<p>c. Noise – Refer to Tables 2 and 3 noting that infrastructure solutions to mitigate internal noise are available - enhanced glazing, baffled vents etc.</p>



## Serial 2 – Reasonable state of repair

Serial	Decent Homes Standard (DHS)	MOD DH+ Standard	Guidance & Clarification
2	<p><b>It is in a reasonable state of repair</b></p> <p>Dwellings which fail to meet this criterion are those where either:</p> <p>one or more of the key building components are old <u>and</u>, because of their <b>condition</b>, need replacing or major repair; or</p> <p>two or more of the other building components are old <u>and</u>, because of their <b>condition</b>, need replacing or major repair.</p> <p>Key building components are those which, if in poor condition, could have an immediate impact on the integrity of the building and cause further deterioration in other components. They are the external components plus internal components that have potential safety implications. Under DHS dwelling cannot fail on age alone but must also be in poor state of repair. Assessment sets age and condition criteria depending on component.</p> <p><b>Key components are annotated (k)</b></p>	<p>Criteria for assessment/failure as for DHS.</p> <p>Improvements to the base level DHS are shown below in <b>Bold</b>.</p>	<p>A major repair is work of a non-routine nature where building or engineering elements have failed and are beyond economical repair by routine maintenance or do not comply with legal requirements.</p> <p>Where a component requires some work, repair should be prescribed rather than replacement unless:</p> <ul style="list-style-type: none"> <li>the component is sufficiently damaged that it is impossible to repair;</li> <li>the component is unsuitable, and would be even if it were repaired, either because the material has deteriorated or because the component was never suitable;</li> <li>for external components even if the component were repaired now, it would still need to be replaced within 5 years.</li> </ul> <p>Variations in age criteria for flats are listed by exception. External doors to flats are those that are exposed to the elements; flat doors off an enclosed communal area should be assessed as for houses.</p>

Serial	Decent Homes Standard (DHS)			MOD DH+ Standard			Guidance & Clarification
	Component	Age	Condition	Component	Age	Condition	

<b>2 (cont)</b>	Wall structure (k)	Fail if more than 80 Yrs.	Fail if more than 30% requires repair or if more than 10% requires replacement	Wall structure (k)	Fail if more than 80 Yrs.	Fail if more than 30% requires repair or if more than 10% requires replacement.	
	Lintels (k)	Fail if more than 60 Yrs.	Fail if not present / inadequate by visual inspection.	Lintels (k)	Fail if more than 60 Yrs.	Fail if not present / inadequate by visual inspection.	Evidence for example by deflection/bowing of window units, cracking at window head.
	Brickwork & External Wall Render (spalling) (k)	Fail if more than 30 Yrs	Fail if more than 50% requires replacement/renew	Brickwork & External Wall Render (spalling) (k)	Fail if more than 30 Yrs	Failure if more than <b>30%</b> requires replacement/renew	Brick Work – the surface is peeling or flaking off Render – cement or similar ‘skin’ is falling away or sounds hollow (blown) when knocked
	Wall Finish (k)	Fail if more than 60 Yrs.	Fail if more than 50% requires replacement/re-point/renew	Wall Finish (k)	Fail if more than 60 Yrs.	Fail if more than 50% requires replacement/re-point/renew	
	Flats ≥ 6 storeys	Fail if more than 30 Yrs.	Fail if more than 50% requires replacement/re-point/renew	Flats ≥ 6 storeys	Fail if more than 30 Yrs.	Fail if more than 50% requires replacement/re-point/renew	
	Chimney Stacks (k)	Fail if more than 50 Yrs.	Fail if partial rebuild required	Chimney Stacks (k)	Fail if more than 50 Yrs.	Fail if partial rebuild/ <b>re-point</b> required	
	Roof Structure (k)	Fail if more than 50 Yrs.	Fail if replace more than 10% or strengthen more than 30%	Roof Structure (k)	Fail if more than 50 Yrs.	Fail if replace more than 10% or strengthen if more than <b>20%</b>	

Serial	Decent Homes Standard (DHS)			MOD DH+ Standard			Guidance & Clarification
	Component	Age	Condition	Component	Age	Condition	
<b>2 (cont)</b>	Roof Structure (k) Flats (all)	Fail if more than 30 Yrs.	Fail if replace more than 10% or strengthen more than 30%	Flats (all)	Fail if more than 30 Yrs.		
	Roof covering/Finish (k) Flats (all)	Fail if more than 50 Yrs.  Fail if more than 30 Yrs.	Fail if replace or isolated repairs to 50% or more	Roof covering/Finish (k)  Flats (all)	Fail if more than 50 Yrs.  Fail if more than 30 Yrs.	Fail if replace or isolated repairs to <b>25% or more.</b>	
	Windows (k) Flats (all)	Fail if more than 40 Yrs.  Fail if more than 30 Yrs.	Fail if replacement of any or repair parts of two or more	Windows (k)  Flats (all)	<b>Fail if more than 30 Yrs.</b>  <b>Fail if more than 25 Yrs.</b>	Fail if replacement of any or repair parts of two or more	Where replacing considers all windows for replacement based on condition. All windows to meet child safety, SBD2 <sup>54</sup> , Counter Terrorism Measures (CTM), child security and energy efficiency criteria. Listed/Conservation Areas secondary glazing is acceptable
	External Doors (k) Flats (all)	Fail if more than 40 Yrs.  Fail if more than 30 Yrs.	Fail if required to replace at least one	External Doors (k)  Flats (all)	<b>Fail if more than 30 Yrs.</b>  <b>Fail if more than 25 Yrs.</b>	Fail if required to replace at least one	Where replacing considers all external doors for replacement based on condition. All doors to meet SBD2 <sup>55</sup> , CTM, security and energy efficiency criteria. Design to pay cognisance to Listed/Conservation Areas.

<sup>54</sup> SBD2 – ACPO Secure By Design, a minimum standard of security through design of the window installation to BS 7950.

<sup>55</sup> SBD2 – ACPO Secure By Design, a minimum standard of security through design of the door installation to PAS 24-1.

	Electrical System (k)	Fail if more than 30 Yrs.	Fail if replacement or major repair required	Electrical System (k)	Fail if more than 30 Yrs.	Fail if replacement or major repair required	Failure based on IEE 17 <sup>th</sup> Ed testing (or later standard if superseded). Survey is a visual assessment and is subservient to SME testing. IEE certificate will state pass/fail.
Serial	Decent Homes Standard (DHS)			MOD DH+ Standard			Guidance & Clarification
<b>2 (cont)</b>	<b>Component</b>	<b>Age</b>	<b>Condition</b>	<b>Component</b>	<b>Age</b>	<b>Condition</b>	
	Heating Boiler (k)	Fail if more than 15 Yrs. only if it fails an appropriate safety inspection.	Fail if replacement or major repair required	Heating Boiler (k)	<b>Fail if more than 12 Yrs.</b>	Fail if replacement or major repair required	Failure based on IEE 17 <sup>th</sup> Ed testing (or later standard if superseded).
	Heating System / Distribution	Fail if more than 40 Yrs. only if unserviceable	Fail if replacement or major repair required	Heating System/Distribution	Fail if more than 40 Yrs.	Fail if replacement or major repair required	Primary heat source, not focal point fire. Includes Communal Heating Plant (CHP) where installed.
	Heating other (Storage Heaters etc.) (k)	Fail if more than 30 Yrs. only if unserviceable.	Fail if replacement or major repair required	Heating other (Storage Heaters etc.) (k)	<b>Fail if more than 20 Yrs.</b>	Fail if replacement or major repair required	
	Kitchens	Fail if more than 30 Yrs unless currently serviceable	Fail if condition warrants replacement (Major repair or replace 3 or more items out of the 6: cold water drinking supply, hot water, sink, cooking provision, cupboards, worktop)	Kitchens	<b>Fail if more than 20 Yrs.</b>	Fail if condition warrants replacement (Major repair or replace 3 or more items out of the 6 (cold water drinking supply, hot water, sink, cooking provision, cupboards, worktop)	

	Bathrooms	Fail if more than 40 Yrs. And conditions are not met.	Fail if condition warrants replacement. (Major repairs or replace 2 or more items (bath, wash hand basin, WC)	Bathrooms	<b>Fail if more than 30 Yrs.</b>	Fail if condition warrants replacement. (Major repairs or replace 2 or more items (bath, wash hand basin, WC)
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### Serial 3 – Reasonably modern facilities and services

Serial	Decent Homes Standard (DHS)	MOD DH+ Standard	Guidance & Clarification
<b>3</b>	<p>Dwellings which fail to meet this criterion are those which lack <u>three or more</u> of the following:</p> <ul style="list-style-type: none"> <li>• a reasonably modern kitchen (30 years old or less);</li> <li>• a kitchen with adequate space and layout;</li> <li>• a reasonably modern bathroom (40 years old or less);</li> <li>• an appropriately located bathroom and WC;</li> <li>• adequate insulation against external noise (where external noise is a problem);</li> <li>• adequate size and layout of communal areas for blocks of flats.</li> </ul>	<p>Standards for modern facilities and services mirror as where provided S1fC as a minimum for internal elements. Standards for communal and external elements are included as additions based on the aspiration that all estates should be secure, aesthetically pleasing and engender a community spirit as a 'good place to live.' Guidance where available is provided as to the standards that should be met.</p> <p>Criteria for assessment/failure as for DHS.</p> <p>Improvements to the base level DHS are shown below in <b>Bold</b>.</p> <p>Components fail if age <u>or</u> condition does not meet the enhanced standard.</p>	<p><b>Department for Communities and Local Government (DCLG) Guidance.</b></p> <p>Landlords may work to different detailed standards than those set out above. In some instances, there may be factors which may make the improvements required to meet the Decent Homes standards' challenging, or impossible, factors such as physical or planning restrictions. Where such limiting factors occur, the property should be assessed to determine the most satisfactory course of action in consultation with the relevant body or agency (DIO) to determine the best solution. The outcome may determine that some improvements may be possible even if all are not. <b>A dwelling would not fail this criterion,</b></p>

	A home lacking two or fewer of the above is still classed as decent, therefore it is not necessary to modernise kitchens and bathrooms if a home meets the remaining criteria.		where it is impossible to make the required improvements to components for physical or planning reasons.
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Serial	Decent Homes Standard (DHS)			MOD DH+ Standard			Guidance & Clarification
	Component	Age	Condition	Component	Age	Condition	
<b>3 (cont)</b>	Modern Kitchen	Fail if more than 30 Yrs.		Modern Kitchen	Fail if more than 20 Yrs.	<b>Does not include externally vented extract fan.</b>	<b>Constrained by existing stock design; on upgrade must meet current Building Regulations.</b>
	Kitchen – adequate space & layout		Fail if too small to contain all the required items (sink, cupboards cooker space, worktops etc) appropriate to the size of the dwelling. <sup>56</sup>	Kitchen – adequate space & layout		Assessed as per DHS.	
	Modern Bathroom	Fail if more than 40 Yrs.		Modern Bathroom	Fail if more than 30 Yrs.	<b>Does not have a shower and/or does not meet Bld Regs (e.g. externally vented extract fan &amp; thermostatic shower).</b>	
	Bathroom & WC – appropriately located		Fail if the main bathroom or	Bathroom & WC – appropriately located		Assessed as per DHS.	A dwelling would also fail if the main WC is external or located on a different floor to the nearest wash hand basin, or if a WC without a wash hand basin opens on to a

<sup>56</sup> As defined in DCLG - A Decent Home: Definition and guidance for implementation June 2006 Update (Page 16).

			WC is in a bedroom or accessed through a bedroom. <sup>57</sup>				kitchen in an inappropriate area, for example next to the food preparation area.
	Shared areas for blocks of flats - adequate size and layout.		Insufficient room to manoeuvre easily.	Shared areas for blocks of flats - adequate size and layout.		Assessed as per DHS.	Examples include where there are narrow access ways with awkward corners and turnings, steep staircases, inadequate landings, absence of handrails, low headroom etc.

## Serial 4 – Thermal comfort

<sup>57</sup> As defined in DCLG - A Decent Home: Definition and guidance for implementation June 2006 Update (Page 17).

The MOD aspires to meet thermal comfort standards globally in accordance with the details set out below. However, where not applicable, a one band abatement will automatically be applied to the CAAS BfC.

Serial	Decent Homes Standard (DHS)	MOD DH+ Standard	Guidance & Clarification									
4	<p>It provides a reasonable degree of thermal comfort measured as a minimum score of <b>SAP 39</b>.</p> <p>This criterion requires dwellings to have both effective insulation and efficient heating. It should be noted that, whilst dwellings meeting Serials 2, 3, and 4 are also likely to meet Serial 1 criterion, some Category 1 hazards may remain to be addressed. For example, a dwelling meeting Serial 4 criterion may still contain a Category 1 damp or cold hazard.</p> <ul style="list-style-type: none"><li>DH considers SAP score of 35 or less to be a potential Cat 1 hazard. Legislative change in 2018 sets SAP 39 as the minimum for let and licensed dwellings.</li><li>DCLG guidance suggests minimum 50mm loft insulation with efficient heating system, and minimum 200mm with inefficient system.</li></ul> <p>Thermal comfort encompasses several components included at Serial 2 above. Contributing components to thermal comfort and energy efficiency are covered in full as follows:</p> <table><tr><th>Component</th><th>Criteria</th><th>Description</th></tr><tr><td>Loft Insulation (where it can be fitted, excludes flats and ground floor maisonettes etc.)</td><td>270mm (non-scoring)</td><td>Loft insulation level must be a minimum of 270mm</td></tr><tr><td>Cavity Insulation (where building has suitable cavity)</td><td>Present (non-scoring)</td><td>Cavity insulation installed</td></tr></table>	Component	Criteria	Description	Loft Insulation (where it can be fitted, excludes flats and ground floor maisonettes etc.)	270mm (non-scoring)	Loft insulation level must be a minimum of 270mm	Cavity Insulation (where building has suitable cavity)	Present (non-scoring)	Cavity insulation installed	<p>It provides a good degree of thermal comfort measured as a minimum score of <b>SAP 55</b>.</p>	<p><b>Contributing Components</b> – not assessed within Pass/Fail as efficiency rating of appliances will be included in the overall SAP calculation. Report on primary heat source (Boiler) with standard for lifecycle planning purposes only.</p>
Component	Criteria	Description										
Loft Insulation (where it can be fitted, excludes flats and ground floor maisonettes etc.)	270mm (non-scoring)	Loft insulation level must be a minimum of 270mm										
Cavity Insulation (where building has suitable cavity)	Present (non-scoring)	Cavity insulation installed										



Serial	Decent Homes Standard (DHS)			MOD DH+ Standard	Guidance & Clarification
<b>4 (cont)</b>	<b>Component</b>	<b>Criteria</b>	<b>Description</b>		
	External Wall Insulation ('hard to treat' houses as defined by DECC e.g. REEMA, Wimpey, English/Flemish bond brick)	Present (non-scoring)	Insulated render system installed to external walls at all elevations		
	Heat Source (Stand-alone fossil fuel)	Class A or equivalent (non-scoring)	Primary heat source (Boiler) to be SEEBUK Class A (Energy Efficiency) or equivalent		
	Heat Source (electric) (Excludes secondary heat sources – focal fires)	SAP Band A (non-scoring)	Primary heat appliances to have efficiency rating SAP Band A		
	Heat Source (communal heating)	Plant – Class B or equivalent. System – insulated & efficient (non-scoring)	Plant System – delivers constant heating to 21°C principal rooms and hot water to 42°C with insulation to industry standards		
	Glazing (to windows and doors)	Double glazed (non-scoring)	All windows to be uPVC double glazed with trickle vents bar Listed/Conservation Areas where secondary glazing is acceptable.		
	Renewable technology	Present (non-scoring)	PV or Solar Thermal panel installed		<b>PV and Solar thermal</b> provide a 'free' benefit to SFA where installed and are included in the SAP calculation. Not all SFA are suitable for such installation, and DIO is not able to fund across all suitable SFA. PV provides free day time electric however the FIT payment is collected in full by DIO. Solar thermal provides free hot water to supplement main hot water heat source, however RHI is paid in full to DIO for both Solar thermal and ASHP/GSHP where installed. Neither FIT nor RHI is attributable to the occupant, and any collection by the occupant may result in disciplinary action being taken.

#### **Notes to Table:**

1. The standards set for MOD DH+ above are the entry level standard; the aspiration is to review and improve the standard at a minimum of approximately 5 yearly intervals especially in respect of Serial 4 where it is proposed that the SAP score criteria target should increase by 5 points in 2020 and 2025, respectively.

**TABLE 2 – NOISE NUISANCE CRITERIA FOR ASSESSING SFA**

Standard	Effect Level (EL)	Categories Description	Noise Exposure Category (NEC)	Action	Noise Parameters	
					Times	Noise Levels
<b>Decent Homes Plus (DH+)</b>	<b>Observed Adverse Effect</b> This is the level above which adverse effects on health and quality of life can be detected.	Noise can be heard and causes small changes in behaviour and/or attitude, e.g. turning up volume of television; speaking more loudly; where there is no alternative ventilation, having to close windows for some of the time because of the noise. Potential for some reported sleep disturbance. Affects the acoustic character of the area such that there is a perceived change in the quality of life.	B	Mitigate and reduce to a minimum	07:00-23.00	57-66 dBA
					23.00-07.00	48-57 dBA
<b>Decent Homes (DH)</b>	<b>Significant Observed Adverse Effect</b> This is the level above which significant adverse effects on health and quality of life occur.	The noise causes a material change in behaviour and/or attitude, e.g. avoiding certain activities during periods of intrusion; where there is no alternative ventilation, having to keep windows closed most of the time because of the noise. Potential for sleep disturbance resulting in difficulty in getting to sleep, premature awakening, and difficulty in getting back to sleep. Quality of life diminished due to change in acoustic character of the area.	C	Avoid	07.00-23.00	66-72 dBA
					23.00-07.00	57-66 dBA
<b>Decent Homes Minus (DH-)</b>	<b>Unacceptable Adverse Effect</b>	Extensive and regular changes in behaviour and/or an inability to mitigate effect of noise leading to psychological stress or physiological effects, e.g. regular sleep deprivation/awakening; loss of appetite, significant, medically definable harm, e.g. auditory and non-auditory.	D	Prevent	07.00-23.00	>72 dBA
					23.00-07.00	> 66 dBA

Extracted from National Planning Policy Framework and Planning and Policy Guidance 24 (Noise Exposure Categories-NEC)

**TABLE 3 – CONSTRUCTION DETAIL SOUND REDUCTION INDEX**

Construction Type (Building Envelope)	Sound Reduction Index – $R_w$ (Ctr) dB (BS EN ISO 717-1:1997 – Spectrum 2)								
	Class								
	1	2	3	4	5	6	7	8	9
REEMA <sup>58</sup> (unclad)	34	34	34	36	37	34	34	34	34
REEMA (90mm EWI & render)	34	34	34	37	37	34	34	35	34
REEMA (40mm EWI & render)	34	34	34	37	37	34	34	35	34
Traditional (1950 – present)	34	34	34	37	37	34	34	35	34
Traditional (1930 – 1949)	34	34	34	37	37	34	34	35	34
Solid Wall (Brick & brick 1920 - 1929)	34	34	34	37	37	34	34	35	34
Solid Wall (Brick & brick 1920 – 1929, 40mm EWI & render)	34	34	34	37	37	34	34	35	34
Solid Wall (Brick & brick 1920 – 1929, 90mm EWI & render)	34	34	34	37	37	34	34	35	34
Solid Wall (Pre-1920)	34 <sup>3</sup>	34	34	36	37	34	34	34	34
Solid Wall (Pre-1920, 40mm EWI & render)	34	34	34	37	37	34	34	35	34
Solid Wall (Pre-1920, 90mm EWI & render)	34	34	34	37	37	34	34	35	34

The following assumptions are to be made as to the construction detail of the building envelopes:

Proportion of glazing to wall area is 30%

Glazing to be assessed as standard – no enhancement – unless specified, under the following classes:

Class 1 - wood frame single glazed

Class 2 - pre-1980 upvc double glazed (19mm)

Class 3 - post 1980 upvc double glazed (22mm)

Class 4 - single glazed with secondary glazing

Class 5 - Enhanced upvc double glazing ('DIO Hounslow specification' for improved sound attenuation)

Class 6 - Aluminium framed double glazed (19mm)

Class 7 - Aluminium framed double glazed (22mm)

Class 8 - Aluminium triple glazed

Class 9 - Wood framed double glazed units

<sup>58</sup> Or similar system build concrete frame SFA designs – Cornish, Wimpey No Fines, Airey, Unity, Waites etc

## Annex I: CAAS Scale

TABLES 1 & 2

**TABLE 1 – GROSS INTERNAL AREA (GIA) FOR ASSESSING SCALE - ALL DIMENSIONS m<sup>2</sup>**

	Type							
	I	II	III	IV	V	D	C	B
<b>Upper Level</b> Scaled Gross Internal Area	Above 211.5	Above 174.6	Above 128.3	Above 112.1	Above 95	Above 97.2	Above 76.3	Above 68.2
<b>Middle Level</b> Reduced Floor Area Scale Threshold Below scale >10%	211.5 to 176.4	174.6 to 145.6	128.3 to 107	112.1 to 93.5	95 to 79.2	97.2 to 81.1	76.3 to 63.7	68.2 to 57
<b>Lower Level</b> Reduced Floor Area Scale Threshold Below scale >25%	176.3 & below	145.5 & below	106.9 & below	93.4 & below	79.1 & below	81 & below	63.6 & below	56.9 & below

GIA as per 4TG “**Table 3 – Standard and Reduced Floor Area Recognised for Grading SFA**” 4TG in Part 1.

**TABLE 2 – EFFECTIVE FLOOR AREA (EFA) FOR ASSESSING SCALE - ALL DIMENSIONS m<sup>2</sup>**

	Type							
	I	II	III	IV	V	D	C	B
<b>Upper Level</b>	Above 157	Above 139	Above 93.6	Above 81.9	Above 70.2	Above 73.35	Above 55.8	Above 47.25
<b>Middle Level</b> Below scale >10%	157 & below	139 & below	93.6 & below	81.9 below	70.2 & below	73.35 & below	55.8 & below	47.25 & below
<b>Lower Level</b>	Not applicable							

### Cumulative Effective Floor Area

The combination of effective floor area not individual rooms for the following rooms kitchen, sitting, dining, bedrooms, dressing room, study, utility rooms, against the above thresholds.

The measurable of habitable space (EFA) does not apply if the overall size (GIA) has been applied.

### TABLES 3 AND 4

**TABLE 3 – CAAS FEATURES (SCALE) SFA**

Ser	Item	Points Allowed	Comments	Applies (Yes/No)	Points Scored
D1	Lack of Study	2	P2 P3		
D2	Lack of Cloakroom	2			
D3	Lack of Power sockets [Refer to Table 4]	2 (Max 2)	Applicable where total number of single power sockets is below the threshold in accordance with Table 4. Double power sockets are counted as two sockets. Includes fixed fused spur for white goods / appliances. Award 0.25 points for deficiency of each single power socket up to a maximum of 2 points.		
D4	Lack of shower	2	Either cubicle or fitted shower (including mixer taps) over bath.		
D5	Lack of Privately enclosed external space	2	Applicable where no exclusive use of external area per property excluding balcony. Only applies to flats and maisonettes Minimum space requirements: Private space – 1.5m2 per bedroom. Shared space: minimum 1m2 per bedroom. An outdoor space could be a private garden, a communal garden or courtyard.		
D6	Lack of Lift	2	Only applies to flats and maisonettes. Applicable where main entrance to property not on ground floor.		
D7	Lack of Door/window locks	2 (Max 2)	Where following not supplied: external front door fitted with twin cylinder automatic dead latch (or equivalent); external door fitted with 5 level mortice latch (or equivalent). Award 0.25 points for each door and window. Maximum of 2 points.		
D8	Lack of Plumbing for Washing Machine	2	No plumbing for Washing Machine.		
D9	Lack of Space for fridge/freezer within kitchen or utility area	2	No suitable place for standard upright fridge. No suitable place for freezer (unless space available elsewhere). Minimum area dimension of w600mm x d600mm x h870mm.		
D10	Lack of Heated airing cupboard	1	No heated linen/airing cupboard		
D12	Lack of Outdoor drying	1	No outdoor drying area.		
D13	Lack of Extractor fan for cooker	1	No mechanical extractor fan for cooker (hood type or wall/window mounted).		
D14	Lack of Extractor fan in bathroom	1	No mechanical extractor fan for bathroom (ceiling, wall or window mounted).		

D15	Lack of Plumbing for dishwasher	1	No plumbing for dishwasher.		
D16	Lack of Telephone socket	0.5	Where not supplied.		
D17	Lack of TV aerial	0.5	Where TV socket not supplied, or where if supplied, free to air TV channels cannot be received.		
D18	Lack of Outside tap	0.5	Where not supplied.		
<b>Subtotal deficiency points (Maximum points) (Where sub-total ends in 0.5, round up to next whole number)</b>					
P1	Provision of En-suite	-2 (Max - 2)	Where en-suite (defined as a minimum of a shower, WC, and basin) provided in an adjoining room to a bedroom.		
P2	Provision of Utility area	-2	Where utility area or room is provided. Defined as an area with plumbing and electricity either within or separate to the kitchen within the curtilage of the building (excluding communal utility area).		
P3	Provision of Additional WC (not En-suite)	-1 (Max - 1)	Where more than two WC provided per property.		
<b>Total Points Scored (Deficiency points MINUS Positive points)</b>					
UPPER			To Scale - 5 points or less		
MIDDLE			Combined total of positive and deficiency points >5 points		
LOWER			Combined total of positive and deficiency points >10 points		

**TABLE 4 – SCALING OF SFA POWER SOCKETS RECOGNISED FOR GRADING SCALE**

(Cross refer to Table 3, Serial D3)

Type	I	II	III	IV	V	D	C	B
<b>Number of single power sockets</b> (note: double sockets are counted as two single sockets) Award 0.25 points for deficiency of each single power socket up to a maximum of 2 points.	38	38	38	38	33	38	33	29

## Annex J: SFA Charge Temporary Reduction Criteria

### Improvement Works

Where improvement works are carried out in occupied SFA, a 2-band temporary reduction is to be applied in line with the following:

- a. The duration of temporary reduction by improvement type are listed below; where two components are being addressed in an improvement project e.g. kitchen & boiler, only the component of the longest duration is to be applied.
- b. **Scaffolding - full (where scaffolding blocks/covers doors & windows)**. (Excludes smaller, mobile, temporary scaffold towers). If full scaffolding is being erected and used for project work, then a 2-band temporary reduction is given from the day it is erected to the day it is removed, up to the maximum permitted 186-day period. This recognises any potential delays to works and acknowledges the sub-optimal situation for families.
- c. If no scaffolding is being used and projects run one after the other but overlap in time, then a temporary reduction is given for the singular disturbance in accordance with the guidance detailed above.

Project Type	Temporary Reduction Duration (days)
Kitchen	15
Bathroom	10
Doors & Windows	10
External Wall Insulation	15
Full re-Roof	15
Boiler (delivery during Sep - Apr inclusive)	10
Major structural works	Duration of project, up to 186 days

2. If multiple projects are scheduled for the same property and do not overlap one another (and there is a break of 3 or more days between each of them), then a temporary reduction can be given in accordance with the details above for each separate project.
3. The duration of the temporary reduction recognises the nature of the works, the duration each SFA is affected and the time of year that delivery is taking place.
4. **Communication.** As part of the project communications plan with the affected families, they should be advised that a temporary reduction will be given against the timescales detailed above **on completion of the project**. In addition, the IP are to notify appropriate establishment staffs.
5. Where works are delayed or otherwise impeded so that completion on an individual SFA exceeds the durations above, the [accommodation provider/delivery agent](#) is to seek advice from the Accommodation Policy on the award of extended reductions.

6. **Pests.** Other significant pest infestations (e.g. Glis Glis, cockroaches, mice, rats, fleas, bed bugs etc.) lasting 7 days or more, within the living areas of an SFA (excluding lofts, cavity walls, cavity floors, garages, sheds and gardens) where it is having a direct impact on daily living conditions, will attract a 2 band reduction for 15 days from the date the issue was first reported – this is to be reviewed on a regular basis until eradicated.

7. Disruption caused by birds, nesting birds, foxes, moles, badgers, slugs, woodlice, silverfish, ants (inc. flying ants), millipedes, centipedes, house flies, bees/wasps and any other pest not listed here, will not be eligible for a temporary reduction.

## **Gardens**

8. Not all SFA have gardens and gardens are not considered in the CAAS assessment; however, if a garden (front and back) has been significantly compromised by way of an environmental impact (e.g. mains flooding, gullies/sewerage, leatherjackets, etc.) and has been deemed unusable in excess of 7 days then a one band temporary reduction can be considered under "environmental disruption" category for a maximum 15 day period only.

9. The [accommodation provider/delivery agent](#) is to resolve or provide temporary measures to provide access to a suitable drying space etc. in accordance with their contractual obligations.

10. Garden sheds and outhouses do not attract any temporary reduction awards and families are reminded that any items stored in such places, are done so at their own risk.

11. Gardens impacted by weather events are not eligible for temporary reductions.

## **Damp and Mould**

12. Damp and/or mould may be present in most homes in small amounts and can usually be managed easily by the occupant as part of basic cleaning routines.

13. The process for applying temporary reductions for serious cases of damp and / or mould is contained in the Damp and Mould Action Plan, that has been collaboratively created and authorised by both People Accommodation Policy and SFA Sponsors.

14. The Damp and Mould Action Plan contains detailed processes to be followed in these cases and adheres to the wider principles for Temporary Reductions as outlined in this volume.

## **Heating**

15. Temporary reductions are applicable where the heating system, when operated correctly, fails to achieve the following temperatures for 7 consecutive days or more between the months of Sep - Apr and if the use of temporary heaters and focal fireplaces still cannot reach the following temperatures:

- a. Toilet Area/Bathroom falls below 16°C
- b. Living/Sitting Room and Bedroom falls below 18.5°C



16. A one Band temporary reduction will be applied if the above criteria are met and temperatures detailed above still cannot be reached.

17. Heating deficiencies lasting 7 days or less will not generate any temporary reductions.

18. Total loss of heating systems lasting 7 days or more will generate a 2-band reduction.

### **Hot Water**

19. If the boiler is offline and hot water has been compromised, a temporary reduction will not be applicable if the SFA has access to a working immersion heater.

20. Properties which do not have access to an immersion heater, or it is unable to produce hot water suitable for bathing, are to be offered temporary accommodation in accordance with the current maintenance contract, until the uninhabitable fault has been repaired.

21. Families who have been offered but refused temporary accommodation and wish to remain in the SFA, will not be eligible for a temporary reduction.

### **Disruption / Disturbance**

22. Disruption caused by nearby works outside of property's curtilage but within 30 metres of the SFA will be eligible for a one band temporary reduction for the period of disruption. This includes, minor demolition, building works, roof replacements and MOD road works (including pipe or utility works accessed via MOD roads).

23. Significant disruption caused by flooding/sewerage and remedial works inside of the property's curtilage (gardens) including the use of machinery (mini diggers etc.) will attract a one band temporary reduction.

24. Unserviceable lifts in blocks of flats will attract a one band temporary reduction from the date the fault was reported, from the 3rd floor up. Ground floor and first floor flats will not be eligible.

25. Road works belonging to the local authority are not eligible for temporary reduction.

26. Disruption caused by all tree works is not eligible for temporary reduction.

27. Disruption caused by pests, other than as detailed above, is not eligible for temporary reduction.

28. Disruption caused by passing traffic (inc. nearby works traffic or road works/diversion traffic) is not eligible for temporary reduction.

29. Disruption caused by parked works vehicles within 30 metres of the property is not eligible for temporary reduction.

30. Total loss of cooking facilities lasting 7 days or less are not eligible for a temporary reduction. The IP is contractually obliged to provide repair resolution as an Urgent

Response within 48 hours of a total loss type fault being reported. Where a resolution is not affected within 48 hours the IP will reimburse subsistence costs in line with JSP 752 rates.

31. Total loss of a working shower is not eligible for a temporary reduction if there are working bathing facilities within the property e.g. a fully functional bath.

### **ANDA Properties**

32. The above criteria may not be sufficient to ensure access requirements to ANDA properties. In this case, occupants are to contact the [accommodation provider/delivery agent](#) in the first instance for consideration on a case-by-case basis.

## Annex K: Template CAAS Band Challenge / Appeal Letter

SFA No / Street  
POSTAL TOWN  
Postcode

Tel:  
E-mail:

Date

(Insert appropriate address)<sup>59</sup>

Dear Sir / Madam,

### **CAAS BAND STAGE 1 CHALLENGE / STAGE 2 APPEAL\* – SFA No / Street\***

Reference(s):

A. JSP 464 Volume 1 Part 3 chapter 5

B. Stage 1 challenge date / reference number (complete if a Stage 2 Appeal).

I wish to challenge/appeal\* the CAAS Band applied to my SFA.

I received my CAAS Band letter on *insert date\** **or** My Move-In date was *insert date\**, and I was notified in writing on that day that the CAAS Band for the SFA is Band A, B, C, D, E, F, G, H, I, J\*

The basis for my challenge/appeal is on the following grounds:

**Condition.** *The condition is over assessed on the criteria of Hazard / Repair / Modernity / Thermal Comfort\*.*

**Scale.** *The floor area has been over assessed and is less than recorded and/or insufficient points have been awarded in respect of <insert feature(s)>\*.*

**Location.** *The SFA location does not merit assessment within the Urban / Intermediate range\*.*

**Additional Detail/Evidence.** *Nil or Provide any relevant additional detail/evidence (e.g. photographs) that will assist DIO to investigate the Appeal\*.*

Yours faithfully

NAME(Incl Number / Rank if appropriate)

*\*Delete and/or amend as appropriate. For overseas locations the band to be challenged / appealed is the actual assessed CAAS band (prior to application of 2 band reduction).*

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<sup>59</sup> Address details will be provided within CAAS Band letters / March-In details.

## Annex L: Roles & Responsibilities for SLA 4TG

Role	Responsibility	Lead / Comment
<b>Sponsor of Accn Policy</b>		People Accn
<b>Sponsor of 4TG</b>		People Accn, in consultation with the single Service Pay & Accommodation Colonels and DIO Accn
<b>Sponsor of the 4TG Cycle (SLA only)</b>	<ul style="list-style-type: none"> <li>Agree the SLA 4TG cycle in consultation with sS leads for 4TG;</li> <li>Oversee the SLA 4TG cycle to ensure currency;</li> <li>Maintain a central record of SLA 4TGB data across the Defence Estate</li> </ul>	<ul style="list-style-type: none"> <li>DIO: DIO Accn will act as sponsor for the 4TG CyclesS will have access to DIO central database to use data for planning and respond TLB RFIs</li> </ul>
<b>Single Service lead/sponsor for 4TG (SLA only)</b>	<p>For their respective Service:</p> <ul style="list-style-type: none"> <li>Nominate and maintain a list of Service Authorities and their responsibilities for SLA 4TG (informing People Accn of any changes);</li> <li>Agree the SLA 4TG Cycle with DIO Accn;</li> <li>Direct the Service Convening Authority to undertake 4TGBs iaw the SLA 4TG Cycle;</li> <li>SPOC for questions regarding 'Service Authority' responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>RN: Accommodation Colonel</li> <li>RAF: Accommodation Colonel</li> <li>Army Accommodation Colonel – Pers Policy</li> </ul>
<b>Accommodation Sponsors</b>	<ul style="list-style-type: none"> <li>Notify occupants in advance of 4TGB;</li> <li>Notify occupants of BOO findings;</li> <li>Administrative action for any change in GfC</li> </ul>	<ul style="list-style-type: none"> <li>Single Services on a TLB / Grouping basis (globally);</li> <li>Generally taken to mean the Unit</li> </ul>
<b>4TGB Service Convening Authority (SLA only)</b>	<ul style="list-style-type: none"> <li>Convening a Board of Officers to conduct a 4TGB;</li> <li>Drawing up convening order for Grading Board;</li> <li>Approving routine 4TGB findings.</li> </ul>	<p>RN: LSC convenes BOO; unit notifies occupants</p> <p>Army: RPOC Supported by Regional Infrastructure Cell (RIC)</p> <p>RAF: Station Commander</p>
<b>Service Authority</b>	<ul style="list-style-type: none"> <li>A generic term covering a variety of sS roles and functions. Eg: Accommodation Colonel; Regional Command; Local Service Commander; Pay Colonel; Infra; Etc</li> <li>The sS lead/sponsor for SLA 4TG should be consulted if the appropriate sS Service Authority is unclear from the list shown below</li> </ul>	

<b>Single Service Authority for 4TG (SLA only)</b>	<ul style="list-style-type: none"> <li>• Consultation with Centre; Policy guidance (including contentious cases);</li> <li>• SLA below G4fC - authorising appropriate SLA grade (4a, b, c or d);</li> <li>• Exceptional deficiency points – for staffing through People-Accommodation;</li> <li>• Typing and re-typing;</li> <li>• SLA 4TGB challenges/errors;</li> </ul>	<ul style="list-style-type: none"> <li>• Accommodation Colonel</li> <li>• RN / RAF: Accommodation Colonel Army: Reg Cmd Pers</li> <li>• RN / RAF: Accommodation Colonel Army: Reg Cmd Pers</li> <li>• RN / RAF: LSC in liaison with Accommodation Colonel Army: Regl Cmd Pers &amp; Infra</li> <li>• RN / RAF: LSC in liaison with Accommodation Colonel Army: RPOC &amp; Reg Cmd Pers</li> </ul>
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## Annex M: 4TG Criteria for Single Living Accommodation (SLA)

**Table 1A - Deficiencies Recognised For Grading SLA**

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	<b>JSP 850 SCALING RELATED DEFICIENCIES</b>	Include ¼ or ½ points	Where partial points (¼ or ½) are awarded they are to be included in the Deficit Point Score column.
1	<p><b>Reduced bed-space area.</b></p> <p>Applicable where area (sqm) allocated per person is:</p> <p>a. 25% to 39.9% below scale (<b>5 points</b>)</p> <p style="text-align: center;"><b>or</b></p> <p>b. 40% or more below scale (<b>10 points</b>)</p>	<p>5</p> <p style="text-align: center;"><b>or</b></p> <p>10</p>	<p>1. Refer to Annex I, Table 2 for reduced space calculations.</p> <p>2. <b>Serial 1 not to be awarded if Serials 2 or 5 have been applied.</b></p> <p>3. Record bed-space area in Table 6.</p> <p style="text-align: center;"><b>Bed-space Area      _____ sqm</b></p>
2	<p><b>Sharing.</b></p> <p>Applicable where:</p> <p>a. Trained personnel are required to share accommodation (<b>5 points</b>)</p> <p style="text-align: center;"><b>or</b></p> <p>b. Trainees are required to sleep in dormitories of <u>more than 12</u>. (<b>5 points</b>)</p>	<b>Maximum 5</b>	<p>1. <b>Serial 2 not to be awarded if Serial 1 or 5 has been applied.</b></p> <p>2. Trained personnel are defined as those attending Phase 3 training, or in front line units, or detached/posted to other duties. (Trained personnel are not normally expected to share SLA. When sharing is authorised by the LSC, there should be no more than 2 persons to a room).</p> <p>3. Trainees are defined as personnel undergoing phase 1 and 2 training.</p>
3	<p><b>Integrated washing and/or WC facilities.</b></p> <p>Applicable where facilities are not integrated in same building as sleeping accommodation.</p>	<p>2</p> <p style="text-align: center;"><b>or</b></p> <p>5</p>	<p>1. Mainly applies to overseas SLA.</p> <p>a. <b>2 points</b> to be awarded in overseas units where there are open verandas leading to central ablution areas.</p> <p style="text-align: center;"><b>or</b></p> <p>b. <b>5 points</b> to be awarded where washing and/or WC facilities are in a separate building.</p>
4	<p><b>Scaling of Washing and WC facilities.</b></p> <p>Applicable to:</p> <p>a. SLA Types scaled for en-suite provision: where facilities are not provided to scale.</p>	<b>Maximum 5</b>	<p>1. Refer to Annex B, Table 3 for scaling ratios &amp; Instructions.</p> <p>2. SLA Types are scaled for washing and WC facilities as follows and should be scored accordingly:</p> <p>a. <u>En-Suite</u>: (Applies to SO, JO, OC, S and Z Type SLA) (<b>1, 2, 3, 4 or 5 points</b>)</p>

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	<p><b>or</b></p> <p>b. SLA Types scaled for shared provision: where facilities are provided 50% or more below scale.</p>		<p><b>or</b></p> <p>b. <u>Shared</u>: (Applies to C, Y and X Type SLA) (1, 2, 3, 4 or 5 points)</p>
5	<p><b>Provision of furniture and/or furnishings.</b></p> <p>Applicable where not provided to scale</p>	Maximum 10	<p>1. <b>Serial 5 not to be awarded if Serial 1 or 2 has been applied.</b></p> <p>2. Refer to Annex B, Table 4 for scaling and Instructions.</p> <p><u>Temporary Deficiency Points</u></p> <p>3. Deficiency points awarded under this serial are 'temporary'; the Accommodation Sponsor is to rectify the shortfall within 3 months.</p> <p>4. Where seeking an extension or permanent downgrade iaw the Instructions (Table 4), the Accommodation Sponsor is to provide confirmation of action taken to source appropriate furniture.</p>
6	<p><b>Power sockets.</b></p> <p>Applicable where power sockets and/or electric razor sockets are below scale.</p> <p>Award ¼ point for deficiency of each single socket (i.e. ½ point for deficiency of double socket) up to a maximum of 2 points.</p> <p>Record the <u>actual</u> deficiency points awarded. Eg <u>do not</u> round up or down</p>	Maximum 2	<p>1. When calculating electric razor sockets, those provided as integral part of wall-mounted bedside lights are to be combined with those provided in ablutions. Power socket scaling:</p> <p>Senior Officers: ____ 5 double sockets; 1 shaver socket  Junior Officers: ____ 4 double sockets; 1 shaver socket  Officer Cadets: ____ 3 double sockets; 1 shaver socket  SNCOs: ____ 4 double sockets; 1 shaver socket</p> <p>Z: ____ 4 double sockets per person; 1 shaver socket  Y: ____ 4 double sockets per person  X: ____ 2 double sockets per person</p>
7	<p><b>Ancillary facilities within same building.</b></p> <p>Applicable where not provided or below scale.</p>	Maximum 2	<p>1. Up to 2 points may be awarded for non-provision/under scale provision of any/all the following ancillary facilities:</p> <p>a. Laundry/cleaning facility (including engineering connections for washing machine): ____1 point  b. Drying rooms (including inadequate heating and poor hanging facilities): ____1 point  c. Ironing/Airing facility: ____1 point  d. Common room: ____1 point  e. Storage space: ____1 point</p>
8	<p><b>Location of public rooms in relation to the sleeping accommodation.</b></p>	Maximum 5	<p>1. Up to 5 points may be awarded if, for example: accommodation blocks are far removed from messing facilities; or occupants of SFA appropriated as SLA are required to eat meals in the Mess/Cookhouse rather</p>

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	Applicable where public rooms (including dining rooms, Mess, and social clubs) are far removed from sleeping accommodation		than in the appropriated SFA. Points to be awarded as follows: a. 200m: _____ 1 point b. 400m: _____ 2 points c. 600m: _____ 3 points d. 800m: _____ 4 points e. 1000m+: _____ 5 points
	<b>CONDITION RELATED DEFICIENCIES</b>		Cross refer to Table 5 – Physical Condition of the SLA  The DIO EFM will provide the Facilities Condition Management (FCM) data for serial 9.
9	<b>Physical condition of the SLA.</b>  The FCM average Condition Rating for the building is to be used to inform the award of deficiency points for grading for charge purposes.  Record the <u>actual</u> deficiency points awarded. Eg <u>do not</u> round up or down	Maximum 10	<b>Assessment by DIO</b>  1. Refer to DIO's FCM Assessment of the SLA building. Points to be awarded as follows:  a. FCM Condition Rating 5: _____ 0 points b. FCM Condition Rating 4: _____ 2.5 points c. FCM Condition Rating 3: _____ 5 points d. FCM Condition Rating 2: _____ 7.5 points e. FCM Condition Rating 1: _____ 10 points
10	<b>Condition of Bedroom decoration, carpets, furniture, fixtures, and fittings.</b>  Applicable where the condition of decoration, furniture, carpets, or fixtures and fittings within the Bedroom is below standard.  <u>Note:</u> Each deficiency (1a, 1b, 2c etc) is to be awarded 1 point – up to a <u>maximum</u> of 5 points.	Maximum 5	1. <b>Decoration.</b> Assessment is to consider fair wear and tear. Poor state of decoration is where one or more of the following defects are evident:  a. Marked or stained walls, ceilings, and paint work b. Peeling, blistering, or flaking of paint work c. Ingrained dirt d. Damaged paint work or plaster e. Discoloration or variation of colour of walls, ceiling, or paint work e.g. due to partial redecoration, removal of paint surface by cleaning materials f. Cracked or mildewed tiles  2. <b>Furniture, Carpets, Fixtures and Fittings.</b> The age and condition of carpets, fixtures, and fittings such as sinks, wash-hand basins, baths and fitted cupboards within the Bedroom should be assessed compared with the standard of newly installed items. Poor condition is for example, when items are:  a. Chipped, cracked or scratched b. Bent or otherwise damaged c. Discoloured or stained d. Stained, worn, frayed or threadbare carpets  <u>Note:</u>  Both parts of this serial <u>are to be assessed for room only</u> . (Communal facilities are scored under serial 9).



SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
11	<b>Heating system</b>  Applicable where heating system, when operated normally, fails to achieve the following temperatures:  a. Toilet Area/Bathroom: 16 °C  b. Bed-Sitting Room / Bedroom: 18.5°C	Maximum 5	<b>Assessment by DIO</b>  1. Deficiencies lasting 7 days or less will not generate any points score.  2. Where the heating supply breaks down for periods longer than 7 consecutive days, points may be awarded for temporary downgrading as follows:  For each degree below _____ 1 point  3. Confirmation required that:  a. Ambient temperature necessitated use of central heating; b. Main heating system failed; inability to provide adequate alternative heating.  4. Does not apply if Ser 12 applied.
12	<b>Air Conditioning (Tropical/sub-tropical areas only where such systems exist)</b>  Applicable where air conditioning/ dehumidifiers/ and/or ventilation system fails to cool or reduce humidity to the following levels:  a. Temperature 25.5 °C  b. Relative Humidity 54%	Maximum 5	<b>Assessment by DIO</b>  1. Deficiencies lasting 7 days or less will not generate any points score.  2. Where the Air Conditioning system (as opposed to its operation by individuals) is inadequate, points may be awarded for temporary downgrading as follows:  For each degree above _____ 1 point For each 1% above _____ 1 point  3. Confirmation required that the ambient temperature necessitated use of air conditioning and/or ventilation.  4. Does not apply if Ser 11 applied.
	<b>NON-PROPERTY RELATED FACTORS</b>		
13	<b>Reasonable access to essential amenities.</b>  Applicable where the location of SLA is 1.5 miles or more from essential facilities including those available on the unit (as shown in the comments), <u>and</u> Service or public transport does not enable reasonable access to the amenities.  Reasonable access is defined as:	Maximum 5	1. The Local Service Commander is to establish a suitable central position in the unit from which to measure the distance to essential amenities. The route to each amenity is to be the shortest practicable route.  2. The following are recognised as essential amenities for SLA:  a. Shop (NAAFI, general grocery shop or similar providing a service akin to a corner shop) - 1 point  b. Bank or Automated Cash Dispenser (excluding those which charge <u>all users</u> for cash withdrawals) - 1 point c. Post office - 1 point

SER	DEFICIENCY	DEFICIT POINT SCORE	COMMENTS INCLUDING SUPPORTING EVIDENCE TO BE ANNEXED TO PROCEEDINGS OF GRADING BOARDS
	a. Bus stop/train station is within 1/2 mile of central position in the unit, <b>and</b> b. Frequency of bus/train service is 60 minutes or less between 0800-2000 Mon–Sat.		d. Public telephone – 1 point  e. Service or public transport pick-up point – 1 point  3. Deficiency points should be awarded for lack of reasonable access to each essential amenity up to a maximum of 5 points.
14	<b>Environmental factors</b>  Applicable where there are adverse environmental factors prevailing for six months or more.	Maximum 5	See guide at Annex C.

**Table 1B – Positive Points Recognised for Grading SLA**

Any deficit points are to be abated by any positive points shown in this table.

SERIAL	ITEM	POSITIVE POINT SCORE	REMARKS
P1	Access to full functioning Kitchen	2	Applies to all SLA until new builds incorporate this as standard on build
P2	Access to food preparation area with equipment supplied	2	Applies to all SLA until new builds incorporate this as standard on build
P3	Access to food preparation area no equipment supplied	1	Applies to all SLA until new builds incorporate this as standard on build

**Table 2 – Standard & Reduced Floor Area Recognised for Grading SLA** (Cross-refer to Annex I Table 1, Serial 1)

Accommodation Type	Area Norm Standard m <sup>2</sup> (see Notes 1 and 2)	Reduced Floor Area 25 – 39.9% below Norm m <sup>2</sup>	Reduced Floor Area 40% or more below Norm m <sup>2</sup>
Senior Officers (SO) Lt Cdr/Maj/Sqn Ldr and above	14	10.5 - 8.5	8.4 and below
Bedroom  Sitting Room	14	10.5 - 8.5	8.4 and below
Junior Officers (JO) Bed-Sitting Room	19	14.3 - 11.5	11.4 and below
Officer Cadets (OC) Bedroom/Study Candidates (C) Bedroom	13 9	9.8 - 7.9 6.8 - 5.5	7.8 and below 5.4 and below

WOs / SNCOs (S) Bed-Sitting Room	19	14.3 – 11.5	11.4 and below
Junior Ranks (Type Z)	11	8.3 - 6.7	6.6 and below
Junior Ranks (Type Y)	11	8.3 - 6.7	6.6 and below
Junior Ranks (Type X) Bedroom (Multiple) per bed space	8.5	6.4 - 5.2	5.1 and below
(Single) Bedroom	9	6.8 - 5.5	5.4 and below
<b>Deficiency Point Score</b>	-	5	10

Notes:

1. Bedroom Area Norms for Types SO, JO, OC, S and Z excludes the en suite provision.
2. Where air-conditioning is not provided, Area Norm may increase by 33% in tropical areas and 12.5% in sub-tropical areas.
3. Training Camp Accommodation is not normally Graded hence no details shown in chart.

### Table 3 – Washing and WC Facilities Recognised for Grading SLA

(Cross-refer to Annex B Table 1, Serial 4)

Rank Group	SLA Type	TOILET (WC)	WASH BASIN	SHOWER	BATH
Senior Officers: Lt Cdr /Maj/Sqn Ldr and above (SO)	SO	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor or per 10 bedrooms
Junior Officers (JO)	JO	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor or per 10 bedrooms
Officer Cadet (OC)	OC	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor or per 10 bedrooms
Candidate (C)	C	1:5	1:2	3:10	1:10
WOs / SNCOs (S)	S	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor or per 10 bed-sitting rooms
Other Ranks (OR) (Trained Strength)	Z	En-suite 1:1	En-suite 1:1	En-suite 1:1	1 per floor Or per 10 bed-sitting rooms
Phase 2 Trainees	Y	1:4	1:2	1:4	1:12
Phase 1 Trainees	X	1:4	1:2	1:4	1:12
Deficiency Point Score where below scale		1	1	1	1

Notes:

1. Table 3 shows the JSP 850 scales for Washing and WC facilities for each SLA Type. Deficiency points should be applied against the relevant scale of the SLA Type that is being assessed.

### **For SLA Types scaled for En-Suite Washing and WC Facilities (SO, JO, OC, S, Z)**

2. Where en-suite facilities are not provided iaw Table 3 a maximum of 3 deficiency points are to be awarded as follows:

WC	-	1 point
Wash Basin	-	1 point
Shower	-	1 point

### **'Jack and Jill' Facilities**

- i. Two bedrooms that have direct access to the same bathroom (often referred to as '**Jack and Jill**') are deemed to have en-suite facilities irrespective of the fact they may be shared by occupants from 2 adjacent rooms.
- ii. This style of room is not to be awarded deficiency points iaw this paragraph (2).

3. Where a bath is not provided iaw Table 3 - 1 point

4. An additional deficiency point is to be awarded if all washing and WC facilities are shared and all are below scale as shown below:

WC	(1:8 or more)	}	1 point
Wash Basin	(1:4 or more)		
Shower	(1:8 or more)		
Bath	(1:24 or more)		

### **For SLA Types scaled for Shared Washing and WC Facilities (C, Y, X)**

5. Where provision of any of the washing and WC facilities is 50% or more below scale iaw Table 3, a maximum of 4 deficiency points are to be awarded as follows:

WC	(1:8 or more)	-	1 point
WashBasin	(1:4 or more)	-	1 point
Shower	(1:8 or more)	-	1 point
Bath	(1:24 or more)	-	1 point

6. An additional deficiency point is to be awarded where provision of all washing and WC facilities is 50% or more below scale.

### **General**

7. A Bath/Shower combination is not to be double counted where a fitted shower is combined with the bath.

8. Deficiency points are more likely for older SLA, or SLA that has been re-typed or refurbished; eg SLA that was not built to meet the current scales.

9. Training Camp Accommodation is ungraded hence no details shown in chart.

## **Table 4 – Scaling of Furniture, Fixtures and Fittings Recognised for Grading SLA** (Cross-refer to Annex B, Table 1, Serial 5)

Ser	Critical Furniture/ Furnishing	Furniture Scaling by Type of accommodation						Deficiency Points if not provided
		SO	JO	OC	S	Z / Y	X	
1	Bed	1	1	1	1	1	1	5
2	Double Wardrobe	2	2	1	2	1	1	5 per item

Ser	Critical Furniture/ Furnishing	Furniture Scaling by Type of accommodation						Deficiency Points if not provided
3	Double Wardrobe Top Box	2	2	1	2	1	1	1 per item
4	Single Wardrobe			1		1	1	5
5	Single Wardrobe Top Box			1		1	1	1
6	Wide Drawer Chest	2	1	1	1			1 per item
7	Bedside unit	1	1	1	1	1	1	1
8	Wall bookshelf	1	1	1	1	1	1	1
9	Single Low Cupboard		1	1	1			1
10	Single Drawer Chest		1	1	1	1		1
11	Desk top	1	1	1	1	1		1
12	Double Cupboard	2	1	1	1	1	1	1 per item
13	Chair desk	1	1	1	1	1	1	1
14	Chair easy	1	1		1			1

Notes:

1. No points to be awarded for deficiency of any of the furniture shown in the Table above if the deficiency arises from lack of space and points have been awarded under Serial 1, or through sharing (i.e. if the bedspace area allocated to each occupant is so cramped that furniture would not easily fit in). For clarity deficiency points iaw Annex B Table 1 can be awarded under:

Serial 1 (Reduced Bedspace area)

or

Serial 2 (Sharing)

or

Serial 5 (Furniture not provided to scale)

2. Deficiency points are to be awarded on a temporary basis where space is to scale but the Accommodation Sponsor has not provided the furniture item(s). Where this results in a downgrade:

- a. The downgrade is to be implemented on a temporary basis for up to 3 months. This is to allow time for the Accommodation Sponsor to provide the missing item(s) or appropriate alternative(s).
- b. If the Accommodation Sponsor is unable to provide the missing item(s) (or appropriate alternative(s)) within 3 months, the Accommodation Sponsor is to seek authority from the single Service Authority for 4TG (SLA) to either extend the temporary downgrade or authorise the deficiency points (and hence the downgrade) on a permanent basis.

3. Deficiency points are not to be awarded if furniture items have been wharfed (removed) at the request of the occupant.

4. In some older SLA without modern furniture, 4TG Boards may have to interpret 'furniture equivalents' to reach an appropriate point's score.

## Table 5 – Physical Condition of the SLA (Cross refer to Annex B, Table 1, Serial 9)

1. DIO's Facilities Condition Management (FCM) assessment includes criteria to assess the physical condition of all SLA buildings. The 9 building 'Facility System Elements' (FSE) assessed are shown in Table 5a below.

**TABLE 5A**

	Facility System Elements	Sub Elements
A	Structure	1.0 Substructure; 2.1 Frame; 2.2 Upper Floors; 2.4 Stairs and Ramps; 2.5 External Walls; 2.7 Internal Walls and Partitions
B	Roofing	2.3.1 Roof Structure; 2.3.2 Roof Coverings; 2.3.4 Roof Drainage; 2.3.5 Rooflights, skylights and Openings
C	Exterior	2.6.1 External windows; 2.6.2 External Doors
D	Interior Finishes	2.8 Internal Doors; 3.1 Wall finishes; 3.2 Floor finishes; 3.3 Ceiling Finishes; 4.1 Fittings, Furnishings and Equipment
E	Heating / Ventilating / Air Conditioning (HVAC) Systems	5.5 Heat Source; 5.6 Space Heating and Air Conditioning; 5.7 Ventilation Systems; 5.9 Fuel installations
F	Electrical Systems	5.8 Electrical Installations; 5.11 Fire and Lightning Protection; 5.12 Communications, Security and Control Systems; 5.13 Specialist Installations
G	Plumbing Systems	5.1 Sanitary Installations, 5.3 Disposal Installations, 5.4 Water Installations
H	Conveyance Systems	5.10.1 Lifts & Enclosed Hoists; 5.10.5 Conveyors; 5.10.6 Dock Levellers and Scissor Lifts; 5.10.7 Cranes and Unenclosed Hoists
I	Program Support Equipment	5.2 Services Equipment

2. Under FCM, a Condition Assessment Rating is applied to each of the FSEs and their Sub-Elements based on a systematic visual assessment and reflects a single snapshot in time of when the assessment was completed. The systems are rated for their condition from a score of 5 (Excellent: only normal scheduled maintenance required) to 1 (Bad: Major repair or replacement required, unsafe<sup>60</sup> to use). The score of 0 is used to highlight that the system does not exist within the facility.

3. The general definitions shown in Table 5b provide an overall framework for how systems are rated. (Specific guidance for each Facility System is used to ensure assessments are done consistently for each of the nine facility systems).

<sup>60</sup> FCM covers 27 sub-elements and does not directly relate to building/room safety.

**TABLE 5B**

<b>Score</b>	<b>Rating</b>	<b>Description</b>
<b>5</b>	Excellent (no issues; 10+ yrs)	Excellent. Only normal scheduled maintenance required. No issues, need to re-evaluate in 10+ years; no action is required currently.
<b>4</b>	Good (recommendations at 6–9 yrs)	Good. Some minor repairs needed. System normally functions as intended. Conditions predicted based on life expectancy; suggestion for future improvements. Recommendations at 6-9 years.
<b>3</b>	Fair (Necessary, but not critical; 3-5 yrs)	Fair. More minor repairs and some infrequent larger repairs required. System occasionally unable to function as intended. Needed within 3-5 years; predictable maintenance must be scheduled to prevent unnecessary failures.
<b>2</b>	Poor (Potentially critical; 1-2 yrs)	Poor. Significant repairs required. Excessive wear and tear clearly visible. Obsolete. System not fully functional as intended. Conditions require attention within the next 1-2 years; if conditions are not scheduled for correction, further degradation of equipment is imminent.
<b>1</b>	Bad (Currently Critical)	Bad. Major repair or replacement required to restore function. Unsafe to use. Conditions that require immediate action. Equipment graded as 1 have life safety issues, potential safety hazards, necessary to prevent potential environmental hazards from occurring.
<b>0</b>	Non-existent	Non-existent. Zero rating identifies that this system does not exist within the facility.

4. Once assessed, the results are combined to provide an average 'Condition Rating' for the building.

5. Serial 9 – Physical Condition of the SLA. DIO will provide the FCM average Condition Rating, which is used to inform deficiency points to be awarded for this serial.

## Table 6 – Grading Points Summary Sheet for SLA (All Ranks)

UNIT: \_\_\_\_\_ LOCATION: \_\_\_\_\_

BDG NO. / NAME: \_\_\_\_\_ / \_\_\_\_\_ ROOM TYPE (SO, JO, OC, C, S, Z, Y or X): \_\_\_\_\_

ROOM NO(S). ASSESSED: \_\_\_\_\_ ROOM NOS. GRADE APPLIES TO<sup>61</sup>: \_\_\_\_\_

TOTAL POINTS SCORED (ROUNDED) <sup>62</sup>: \_\_\_\_\_ GRADE AWARDED: \_\_\_\_\_

DATE OF THE BOO: \_\_\_\_\_ EFFECTIVE CHANGE<sup>63</sup> DATE: \_\_\_\_\_

AUTHORISED BY: \_\_\_\_\_ ROLE: \_\_\_\_\_

Ser	Factor	Deficiency	Applies	Deficiency Points Allowed	Explanation of Deficiency observed by the Board	Actual Deficiency Points Awarded
(a)	(b)	(c)	(d)	(e)	(f)	(g)
1	Reduced bed-space area	Area (sqm) allocated per person is:		(Max 10)	<b>Bed-space area:</b> _____sqm	
		a. 25% to 39.9% below scale <b>Or</b> b. 40% or more below scale		5		
2	Sharing	a. Trained personnel are required to share accommodation <b>Or</b> b. Phase 1 and 2 trainees are required to share accommodation in dormitories of more than 12		(Max 5)		
				5		

<sup>61</sup> Where the same grade is awarded to all bedrooms in the building, please include here the total number of bedrooms in the building.

2. Where different grades are awarded throughout the building, please include here the number of bedrooms to which this Table 6 applies

<sup>62</sup> For partial points: round down or up. Eg for ¼ point, round down; for ½ point, round up.

<sup>63</sup> Effective Change Date: 3 months after the 4TGB iaw para 0823.



3	Integrated washing and/or WC facilities	Washing and/or WC facilities are not integrated in same building as sleeping accommodation a. <u>Overseas</u> : open verandas lead to central ablution area		(Max 5)  2		
		<u>Or</u>  b. Washing and/or WC in separate building		5		
4	Scaling of washing and WC facilities	Washing and WC facilities are below scale  a. <u>En-Suite</u> : facilities are not provided to scale		(Max 5)  1, 2, 3, 4 or 5		
		<u>Or</u>  b. <u>Shared</u> : facilities are provided 50% or more below scale		1, 2, 3, 4 or 5)		
5	Provision of furniture and/or furnishings	Furniture and/or furnishings not provided to scale		Max 10 (temporary)	<b>Date temporary points expire:</b> _/_/_	
6	Power Sockets	Electric power sockets are below scale		Max 2		
7	Ancillary facilities within same building	Ancillary facilities are not provided or below scale		Max 2		
8	Location of public rooms	Public rooms (dining rooms, Mess, and social clubs etc) are far removed from sleeping accommodation		Max 5		
9	Physical condition of the SLA	Refer to DIO's FCM Assessment of the SLA building		Max 10	<b>Assessment by DIO</b>	
10	Condition of bedroom decoration, carpets furniture, fixtures, and fittings	Bedroom decoration, carpets, fittings, or fixtures is below standard		Max 5		
11	Heating system failure	Heating system fails to achieve correct temperatures		Max 5	<b>Assessment by DIO</b>	
12	Air Conditioning / Ventilation (Tropical / Sub-Tropical only)	Air conditioning and/or ventilation system fails to provide adequate cooling or reduction in humidity		Max 5	<b>Assessment by DIO</b>	

13	Access to essential amenities	SLA is 1.5 miles or more from essential amenities incl. on unit <u>and</u> Service or public transport does not enable reasonable access to the amenities		Max 5		
14	Environment	Adverse environmental factors existing for 6 months or more		Max 5		
		<b>TOTAL OF ABOVE DEFICIENCY POINTS</b>				

Notes: Enter 'X' in column (d) against each Serial where the deficiency applies; enter points awarded in column (g)

Ser	Factor	Positive Points	Applies	Points Allowed	Explanation of Positive Point observed by the Board	Points Awarded
(a)	(b)	(c)	(d)	(e)	(f)	(g)
P1		Access to a Kitchen		2		
P2		Access to a food preparation area with equipment		2		
P3		Access to a food preparation area w/o equipment		1		
	<b>Sub Total</b>	<b>Total positive points</b>				

	<b>Narrative of Deficiencies</b>				
	<b>Total</b>	<b>Deficiency Points MINUS Positive Points</b>			

## **Annex N: Guide to The Grading of SLA – Adverse Environmental Factors Under 4TG**

### **9.15 Introduction**

#### **8.15.1 Purpose.**

MOD's 4 Tier Grading Regulations (4TG Regulations) permit the award of 1 - 5 deficiency points on those occasions when adverse environmental factors are prevailing for 6 months or more (unless a different qualifying time period is stated in the individual factors) - serial 14 to Annex B (SLA) refers. The purpose of this guide is to assist 4TG Boards in the award of deficiency points under the environmental factors serials thereby permitting more consistent and objective application of the criteria across the SLA estate. However, the guide is by no means definitive and 4TG Boards retain discretion to award deficiency points as considered appropriate depending on the nature and severity of the local environmental conditions which apply.

#### **7.14.1 Environmental Factors.**

The following environmental factors are covered in this guide:

Flooding and drainage  
Noise Nuisance  
Building works  
Landfill, Tipping or Recycling Areas  
Mining and Subsidence  
Local Adverse Sewage, Chemical or Engineering Works  
Adjacent Electrical Pylons  
Coastal Location  
Geographical Elevation  
Adverse social and environmental factors<sup>64</sup>

#### **7.14.2 Award of deficiency points.**

The total deficiency points which may be awarded is 5. In cases where more than one environmental factor may be present the points score may be added together to a maximum ceiling of 5.

### **9.16 Flooding and Drainage**

Some areas will be prone to or under threat from flooding or the effects of a high-water table. The following scores represent the severity of a flood or water table hazard.

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<sup>64</sup> Not applicable to properties in Northern Ireland as this is already recognised in the Northern Ireland Resident's Supplement (NIRS) which compensates for the additional pressures and restrictions placed on eligible Service personnel and their accompanying families serving permanent assignments in Northern Ireland.

FLOODING AND POOR DRAINAGE			
Ser (a)	Level of Severity (b)	Pts to be Awarded (c)	Remarks (d)
1.	The SLA is regularly subjected to flooding or in the past has been affected by flooding and no direct flood prevention measures have been put in place to prevent reoccurrence.	5	
2.	The SLA is situated in an area where the effects of flooding have a direct impact on the living conditions of the occupants.	4	
3.	The SLA is situated in an area which is under threat from flooding or high-water table effects and as such is enclosed within an area which receives flood warnings from the Local Authority or Environmental Agency.	3	
4.	Any adjacent public areas/facilities available within the Service establishment for use by occupants of SLA are subject to the effects of high groundwater conditions or poor surface drainage which prevents the full use of these facilities for most of the year.	2	
5.	Any adjacent public areas/facilities available within the Service establishment for use by occupants of SLA are subject to the effects of high groundwater conditions or poor surface drainage which prevents the full use of these facilities on a seasonal basis.	1	

### 9.17 Noise Nuisance

SLA may be affected by noise nuisance. The noise must be present for most of the year and significantly affect the silent hours. Guidance to assist 4TG Boards in assessing the severity of noise nuisance without resorting to measurement of Decibel Levels (dB) is below. Where queries arise which require measurement of noise levels, 4TG Boards should be aware that the World Health Organisation (WHO) recommends that the general daytime outdoor noise levels should be less than 55dB(A)Leq to prevent significant community annoyance, and at night a level in the order of 45dB(A)Leq is desirable to meet sleep criteria. Measurement of noise levels which exceed the WHO recommendation may attract deficiency points at the discretion of 4TG Boards.

NOISE NUISANCE			
Ser (a)	Level of Severity (b)	Pts to be Awarded (c)	Remarks (d)
1.	SLA is located under/or adjacent to the approach circuit to a RN Air Station, Army Air Corps Regiment, RAF Flying Station, National, Regional, or City Airport, or adjacent to ground movements of aircraft and/or helicopters operating at these locations.	5	Small local airfields (e.g. flying clubs) should be awarded a lower score due to the lower traffic rate.
2.	Railway and Motorway Noise. The SLA is located adjacent to a main railway line or motorway	4	Adjacency to a local railway line with a limited day time service should attract a lower score due to lower traffic rate.
3.	The SLA is subjected to persistent noise from Electrical Substations, Engineering/Production works and any other Mechanical Installation (Pumping Stations and the like).	3	
4.	The SLA is subjected to road noise from the passing of heavy traffic along a road which runs directly adjacent to the SLA.	2	Dual Carriageway or Trunk Road
5.	Agricultural Noise. The SLA is subjected to the persistent noise from intensive agricultural activity.	1	i.e. Battery Hen Coups. Türkiye Farming

## 9.18 Building Works

SLA may be affected by building works which cause noise and dust and which may restrict access to accommodation or Service provided facilities for use by the occupants of the accommodation.

<b>LOCAL BUILDING WORKS</b>			
Ser (a)	Level of Severity (b)	Pts to be Awarded (c)	Remarks (d)
1.	Building works are adjacent to the SLA which significantly affects living conditions due to noise, dust, or another hazard.	5	A major site within the SFA estate/Service establishment.
2.	Building works are adjacent to SLA which significantly affects living conditions due to noise, dust, or another hazard.	4	A major site adjacent to the SFA estate/Service establishment.
3.	The establishment is located on an access route to a building site which has a significant impact on occupants of the accommodation due to restricted access and passage of heavy machinery.	3	3 points may be awarded if building works restrict access to accommodation, or Service facilities provided for use by occupants of the accommodation.
4.	The establishment is located on an access route to a building site which is utilized by heavy machinery	1-2	At the discretion of 4TG Boards depending on severity of use by heavy machinery.

## 9.19 Landfill, Tipping or Recycling Areas

SLA may be affected by the activities of Local Authorities or civilian contractors involved in the recycling or storage of waste materials, and offensive odours and increased insect populations which may arise from a local landfill or tip.

<b>LOCAL LANDFILL, TIPPING OR RECYCLING AREAS</b>			
Ser (a)	Level of Severity (b)	Pts to be Awarded (c)	Remarks (d)
1	A Local Authority landfill site is located directly adjacent to the SLA which significantly affects living conditions due to the processing noise, smell, and increased insect population.	5	A major site which process large amounts of waste.
2	A Local Authority landfill site is located directed adjacent to the establishment which significantly affects living conditions due to the processing noise, smell, and increased insect population.	4	A major site which process large amounts of waste.
3	A Local Authority or Contractors Recycling site or Plant is located directly adjacent to the SLA which has a significant effect on the standard of living due to processing noise or increased HGV traffic to the site.	3	A smaller site which recycles materials in the main.
4	A Local Authority or Contractors Recycling site or Plant is located directly adjacent to the establishment which has a significant effect on the standard of living due to the processing noise or increased HGV traffic to the site.	2	1 point can be awarded due to distance from the site if relevant.
5	Contractors Recycling Site is located on the same road access to SLA which has a significant effect on the standard of living due to increased HGV traffic to the site.	1	Must be on or share the direct route to the site.

## 9.20 Mining and Subsidence

Properties can be affected by the activities of a contractor involved in mining or related activities. Such activities have a wide range of negative effects and can blight entire communities. If the SLA is in such an area, high scores can be awarded due to several different reasons, however, dust, noise, and distance from the site will usually be the defining factors in how high the awarded score will be.

<b>MINING AND SUBSIDENCE</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	The SLA is adjacent to an area which is significantly affected by Deep, Strip or Open Cast Mining, Blasting or Quarrying.	5	The boundary of the mining should be adjacent to the SFA/SLA
2	The SLA is located within an area which is significantly affected by Deep, Strip or Open Cast Mining, Blasting or Quarrying.	4	Within 200m
3	The SLA is located on a route or access way to mining works listed above and there is a significant increase in the amount of HGV traffic.	3	
4	The establishment is located on a route or access way to mining works listed above and there is a significant increase in the amount of HGV traffic.	2	
5	The SLA is located adjacent to Waste Tips or Spoil areas directly related to mining operations (current or disused) which have an adverse effect on the outlook of the property.	1	i.e. There is a large spoil heap (1000m <sup>3</sup> +) at the bottom of the SFA garden/adjacent to the SLA.

## 9.21 Local Adverse Sewerage, Chemical or Engineering Works

Most works should not have a direct effect on the Service community and as such should not be scored just because of their presence. However, in circumstances where works have a negative effect because of pollution, exhaust fumes (from large generators or the like) or smell, deficiency points may be awarded.

<b>LOCAL ADVERSE SEWERAGE, CHEMICAL OR ENGINEERING WORKS</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	N/A	5	
2	N/A	4	
3	The SLA is located directly adjacent to a large sewerage/chemical works the operation of which affects the SFA/SLA	3	Large = over 200m <sup>2</sup> with exposed processing units.
4	The SLA is located adjacent to a small sewerage/chemical works the operation of which affects the SFA/SLA.	2	Small unit under 199m <sup>2</sup> which has exposed processing units (Not Bio Disk Type)
5	The SLA is located adjacent to a heavy engineering or chemical works whose operations significantly affect the standard of living.	1	Noise, Smell, or traffic nuisance.

## 9.22 Adjacent Electrical Pylons

Electrical Pylons come in varying sizes, from large lattice steel structures which carry extremely high voltages to wooden poles which may support local transformers. The occurrence of pylons should be limited, and electrical installations should be positioned far enough away from SLA not to present a negative effect. Care should also be taken not to confuse telephone poles with electrical supports. Telephone poles and their supported wires do not attract any points.

<b>ADJACENT ELECTRICAL PYLONS</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	A High Voltage (HV) 4 Leg, steel lattice construction Pylon is located within the boundary of the SLA.	5	
2	A steel HV Pylon is located adjacent to the SLA or electrical switching complex and substation is located directly adjacent to the SLA.	4	
3	Phased HV power lines pass over the boundary of the SLA as per Serial 1.	3	
4	A transformer is located within the boundary of the SLA.	2	Transformer should be fenced or contained within a brick enclosure
5	A Timber support pole or double pole c/w step-down transformer is located within the boundary of the SLA.	1	

## 9.23 Coastal Location

To attract points the SLA must suffer significant effects from being directly located in an exposed coastal location. Only the scores from either Para 11 or 12 can be taken into consideration.

<b>COASTAL LOCATION</b>			
<b>Ser (a)</b>	<b>Level of Severity (b)</b>	<b>Pts to be Awarded (c)</b>	<b>Remarks (d)</b>
1	N/A	5	
2	N/A	4	
3	N/A	3	
4	The SLA is located on an exposed coastal location which is subjected to major storms and bad weather.	2	
5	The SLA is located on a sheltered coastal location which is subjected to storms and bad weather.	1	

## 9.24 Geographical Elevation

To attract points under this serial, the SLA must be cut off until midday on any affected day by sustained and heavy snowfall. In general, the SFA/SLA should be isolated and located in an exposed highland location.

GEOGRAPHICAL ELEVATION			
Ser (a)	Level of Severity (b)	Pts to be Awarded (c)	Remarks (d)
1	N/A	5	
2	N/A	4	
3	N/A	3	
4	The SLA is in an exposed highland position which is cut off (physically snowed in) for over 30 days a year due to snow and poor weather.	2	
5	The SLA is in an exposed highland position which is cut off (physically snowed in) for over 15 days a year due to snow and poor weather.	1	

## 9.25 Adverse Social and Environmental Factors

Adverse social and environmental factors including proven and recorded cases of vandalism and criminal activity, and poor/non-existent provision of services, on the basis that:

- The Local Service Commander has drawn up a Community Action Plan (CAP) to identify the problems and taken action to address those problems in consultation with the Services' chain of command, the Local Authority, the Police, or other agencies as appropriate.
- Once the CAP has commenced, a case identifying the problems and explaining what action has been taken at the local level has been submitted to the Service Authority (single Service Pay/Accommodation Colonels) at MOD level.
- On receipt of the case the Service Authority:
  - Has determined that 5 deficiency points may be awarded immediately on those occasions where it is likely that the adverse social and environmental factors can only be resolved in the long term, if at all.
  - Or, in cases where the adverse social and environmental factors are likely to be resolved in the short term, has determined that further evidence as to the effectiveness of the CAP over a period of up to 6 months is required, and on the basis of that evidence, has determined whether there is then a case for the award of 5 deficiency points.
  - Or, has determined that the case should be rejected.
- Where the case is agreed by the Service Authority, 5 deficiency points may be awarded with effect from the date of that decision.
- The case is reviewed by the Service Authority after 12 months.



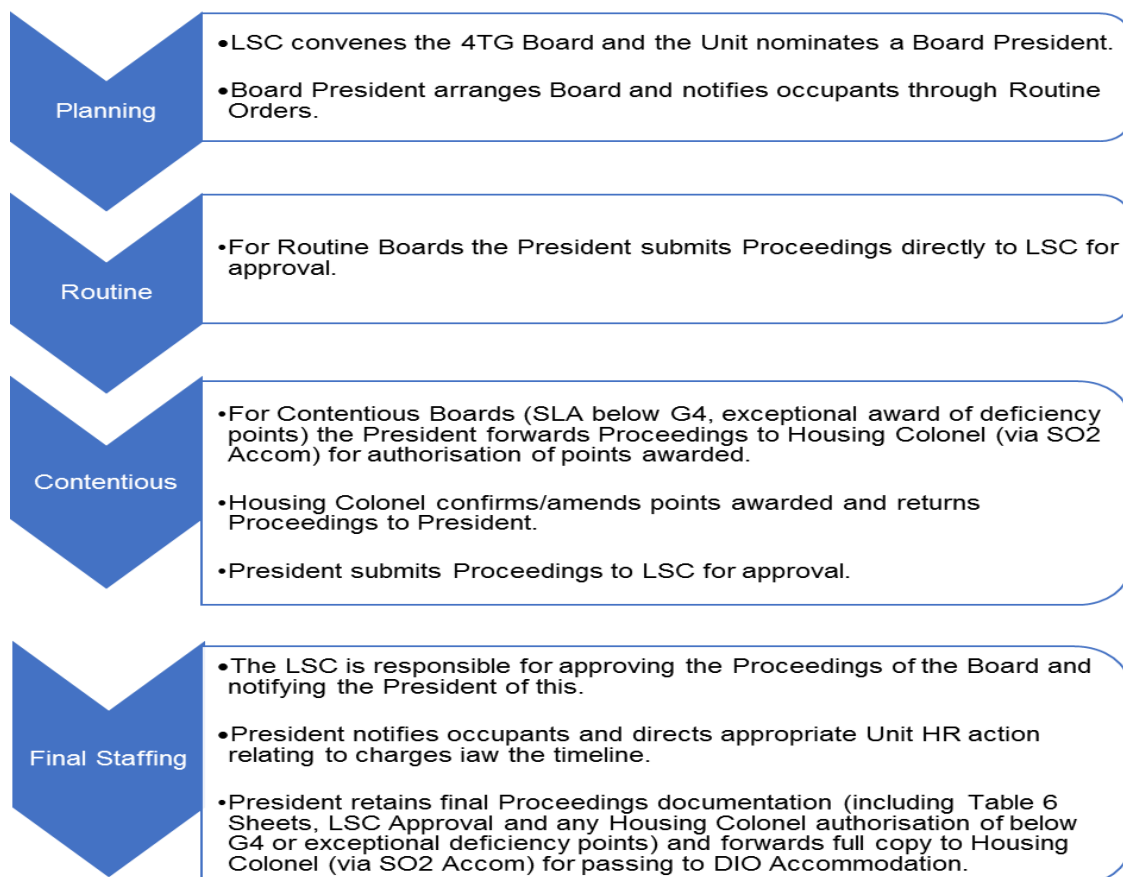
## Annex O: TLB Process for Staffing SLA 4TG Board Proceedings

The staffing process for SLA 4TG Boards varies according to TLB.

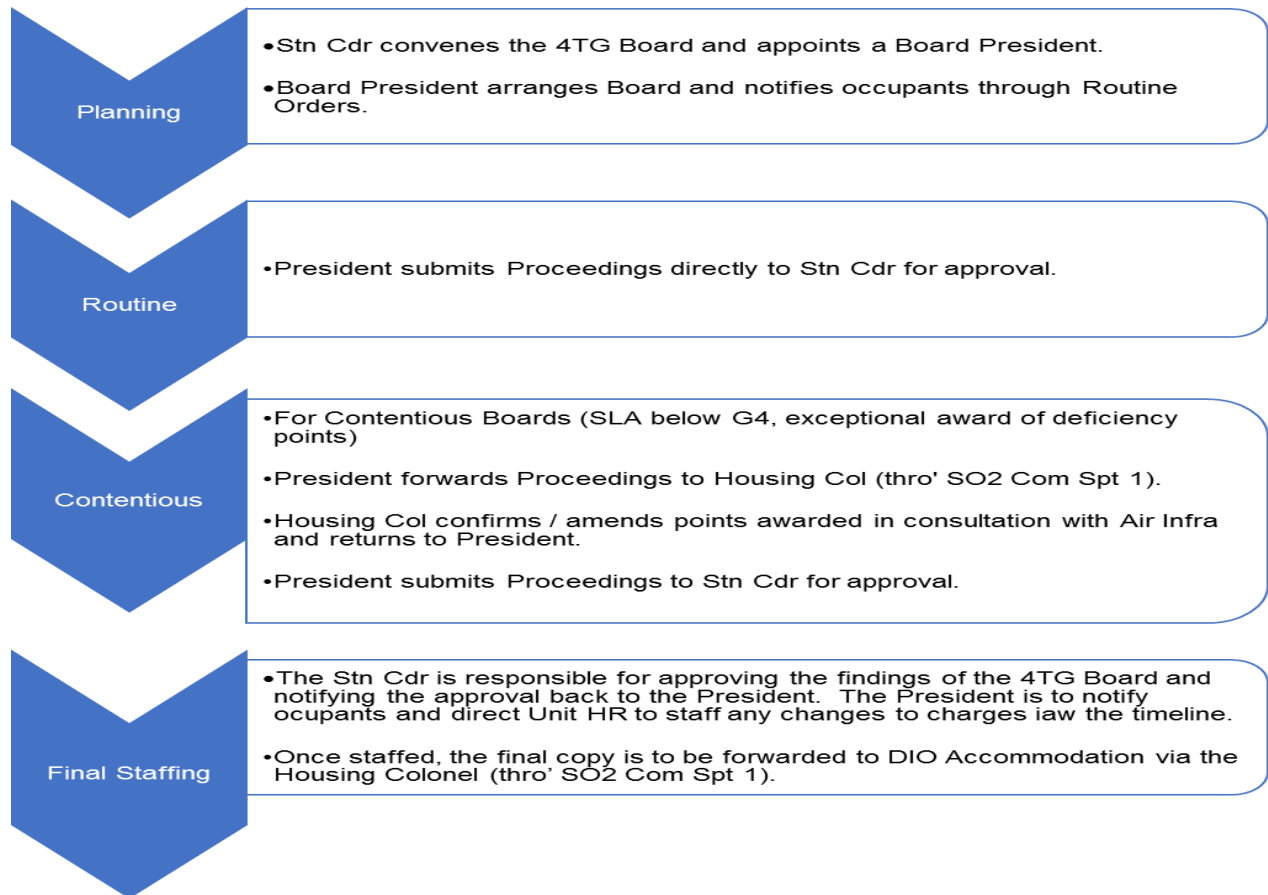
Following a 4TG Board, the Board President is to staff Proceedings in accordance with the appropriate TLB process detailed below.

Once staffed internally, the final copy (together with any supporting information from the DIO/EHO) is to be forwarded to DIO Accommodation (PR3) for retention and recording on the SLA Management Information System.

### RN Staffing Process



## RAF Staffing Process



## Army Staffing Process

