



Ministry of Defence

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Information for Service families from DIO Operations Accommodation

August/September 2012

Have you checked your heating?

Whilst the weather has been a bit all over the place this year, it's a good idea to check your heating in August or September to make sure it is working correctly before the winter weather sets in.

If you discover any problems with your heating, please report them to your maintenance helpdesk, as this will give them time to resolve the issue before you need your heating.

Contacting the HASC

The preferred method of contacting the Housing Allocations Service Centre (HASC) is by email, details of which can be found on the [SFA: Points of Contacts](#) web page.

When emailing the HASC customers should ensure that they provide all relevant information such as rank, name, current SFA address (if appropriate), full contact details, any reference numbers and the nature of the enquiry.

The HASC is responsible for the allocation of UK SFA properties, and therefore other enquiries, such as bin emptying days, should be directed to an appropriate authority.

Alternatively, if you require general information about SFA or policy please see the SFA website www.mod.uk/ServiceFamilyAccommodation or [JSP 464](#).



Fly Tipping

Fly tipping (the illegal dumping of waste) is a criminal offence, damages the environment, is anti-social, costs the MOD valuable resources to remove, and can be dangerous (such as hazardous waste or heavy items that could injure children). It is in everyone's interest to dispose of waste correctly, and to help the authorities find and prosecute people who do not.

Act responsibly

If you have waste to dispose of, please act responsibly and take it to a local authority waste or recycling centre. Dumping items like furniture and fridges on your own patch or elsewhere is not only unsightly for your neighbours (pictured above), it could be dangerous for local children. In addition, once an area gets a reputation for being a dumping site, it often encourages others to add to the pile.

Report it

If you witness any fly tipping activity in your area please report it to the relevant authorities – such as the Police, Unit or Local Authority (for nearby public areas). It will help if you make a note of the vehicle type, registration number or any other relevant information. However be careful; don't challenge the fly tippers and don't place yourself in harms way to gather evidence - the people and substances could be dangerous.

Get it removed

If the waste has been dumped in an SFA area, please report it to your relevant maintenance helpdesk who will remove it at MOD expense. If the waste has been dumped on nearby public land please report it to your Local Authority.



Apply for your SFA online [click here](#)

- It's quicker
- You get to see available properties that match your entitlement
- You can register your top three preferences
- You can track your application

REPAIRS

England and Wales
0800 707 6000
Scotland
0800 328 6337
Northern Ireland
0800 030 4651
[more...](#)

ALLOCATIONS

Housing Allocations Service Centre (HASC)

The best way to contact the HASC is by email – contact details are available at www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaPointsOfContact.htm

Please do not contact the HASC until at least 15 working days after you have submitted your application.
0800 169 6322
Mil 95410 8000

[more...](#)

APPLY

To apply for SFA:

<http://apps01.domis.rmil.uk/e1132/>

MOD systems only

INFORMATION

www.mod.uk/ServiceFamilyAccommodation

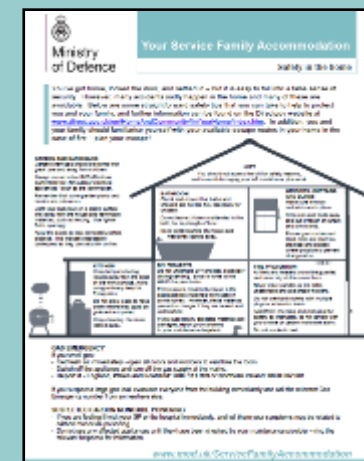
Customer factsheets

DIO Ops Accommodation has recently published a new page on the SFA website to bring together a series of useful customer guides for Service Personnel and their families living in Service Family Accommodation (SFA) in the UK.

Each easy-to-follow, single page guide deals with specific topics and offers straightforward advice and guidance to occupants of SFA. Titles currently available on the page are:

- Protecting your family and your home in winter
- Combating condensation
- Saving energy, money and the environment
- Safety in the home (pictured right)
- Pets in your home (pictured above)

More... www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/CustomerGuides.htm



Barbecue safety

A barbecue can be a fun way to enjoy the summer outside with your family but it can also be recipe for disaster. Remember:

- Make sure your barbecue is in good working order, as well as the operator (enjoy yourself, but don't drink too much alcohol if you are in charge of the barbecue).
- Place the barbecue on a flat non-flammable surface away from your home, shed, fencing and vegetation.
- Never leave the barbecue unattended.
- Keep children and pets away from cooking area.
- Have a bucket of water or a hose on standby for emergencies.
- Do not empty hot ashes directly into the dustbin, or throw away a hot disposal barbecue. Ensure they have been allowed to cool completely before disposing of them.

More... www.london-fire.gov.uk/BarbecueSafety.asp

MHS translation service

The MODern Housing Solutions (MHS) maintenance Helpdesk offers a translation line for customers who do not use English as their first language.

Any customers who wish to use this service should inform the Helpdesk advisor of their nationality or language requirement when they call, so the advisor can contact a translator to arrange a three way conversation.

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