



MINISTRY OF DEFENCE

Sept / Oct 2010

New SFA Website



DE Operations Housing has launched a new customer focused Website following feedback from occupants of SFA. The new site (pictured above) is organised into sections that relate to when you need information, such as Allocation, Move In and Move Out. So next time you need the latest information, give the new Website a go.

More...

www.mod.uk/ServiceFamilyAccommodation

HIC opening hours

Housing Information Centre (HIC) telephone lines are open from 0830 hrs to 1500 hrs Monday to Friday, apart from the last Wednesday of each month when the HIC will close at 1200 hrs to allow for staff training.

More... Full postal and email addresses are also available on the SFA Points of Contact page on the SFA Website – see link above.

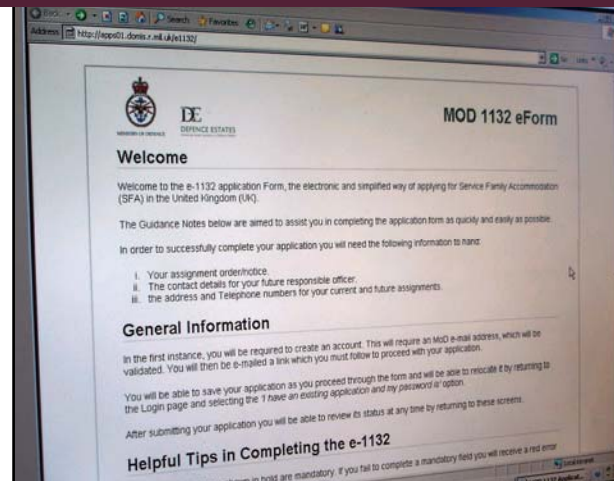
Home front

Information for Service Families from Defence Estates Operations Housing



New Head of Ops Housing

Air Commodore Alan Opie (pictured left) is the new Head of Operations Housing. His previous role was Head of Ops International, where he was responsible for Service homes outside the UK and for UK based American Service personnel.



New additions at Blandford Garrison

Upgrade work on 24 properties to convert 20 B Type two-bedroom houses into C Type three-bedroom houses, and refurbish a further four, at Blandford Garrison in Dorset has now been completed. This followed on from the successful project to South Crescent last year, when 138 homes were refurbished.

This project means that families who would have been housed off site in Substitute SFA are now returning to the Garrison, bringing benefits to families, such as local schooling, welfare, unit support and reduced travelling time and costs.

These larger properties also mean that HIC staff at Warminster now have more flexibility when allocating accommodation and are able to take better account of the Garrison requirements.

The work was extensive and included the construction of modern extensions (pictured above) and the provision of en-suites to the master bedrooms (for the 20 converted

SFA). Inside new kitchens and bathrooms were installed, as well as new carpets, curtains, doors and redecoration. Outside the homes benefit from new roofs and repair/replacement windows and doors. Energy efficiency wasn't forgotten either, with new condensing boiler central heating systems and loft insulation.

Brigadier Tim Watts, Blandford Garrison Commander, recently commented on the project: ***"Blandford has really benefited from two recent major refurbishments to some 30 per cent of its married quarters. This has significantly improved the internal quality and space of the houses and the overall look and feel of the estate. Blandford is a more attractive posting option for families."***

Corporal Corner who moved in to one of the houses said: ***"I've been living in married quarters for seven years, this is my fifth quarter and it is by far the best. The customer service provided by DE and MHS has been excellent, any little issues we had were quickly sorted. If I could buy this house I would!"***

Looking after your home

Combating condensation

Condensation and mould are often caused by inadequate ventilation – that modern standards of insulation, heating and draught exclusion can make worse.

The best ways to combat condensation are:

- Open a window when washing, drying clothes, cooking or bathing.
- Except on the coldest days, open a window to air your house regularly.
- Use extractor fans and open double glazing vents where fitted.
- Keep air bricks and flues free of obstructions - blocking them can be dangerous.
- Keep your home at a constant temperature, even when you aren't at home.

Housing facts

DE Operations Housing manages around 20,000 moves of Service families every year.

Don't know which HIC to call?

A new HIC area map is available on the SFA Website.
More... www.mod.uk/DefenceInternet/MicroSite/DE/OurPublications/ServiceFamilyAccommodation/HousingInformationCentreshics.htm

Applying for SFA?

Defence Estates has launched an easier way to apply for Service Family Accommodation (SFA) in the United Kingdom.

Until now applicants had no choice but to complete a long paper application form, but a new online version of MOD Form 1132 (pictured above) has now been launched.

The form gives applicants additional choice and offers a number of advantages over the paper version. For example the e-1132:

- provides information throughout the form to help you complete it.
- validates the information to ensure you can't submit an incomplete form.
- allows you to save your form so you can complete it later.
- means your information can be directly transferred to systems, which could speed up the process
- allows you to track your application.

Where to find the e-1132

The e-1132 is hosted on the Defence Intranet, rather than the Internet, to ensure security of data.

The e-1132 can be found on the Admin tab of the Defence Intranet at:
<http://defenceintranet.diiweb.r.mil.uk/DefenceIntranet/Admin/ApplyforSFA/>

Please note that this link can only be accessed from an MOD system that has access to the Defence Intranet

DE
DEFENCE ESTATES
Delivering Estate Solutions to Defence Needs

USEFUL TELEPHONE NUMBERS AND INFORMATION

Repair and Maintenance

England and Wales
0800 707 6000

Scotland
0800 328 6337

Northern Ireland
0800 030 4651

Allocations and Move in/Out

Housing Information Centres (HIC)

0800 169 6322
Mil 95410 8000

SFA forms and information

www.mod.uk/ServiceFamilyAccommodation

Moving Out soon?

The Single Services mandate that all occupants of Service Family Accommodation should arrange a Pre Move Out Advisory visit. This meeting gives you the opportunity to discuss your Move Out with a Housing Officer, and could help you identify simple steps to avoid charges for damages.

Your Housing Officer will supply you with a handy guide at this meeting but these have also been published on our Website.

More...

www.mod.uk/DefenceInternet/MicroSite/DE/OurPublications/ServiceFamilyAccommodation/PreMoveOutAdvisoryLeafletsForSfa.htm