



MINISTRY OF DEFENCE

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## e-1132 success

The electronic version of MOD Form 1132 continues to prove popular with Service families since its launch in October. Currently between 25 and 30% of the total number of applications are being completed online.

The e-1132 provides information throughout the form to help you complete it, and it also validates the information so you can't submit an incomplete form. You can also save your form so you can complete it later and track your application. [View the e-1132](#) (Defence Intranet link only)

## SFA website's a hit

The new customer focused Service Family Accommodation site is now the 59th most visited page on the whole of the MOD website – a jump of 30 places since the launch of the revamped site in September. For everything you need to know about SFA visit: [www.mod.uk/ServiceFamilyAccommodation](http://www.mod.uk/ServiceFamilyAccommodation)

### Don't know which HIC to call?

A HIC area map is now available on the SFA Website

More...[www.mod.uk/DefenceInternet/MicroSite/DE/OurPublications/ServiceFamilyAccommodation/HousingInformationCentresHICs.htm](http://www.mod.uk/DefenceInternet/MicroSite/DE/OurPublications/ServiceFamilyAccommodation/HousingInformationCentresHICs.htm)

# Home front

Information for Service Families from Defence Estates Operations Housing



## Pro-active protection for your home this Winter

### What can I do to prevent damage to my heating and plumbing system during cold weather?

Prepare for cold weather by locating the position of the water main stopcock in your property, and checking that it operates in case you need it. You should also report to your maintenance helpdesk any taps and cisterns that require attention and also any damage to insulation on outside pipe work. During severe weather you are responsible for ensuring the temperature in your SFA does not fall below 10°C. Keep doors of rooms without heating open to allow heat to circulate.

### What about outdoor pipes?

You need to take special care with pipes leading outside the house. For outside taps you should shut off any isolating stopcock when not in use, and leave taps open. If you are unsure about what to do, please contact your maintenance helpdesk.

### What precautions should I take if I am going away in cold or severe weather?

You are responsible for ensuring that adequate frost damage precautions are taken. You should therefore:

- Leave central heating on permanently with the room thermostat set to minimum of 10°C.
- Turn all radiator valves on to full, leave all internal doors open and slightly open your loft hatch.
- Where possible, leave your keys with a trusted neighbour and ask them to check the house regularly.

### Will it be expensive to leave my heating on constantly?

No, heating left on like this consumes little fuel at a small cost. It is far better to spend a small amount to prevent problems, than incurring the cost and inconvenience of a major clean up operation – remember you are protecting your possessions too.

### I have a condensation problem in my SFA. What can I do to alleviate this?

Double-glazing, central heating, and modern kitchens and bathrooms are all improvements that result in warm and draft-free homes. Unfortunately, these ideal living conditions are also the perfect combination for condensation to occur. You can also prevent condensation forming by taking the following steps:

- Open the windows in your kitchen or bathroom when cooking or bathing or, where fitted, switch on extractor fans.
- Avoid drying damp clothes on radiators – use airers instead.
- Keep the ventilation grills on double-glazed windows open.
- Use adequate ventilation when operating tumble dryers.
- Ventilate your property as often as possible
- Ensure any vents in walls are kept uncovered.

## Loft insulation programme

So far over 8,000 Service homes have benefited from the loft insulation improvement programme, and the latest round of improvements begun in the South West. By improving the thermal insulation in properties, there is the potential for households to save money on their fuel bills and reduce emissions.

The process is comprised of a 10 minute survey to confirm the requirement, followed by a 3 hour appointment to fit the insulation. However, families need to ensure that their loft space is empty and that any furniture blocking the entrance to the loft hatch has been moved. Families will be given plenty of notice of work starting in their area.

## Fareham upgrades prove popular with families

Service families living in Fareham are benefiting from a £3.2 million scheme to modernise their SFA. A total of 55 properties are undergoing major refurbishment work at the site. Since the work began in January over 30 properties have now been completed and handed back to families.

The improvements include new kitchens, new bathrooms with showers, improved storage space, better insulation, new curtains, carpets and flooring, as well as full redecoration.

Further improvements include replacement roofs, electrics, new heating systems with condensing boiler, replacement windows, as well as new internal and external doors. New patios and replacement fencing ensure the outdoor space gets a much needed make-over too.

Those families who have already moved in are taking great pride in their homes and care of their gardens – ensuring they are kept to the same high standard as when they moved in.

Kim Richardson OBE, Chair of the Naval Families Federation (NFF) said:

*“The upgrade programme undertaken in Fareham is welcomed by the NFF team. We feel that Naval Service personnel and their families have been provided with the quality of accommodation they deserve. We do however, see this as a start and look forward to commenting on future upgrade projects and investment in the Naval estate UK wide.”*

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**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](http://www.mod.uk/ServiceFamilyAccommodation)

## Using the correct contact channels

Some customers are using the mobile phone numbers of individual Housing Officers, instead of phoning the relevant helpdesk numbers. This practise circumvents correct procedures and is unfair to customers who use the correct channels.

Customers should call the correct maintenance helpdesk for their area, or area Housing Information Centre for allocations:

Repairs/maintenance –

<http://www.mod.uk/DefenceInternet/MicroSite/DE/WhatWeDo/Accommodation/SfaRepairsAndMaintenance.htm>

Allocations, Move Ins/Move Outs and Pre Move Out Advisory Visits (HICs) –

<http://www.mod.uk/DefenceInternet/MicroSite/DE/WhatWeDo/Accommodation/SfaPointsOfContact.htm>