



**Defence  
Infrastructure  
Organisation**

Oct/Nov 2011

## Upgrade programme

The Ministry of Defence has announced that a three year pause in the modernisation programme will start in April 2013 - as one of many measures to help the MOD address its funding gap.

**It is important to note that routine and response maintenance of SFA, minor new works, the Asset Replacement Programme and future rebasing plans will not be affected by this decision.**

DIO has successfully improved the standard of thousands of SFA properties in recent years; and will continue to seek to make a significant difference within available resources.

## Licence to occupy insurance

In accordance with JSP 464, Service personnel are strongly recommended to take out Licence to Occupy insurance – which provides cover of up to £20,000 for your potential liability incurred as a result of damage to your SFA. The link below has more information, although it is worth checking if this has already been included in your kit insurance.

**More...** [www.siiap.org/l2o](http://www.siiap.org/l2o)

DIO Ops Accn communications

# Home front

Information for Service families from DIO Operations Accommodation



Hounslow



Hounslow



Bulford

## Service housing improvements continue

Although the MOD has announced a pause in major upgrades from April 2013, DIO Ops Accn continues to target available investment for the benefit of Service personnel and their families. Two of the latest examples are the complete regeneration of homes in Hounslow, West London and Bulford Garrison, Wiltshire.

At **Hounslow**, over 70 properties have already been completely refurbished as part of a £7.8 million upgrade project to upgrade 117 two and three bed Service homes at Cavalry Barracks in Hounslow - as well as providing a new playpark (pictured above centre). Cavalry Barracks in Hounslow provides for the Guards Regiments. DIO and MODern Housing Solutions (MHS) have an ambitious target to complete this project in just 12 months.

Lance Corporal and Mrs Bell (pictured above left with Major General George Norton (CBE), General Commanding London District) said: *"This is the best move we have had so far. The houses look lovely and the interiors are fantastic."*

Air Commodore Alan Opie, Head of DIO Ops Accn added: *"I am really pleased with what I have seen in Hounslow and I truly believe it is what we are aiming to achieve. We have demonstrated here the real difference that carefully planned and good quality improvements to our housing can make to the quality of life of Service families."*

At **Bulford** Garrison, work to upgrade 220 SFA homes is now complete and a celebration event was recently held with the local Service community, which also gave members of the Media (including the BBC, BFBS, local Media and Garrison FM) an opportunity to talk to families about the upgrade project.

The project started in March 2009 and provides a mix of refurbished two, three and four-bedroom homes (refurbished kitchen pictured above right). DIO Ops Accn Estate Management worked with MHS to refurbish the homes on New Ward Road, the Irish Estate and the Australian Estate.

Major General John Lorimer DSO, General Officer Commanding 3 (UK) Div, was in attendance; and the Garrison Commander and Mike Starnes (Deputy Head of Ops Accn - Estate Management) undertook a number of television interviews to highlight the success of the project.

Colonel Paddy Tabor, Commander Tidworth, Netheravon and Bulford Garrison summed up by saying: *"The modernisation of houses in Bulford is of a tremendously high standard and brings formerly old and tired family accommodation right up to standard, in line with much other building and refurbishment going on."*

*"There is no doubt that our soldiers and their families will feel they are being really well catered for when they see and move into the houses in this modernisation scheme."*

Looking after your home

## Make sure you are prepared for winter

**The UK has experienced extremes of winter weather in the last couple of years and this has highlighted the need for all householders to prepare so that their homes and families are protected.**

Last winter, over 280 families in Service Family Accommodation (SFA) experienced flooding either during the cold weather or in the thaw that followed.

To make sure your home is ready for winter weather, test run your heating system – and report problems to your repairs Helpdesk. And don't forget that you are responsible for looking after your SFA – so ensure that it is always adequately heated, even if you are away.

**More information and ideas for helping you avoid problems can be found at** [www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/ProtectingYourFamilyHomeInWinter.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/ProtectingYourFamilyHomeInWinter.htm)

## Helping you find the information you need

As part of our continuing efforts to improve customer communications, DIO Ops Accn has produced some new guides aimed at providing you with straightforward guidance. These new publications are available on the SFA website (links below).

### Move In leaflet

Simple advice and key points about the Move In process:

[www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/MoveInLeafletForSfa.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/MoveInLeafletForSfa.htm)

### SFA Applications Flowchart

Sets out the various steps in the application, allocation and move in process:

[www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/SfaApplicationFlowchart.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/SfaApplicationFlowchart.htm)

### Request a repair

England and Wales  
0800 707 6000  
Scotland  
0800 328 6337  
Northern Ireland  
0800 030 4651

more...

### Arrange Move In/ Out/Pre-Move Outs

Housing Information  
Centres (HIC)  
0800 169 6322  
Mil 95410 8000

more...

### Apply online for Service Family Accommodation

<http://apps01.domis.r.mil.uk/e1132/>

MOD systems only

more...

**Find out more**  
[www.mod.uk/ServiceFamilyAccommodation](http://www.mod.uk/ServiceFamilyAccommodation)

### Contact us

[www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaPointsOfContact.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaPointsOfContact.htm)