



Defence Infrastructure Organisation

Contacting the Housing Allocations Service Centre
The replacement of the Housing Information Centres (HICs) with the Housing Allocations Service Centre (HASC) was challenging for DIO. A great deal of work, information and knowledge had to be transferred to the HASC at Aldershot and Thetford, and this was undertaken at a much greater speed than planned because staff in the HICs were able to find alternative employment before additional HASC staff could be sought.

DIO Ops Accn would like to apologise for any inconvenience caused during this transition period, in particular if you found it difficult to contact the HASC. Please note that the preferred method of contact is by email, details of which can be found on the [SFA Points of Contact web page](#).

All customers are reminded that the HASC is responsible for the effective allocation of Service Family Accommodation in the UK, which includes making decisions about properties and arranging appointments.

The HASC is not responsible for answering queries such as what days the bins are emptied, providing Unit/local information and welfare issues. These should be addressed to the appropriate authorities, such as; your local authority, Unit, Community Guide, HIVE or Welfare Officer.

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Information for Service families from DIO Operations Accommodation

SFA APPLICATION SPECIAL EDITION

June/July 2012



Apply for your SFA online

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

A better way to apply for your next Service home

On 20 June, DIO Ops Accn launched its enhanced online application form for Service Family Accommodation (SFA) – which is known as the e-1132.

The enhanced system builds on the successful existing e-1132 and offers customers a number of advantages including the ability to:

- see details about available properties that match their entitlement, including any photographs that are held on the system.
- express their top three preferences in order.
- book Move In and Move Out appointments.
- electronically sign the licence to occupy.

The launch of the enhanced system is an integral part of the transformation of allocations services, which included the move of allocations work to the Housing Allocations Service Centre (HASC) – and is an initial part of DIO Transformation and the DIO technology solution. Significantly, the system offers applicants greater transparency and also brings online a number of processes to improve overall efficiency.

The ability to view available properties that match your entitlement (pictured above centre) is a major step forward, as applicants have not been able to do this before. Customers who

apply for accommodation will see details and usually at least one photograph of the properties, as well as further interior/exterior photographs and floor plans, where these are available. The capture of this extra information is an on-going task as and when properties are empty between occupants

The self preference function allows applicants to express a preference for the top three properties (where available) is also a significant improvement. The system is purposely not automatic, as staff in the HASC make the final decision based on a number of criteria. This helps them manage the estate to ensure the use of substitute accommodation is kept to an absolute minimum and that any agreements with the chain of command are taken into account.

Once the applicant has expressed their preference(s) the HASC makes a decision on criteria such as the requirement date, posting date, family size/ages, pets, chain of command agreements and commuting distance.

Once an allocations decision has been taken, the system also includes the ability undertake a number of processes online, including accepting the offer, signing the Licence to Occupy and booking the Move In/Move Out appointment.

These changes streamline the whole allocations process, as both customers and staff use the same

system – and essentially have access to the same information. And whilst Service personnel have been expected to use the e-1132 for a number of months now, with usage rates reaching well over 70%, the enhanced system gives even more reasons and benefits to use it.

Testing, testing, testing

The enhanced system has been the subject of extensive testing with representatives of the single Services, DIO staff and the Service Families Federations. DIO wanted to ensure that the system is as easy to use as possible, and that any potential issues were identified and resolved in advance. In fact, the launch date was revised to resolve issues that were identified during testing, and to allow further testing and training.

Although there is always the possibility of glitches when you launch a new system, the enhanced system is robust, easy to use – and offers customers a truly better experience when applying for Service Family Accommodation.

More information can be found in a new Defence Instructions and Notices (accessible on Defence Intranet only):

[DIN 2012DIN04-094: Applying for Service Family Accommodation in the UK – transformation of Allocation Services](#)

REPAIRS

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

APPLY

To apply for SFA:

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

MOD systems only

INFORMATION

www.mod.uk/ServiceFamilyAccommodation

ALLOCATIONS

Housing Allocations Service Centre (HASC)

The best way to contact the HASC is by email – contact details are available at www.mod.uk/DefenceIntranet/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...

A quick guide to applying for UK SFA

Service personnel who wish to apply for Service Family Accommodation (SFA) in the United Kingdom are expected to use the electronic application form (e-1132). The only exceptions are for those personnel who do not have access to the Defence Intranet, such as those who are on operations, deployed or overseas.

1. When applying for SFA, use the electronic form e-1132. It can be found at <http://apps01.domis.rmil.uk/e1132/>
2. The online application form allows you to track your application, view available properties, express your preferences for individual properties, book a Move In appointment and electronically sign your licence to occupy.
3. The SFA Website has a wealth of useful information about all aspects of UK SFA - www.mod.uk/ServiceFamilyAccommodation. The site is organised around the issues you want to know about, such as Applying for accommodation or the Move Out process. The site also provides Service status news.
4. The best way to contact the HASC is by using the email addresses on the [SFA Points of Contact web page](#) on the SFA website. If you need to call the HASC please avoid peak times such as when the office opens at 0830 hrs.

DIO Ops Accn communications