



MINISTRY OF DEFENCE

Jan/Feb 2011

Emailing reminders of appointments

In the Spring MODern Housing Solutions (MHS) will start offering customers a choice to have their appointments confirmed by email instead of by letter.

In a survey last year MHS customers voted overwhelmingly to introduce this idea, which aims to save paper and improve customer convenience and choice.

The next stage of the plan is to offer confirmation of safety inspections, such as the Gas safety inspection by email as well. And this will be followed by the offer of text message reminders on the day before and on the day of your appointment.

Electronic 1132

Don't forget that you can apply for Service Family Accommodation using the online version of MOD Form 1132.

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.

More...e-1132
(Defence Intranet link only)

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Information for Service Families from Defence Estates Operations Housing



Housing contract proposals



Fire Safety



Visit the SFA Website at
www.mod.uk/servicefamilyaccommodation

Proposals for new Housing contract announced

The current contracts in place to support the maintenance and repair of Service Family Accommodation are due to end in late 2012/early 2013. We plan to extend the Modern Housing Solutions contract to April 2013 in order to end at the same time as the current Regional Prime Contract in Scotland and other contracts in Northern Ireland, and let a new National Housing Prime Contract covering the whole of the UK which will start in April 2013.

Planning has already begun to determine how we will provide these services after April 2013, and the Next Generation Estate Contracts (NGEC) team recently announced proposals for a new contract.

The contract tender notice for the new contract was published on 9 February and it is expected that the contract will be awarded in October 2012.

The new National Housing Prime (NHP) will support the maintenance and repair of SFA throughout the United Kingdom. It also may include activities currently carried out by MOD staff as some Housing Information Centre duties such as allocations, Furniture, and the Housing Officer role. However, these roles have been included as options for the new contract and will be compared to an in house option and full consulted with the Trade Unions and Families Allocations before the decision is made.

In the meantime DE Ops Housing staff and its contractors will continue to focus on our customer service. Therefore, customers should continue to use the normal maintenance and repairs helpdesks, as well as the Housing Information Centre contacts (see right column).

Guidance for customers who are accommodated in hotels or other alternative accommodation

Service Family Accommodation (SFA) customers are sometimes placed temporarily in hotels or other alternative accommodation when their Service home is not available, or has been damaged. Some alternative accommodation has cooking facilities, such as alternative Service homes or a holiday home, and in these cases no claims will be accepted for food costs. However, customers are advised that there are circumstances where they are able to submit claims for meals:

Temporary hotel accommodation caused by issues that make the home uninhabitable, such as flooding
Customers may claim £26.28 per adult per day when staying in hotel accommodation that has been authorised by Defence Estates Operations Housing. Claims should be submitted through JPA using UIN

D3305A. All claims will be subject to audit to ensure that claims relate to stays in hotels that have been authorised by DE and for the appropriate length of time.

Temporary hotel accommodation caused by an issue such as your new SFA not being available on Move In

MODern Housing Solutions (MHS) (for England and Wales) will give customers £10 per day for food (£5 for under 16s) where they are unable to cook, or they are in a hotel. This payment is designed to recognise that buying takeaway food and/or eating out is more expensive than buying food for the home. MHS does not require any receipts.

Please call the MHS Helpdesk on 0800 707 6000 for more information.

Kitchen fire safety

Last year there were 36 kitchen related fires in Service Family Accommodation (SFA) - 29 of which involved the cooker. So far, and even though we are only in February, there have been 6 cooker fires already.

Feedback from the Defence Estates Health and Safety Officer has shown that the majority of the cooker fires have been caused by a pan or grill catching light, or the accidental switching on of a cooking appliance where combustible items had been placed on top (such as tea towels or oven gloves).

Many fires in the home are caused by a single moment of carelessness and could easily be prevented. And whilst you may not think that it could happen to you, it is important that everyone is aware of possible fire hazards around the home, and take steps to protect you and your family.

Please take a few minutes to read - and implement - the advice given in the Community Fire Safety Brochure on the SFA Website - link below.

More... www.mod.uk/DefenceInternet/MicroSite/DE/OurPublications/ServiceFamilyAccommodation/CommunityFireSafety.htm

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, Move In/Out and Pre-Move Out visits

Housing Information Centres (HIC)

0800 169 6322
Mil 95410 8000

SFA forms and information

www.mod.uk/ServiceFamilyAccommodation

New organisation announced

A new organisation, the Defence Infrastructure Organisation (DIO), will be established on 1 April 2011.

Replacing Defence Estates, the DIO will be responsible for MOD expenditure on infrastructure management and delivery; including Service Family Accommodation.

Customer Services

DE Ops Housing strives to provide the best possible service, but we recognise that sometimes things go wrong. If you would like more information about our complaints process there is a dedicated page on our Website.

More... www.mod.uk/DefenceInternet/MicroSite/DE/WhatWeDo/Accommodation/SfaComplaints.htm