

MHS CUSTOMER HELPDESK

FREEPHONE 0800 707 6000

www.modernhousingsolutions.com



Our aim is 100% customer satisfaction from initial contact, through to implementation.

When problems develop, there are specific procedures established that help customers with their maintenance needs and support the wider MOD community.

We are committed to providing best value, practical and innovative solutions to help our customers and the wider community.



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**Defence
Infrastructure
Organisation**

Guide to Housing Maintenance **Service Family Accommodation**

May 2012 Edition 3



*Providing Best In Class Housing
Maintenance to Service Families*

CUSTOMER HELPDESK – 0800 707 6000
www.modernhousingsolutions.com

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Welcome to your new family home

This is your guide to housing maintenance while you are living in Service Family Accommodation (SFA). Please keep this within easy reach so you can quickly get help if something in your home breaks down or you need to report a fault.

MODern Housing Solutions (MHS) will repair many of the items within your home helping you to maintain an efficient, safe and comfortable household.

Your primary point of contact with MHS is the Customer Helpdesk which is open 24 hours a day, all year round. If something goes wrong in your home, if you need help or advice, or if you want to register a compliment or a complaint, call the Customer Helpdesk. Our team of Advisors will ask you for some details, log your call and take the necessary steps to ensure that we respond as quickly and efficiently as possible.

MHS Customer Helpdesk 0800 707 6000
24/7, 365 days a year, language translation available

If English is not your first language, we also have a translation line available where you can talk to someone in your preferred language, just say the language of your choice when you call. The Advisor will put you on hold for a few seconds while they reach the translation service. Then you will be able to speak to a translator in your chosen language who will relay your concern to the MHS Helpdesk Advisor.

MHS works in partnership with the Defence Infrastructure Organisation (DIO) to provide you with an efficient and high quality housing maintenance service. DIO Operations Accommodation manages housing allocations, bookings and Move In/Out arrangements; while MHS maintains and repairs SFA properties across England and Wales.

Throughout this guide is information to help you understand the services provided by DIO and MHS. The Annexes at the back of this guide contain useful reference information and diagrams to explain the different internal and external elements of your home.

Further advice, information and guidance is also available from the MHS website: **www.modern housingsolutions.com**; and the DIO Service Family Accommodation website: **www.mod.uk/ServiceFamilyAccommodation**

Enjoy living in your new home.

MODern Housing Solutions

Getting Help

The MHS Customer Helpdesk, based in Liverpool, is the central point of contact for all housing maintenance enquiries or problems.

The Housing Maintenance Service

MODern Housing Solutions (MHS) provides a comprehensive housing maintenance service to families living in Service Family Accommodation (SFA). There are many different types of SFA properties, some are detached, semi-detached or terraced houses, while some are flats; some are heated by gas, oil, electricity or other means. The housing maintenance service MHS provides applies to all types of SFA properties. We will repair items that are faulty or have broken down; and where necessary we will replace items (this may be subject to DIO approval). If the fault is outside our area of responsibility, we will liaise with the relevant external supplier to resolve the problem, but we will remain your primary point of contact.

We aim to answer calls into the Helpdesk within two minutes. During the call the Helpdesk Advisor will ask for a number of details (such as name and address) and will work with you to identify specific details of the problem or fault. You can help this process by referring to the diagrams in Annex B and C which show different parts of the house, inside and outside areas.

MHS Customer Helpdesk - 0800 707 6000

The Response Repair Process

When you report a fault, it will be assigned a priority (outlined below), you will be given a job reference number and you will be sent written notification of your appointment (by post or email if requested).



If you need to change the appointment, please call the MHS Customer Helpdesk before the appointment date, quote your job reference number and we will arrange a new date and time. However, if you are not available for an appointment within the original priority timeframe the job priority may be downgraded.

The operative will attend your property within the time slot indicated in your appointment details. As part of the visit, he/she will assess whether the fault is the result of fair wear and tear or not; and will attempt to resolve the problem 'right first time'. Should this prove difficult (for example if parts are required) these will be ordered, the item/environment made safe and a new appointment made with you when the parts are received.

Once the job is complete, the operative will ask you to sign the job pack to record satisfactory completion of the job. If there is any aspect of the job with which you are not satisfied, please raise a complaint through the MHS Customer Helpdesk (see Complaints section).



Response Priorities

Each call into the MHS Customer Helpdesk is prioritised, according to the nature of the fault, as an Emergency, Urgent or Routine job.

Emergency Attend within 3 hours, problem made safe within 24 hours. Faults which constitute an immediate risk of injury, significant damage to property, or give rise to serious inconvenience or hardship to the family.

Urgent Attend and rectify problem within 5 days. Faults which cause serious discomfort to the family or are likely to lead to damage to the property or fittings. Problems such as partial loss of facilities, blocked toilets, or individual defective installations (such as part of a cooker) would be regarded as Urgent.

Routine Attend and rectify problem within 15 working days.

How you can help

There are a number of ways you can help us resolve your problem quickly and efficiently:

- Before reporting a fault, look through the diagrams in Annex B and C and carry out any suggested checks to see if you can resolve the problem yourself
- If you do need to report a fault, provide the Helpdesk Advisor with as much information as possible about the problem; using the diagrams in Annex B and C to help
- If the fault relates to a piece of equipment (such as a boiler or cooker) provide the Helpdesk Advisor with details of the type and model so the operative has the right parts
- Provide the operative with clear access to the property and the area where the fault is
- Particularly where there are Health and Safety implications, for example when we are performing gas safety checks or electrical safety inspections, please ensure the operative has clear access to the relevant areas
- To avoid missed appointments, try and be available within the timeslot of the appointment, or arrange for someone else to be there who is 16 years or over. If necessary, call the MHS Customer Helpdesk before the original appointment date and time to re-schedule



Customer Care

Providing and maintaining an excellent level of customer service to Service families living in SFA is really important to everyone in MHS. We invest time meeting with a range of Service family organisations to understand the needs of Service families.

The MHS Customer Charter

We aspire to give our customers a great service and our client a great experience.

We commit to:

- Answer at least 95% of calls within two minutes; respond to letters the same day and answer emails within one hour
- Protect your security and confidentiality in accordance with the Data Protection Act 1998
- Show empathy and ownership of your query in every conversation or contact we have with you
- Liaise with you to arrange any necessary work as efficiently and quickly as possible
- Avoid jargon, technical language and military terms and, if requested, communicate with you in a language of your choice
- Provide the same service to all family members
- Call before we arrive so you know when to expect us; and confirm the reason for our visit
- Arrive within the agreed appointment time; unless exceptional circumstances delay us when we will call to advise you of the delay
- Show our identification badge, if you are unsure of an operative's credentials please call the MHS Customer Helpdesk to confirm their identity
- Respect your home, keep it clean, tidy up after completing the job and wear shoe protectors where necessary or requested
- Be courteous and respectful, showing empathy with your situation and demonstrate that we care about you and your family

Customer Satisfaction

We welcome all types of feedback on our service delivery and regularly gather feedback on our customer service levels. Every month our Customer Care Managers call 5% of customers who raised a response repair call that month and ask five key questions around the quality of service they received from us. The information gathered provides us with valuable data we use to continually improve and enhance our service delivery.

Contact MHS by:

Telephone: 0800 707 6000

Post: Customer Care Team,
MODern Housing Solutions,
The Matchworks,
Speke Road, Garston
Liverpool L19 2PH

Email: customercare@mhs.mod.uk
info@mhs.mod.uk

www.modernhousingolutions.com



Customer Liaison

MHS has a number of Liaison Officers (MLO) dedicated to a particular area who provide a local point of contact with MHS. The MLOs regularly attend housing surgeries, coffee mornings and other family meetings arranged through the garrison units, the HIVE, welfare organisations etc. Families are encouraged to attend these meetings and meet the MLOs as they can provide information, help with any unresolved maintenance issues and be your interface with MHS.

Compliments

It is always rewarding to receive compliments and appreciation for a job well done. When you feel we have done a good job for you, please let us know by email, letter or telephone.

Complaints

We recognise that sometimes things go wrong and we let you down. If you need to complain about any aspect of our service, please let us know as soon as possible by logging a call with the MHS Customer Helpdesk.

Escalation Process

Stage One – Customer logs complaint with the MHS Customer Helpdesk to register dissatisfaction with an aspect of the MHS service.

When you raise a complaint, a Customer Care Manager will contact you to introduce themselves and give you a reference for your complaint. They will explain the complaint resolution process and keep you regularly updated on progress until your complaint is resolved. Most complaints are resolved within ten days, but in some cases it may take a little longer in which case the Customer Care Manager will explain why and what is being done to resolve the situation as quickly as possible.

If you are not satisfied with the way the complaint is being handled or you want to speak to someone more senior, you can speak to a senior manager at the MHS Customer Helpdesk or an MHS Director who will take any necessary action to achieve resolution of your complaint.

Stage Two – Customer escalates complaint to DIO

If you have completed the Stage One process and are still not satisfied by the response you received, you can escalate the complaint to the Defence Infrastructure Organisation (DIO). Stage Two complaints should be sent in writing to the DIO Customer Service Team using the address on the DIO website.

Raising a Complaint with DIO

If you are dissatisfied with an aspect of the service provided by DIO Operations Accommodation, please follow the complaints procedure on the DIO website.

www.mod.uk/ServiceFamilyAccommodation

Safety in the Home

Unfortunately, accidents can happen in the home. MHS will take reasonable steps towards ensuring your home is safe, but there are steps you can take to maintain a safe domestic environment. Within your home be aware of obvious hazards, particularly if you have children, such as cables that could be tripped over, keep curtain and blind cords short and out of reach of children. Where possible, new and existing windows can be fitted with child restrictors and should all display the BS kite safety mark. If your windows does not have these, then log a call with the MHS Customer Helpdesk.

You should regularly test smoke and carbon monoxide alarms and replace batteries where possible. Carbon monoxide monitors are often sealed and designed to be replaced when the battery expires. If your monitor is continually beeping, you should call the MHS Customer Helpdesk as the monitor may need servicing or replacement.

Below are some general safety tips and advice to help protect you and your family; more information is on the following website: www.directgov.uk/en/HomeandCommunity.

Garden and Barbeques

- Store garden chemicals in a safe environment away from children, animals and protected from outside elements
- Use a safe, in line RCD (Residual Current Device) to operate outdoor electrical appliances, such as lawnmowers
- Some garden plants and berries are poisonous to animals and people
- Light barbeques (disposable and fixed) on a stable surface away from houses, fences and other potentially flammable materials. Always allow ashes to cool completely before disposal; even disposable barbeques can set a bin alight

Kitchen and Bathroom

- Keep hot pans and boiling liquids (such as kettles) away from the edge of the work surface
- Ensure leads and power cables are not hanging down where they could be pulled or caught
- Do not leave baths running unattended and ensure the water is not too hot so as not to scald anyone, especially children

- Keep toilet and other cleaning chemicals and medicines locked away and out of reach of children
- Take care when closing oven doors and do not use as a 'handy' shelf

Fire Prevention

- Ensure all fires and heaters have a suitable safety guard and never dry clothes over them
- Never leave candles or tea lights unattended and use proper holders
- Do not overload power sockets with multiple plugs or extension leads
- Never smoke in bed

Asbestos and Radon

The type of asbestos used in houses across the UK is very low risk and does not automatically represent a hazard to you or your family. Asbestos provides no danger if it remains sealed and undisturbed, however if you believe there is damage to an area in your home which might contain asbestos, please contact the MHS Customer Helpdesk.

Areas where asbestos may have been used include: boilers and lagging; storage heaters; ceilings and artex (textured finish); window sills; gutters and downpipes; fascias and soffits; garage and shed roofing. Do not undertake DIY projects (especially drilling or sanding) without obtaining permission from DIO, particularly to ensure you do not risk disturbing an area which might contain asbestos.

Radon gas is a naturally occurring gas which is produced from some soils and rocks. MHS conduct Radon monitoring to determine the radon concentration in SFA in those areas that may be affected by radon gas.

Immersion Heater Thermostats

These may still be present in some older properties and are normally perfectly safe. If you experience or suspect any of the elements listed below please switch off the immersion heater and central heating boiler and contact the MHS Customer Helpdesk:

- Excessive hot water coming out of the hot water or certain cold water taps
- Excessive noise or 'bubbling' from the hot water cylinder
- Hot water coming out of certain cold water taps
- Steam/moisture in the roof space

Emergencies in the Home

Please call the MHS Customer Helpdesk at any time of day if you experience an emergency in your home where you believe you or family are at risk of injury, there is potential for significant damage to be caused to the property, or you are at risk of serious inconvenience or hardship. With some emergencies, there are actions you should take as well as contacting the MHS Customer Helpdesk.

Water Leak

If there is a major water leak in your home:

- Turn off the water supply at the main stopcock (this may be located under the sink in the kitchen, in the bathroom, hall or under the stairs)
- Once the main water supply has been switched off, drain the system by turning on all taps
- If the leak is affecting the electrical system, turn off the electricity supply at the main fuse box
- Call the MHS Customer Helpdesk and advise them where the leak is

Gas Leak

If there is the slightest smell of gas:

- Put out any naked flames or cigarettes
- Ensure all gas appliances are switched off
- Turn off your gas supply at the meter if possible
- Open windows and doors to ventilate the property
- Do not use any electrical appliances, including switching off lights, if on leave on, and DO NOT use mobile phones whilst inside the property

Once you are reasonably sure you have taken the above precautions, and are a safe distance from the location of the gas smell, log a call with the MHS Customer Helpdesk for further advice.

The National Gas Emergency on 0800 111 999

If there is a strong smell of gas:

- Evacuate everybody from the property immediately
- Call The National Gas Emergency Number from a safe distance outside the property
- Do not attempt to switch anything on or off

Fire – evacuate everyone and call 999

If there is a fire in your home, leave the room straight away and close the door. Do not attempt to put the fire out yourself, unless you can do so quickly and safely. Tell everyone to leave the property immediately and close all doors to slow the spread of fire and reduce the spread of smoke.

Once everyone is outside and at a safe distance from the building, dial 999, and ask for the fire brigade. Give your name and address and state where the fire is. If your SFA is behind the wire, please follow local Station Orders/processes.

Once the emergency services have been informed, call the MHS Customer Helpdesk. They will provide you and your family with advice and support and if necessary source alternative accommodation.



Housing Maintenance

On behalf of DIO, MHS carry out a number of regular and specific activities to maintain and, where appropriate, improve the condition of the SFA housing stock.

Asset Repairs and/or Replacement

MHS will carry out repairs to the fixed assets (e.g. boilers, cookers, roofs etc) within SFA properties. When assets are beyond repair, MHS will replace on a like for like basis. If the asset has reached the end of its normal life cycle, it may be replaced subject to DIO approval.

Additional Medical Needs Adaptations

Some families may require certain adaptations to be made to their SFA to accommodate an injured or disabled member of the family. If you have such a requirement, this should be highlighted in the E1132 supported by an Occupational Therapist (OT) report containing specific recommendations for approval by DIO. Once any additional medical needs adaptations have been identified, agreed and approved; DIO and MHS will liaise with you to carry out the necessary work with the minimum of inconvenience to your family.

Pre-Planned Maintenance (PPM)

To maintain SFA properties, keep them running as efficiently as possible, comply with Health and Safety standards and other housing regulations, MHS have a programme of Pre-Planned Maintenance (PPM) inspections including:

- Annual Gas Safety inspection
- Periodic electrical inspection and tests
- Electrical Inspection, on all properties prior to Move In
- Interim inspections as required and noted by the MHS appointed inspector
- Oil Fired Boiler Safety inspection, where appropriate
- Smoke / Carbon Monoxide Detector inspection

These inspections are mandatory and must be carried out in your home in order to ensure that you and your family are safe. The Gas inspection in particular is a statutory requirement. If we have been unable to gain access to your home and your current gas safety certificate expires, an automated process on the MHS

system will prevent all response works, except for emergencies, from being raised for your home until the Gas inspection has been completed.

PPM inspections are planned according to the requirements of the property. A letter will be sent to your home in advance with the date and time of your PPM appointment. If you are unable to be at home on that day or time and it isn't possible for someone over 16 to be there on your behalf, please call the number on the letter to rearrange the appointment. If you miss the initial appointment, the operative will leave a yellow missed appointment card at your home asking you to contact MHS to book a second appointment. If you fail to meet a second appointment, you will receive a red missed appointment card and your details may be passed to DIO who will liaise with the military authorities to gain access to your home.

Some properties may also require specialist activities such as: fire and/or intruder alarm inspections; disabled lifts & hoist inspections; loft inspections; chimney sweeping; legionella risk assessments; asbestos monitoring; radon monitoring.

Your responsibilities

Whilst living in SFA, you should look after your home and in particular:

- Change domestic fuses and standard light bulbs (not on a landing or high ceiling). Contact MHS to replace any fluorescent tube lighting
- Reset electrical trip switches as necessary
- Clear sink/bath blockages and gullies; carefully pour hot water from the kettle into the plug hole and gently plunge around the plug hole. If it still doesn't clear, call the MHS Customer Helpdesk
- Arrange for safe connection and maintenance of your own appliances such as dishwashers and washing machines
- Repair any damage to the property caused by your family or visitors (if we have to repair such damage you may be charged)
- If you lose the keys to your SFA you are responsible for replacing the locks
- If your heating system is fed by an oil tank it may have a 'bund' (a brick/concrete construction under the oil tank to catch any escaping oil). Bunds have no lids, you must keep it free from leaves, debris and keep all vegetation 800mm clear of the bund and oil tank

- Maintain tidy gardens and ensure hedges are kept to 1.8m in height
- Respect your neighbours by not dumping rubbish in communal areas and by keeping stairs and hallways free from obstructions in flats
- Test your central heating in September, before the onset of the cold weather, so that any faults are identified and can be fixed in advance
- Before starting a DIY project seek permission from DIO
- When you leave to go on holiday, leave the heating on low (15°C) during cold weather, turn the water off and arrange for a neighbour to visit the property periodically
- Allow operatives safe access to your property by keeping pets in a separate area

Condensation and Mould

Condensation is the water produced when warm moist air or steam meets a cold surface such as windows, walls or floors. If left this can lead to mould on walls and potentially damage clothes and furnishings. Condensation can occur in properties where doors and windows are draught free, generally kept closed and the central heating is on regularly.

Controlling condensation and mould is generally a matter of minimising sources of water vapour and finding the right balance between heating and ventilation in the home. If you continue to have problems with condensation and mould, call the MHS Customer Helpdesk. A Technical Officer will visit with a damp meter to determine the likely cause of the problem and recommend suitable actions. Some tips for avoiding condensation and mould include:

- Do not put damp clothes over a radiator as this creates moisture
- Where possible, ventilate rooms by opening the window slightly to allow moist air to escape, particularly in bathrooms and kitchens
- Use extractor fans in kitchens and keep lids on pans when cooking
- Ensure your house does not fall below 15°C
- Never block or cover air bricks, flues or ventilators
- If you see condensation, mop it up with kitchen towel and wash off any mould on walls or window frames using a domestic 'Mould and Mildew Remover', following manufacturer's instructions

Sustainability

Across the Ministry of Defence, there is a drive towards encouraging everyone to be more sustainable and to think about the environment in their daily activities. Often the simplest activities can have a significant impact. Within the home, there are a number of steps families can take towards helping reduce our carbon footprint and save money at the same time.

Further information and guidelines on
www.mod.uk/ServiceFamilyAccommodation

Heating

- With extra clothing and warm bedding during the winter months you can turn down your heating or reduce the amount of time the heating is switched on
- Lowering the thermostat by just 1°C, can reduce heating bills by up to 10% and could save around £40 per year. If you can switch off the heating, when weather permits, you will save even more. However, in cold weather your thermostat should not be set below 15°C to protect your home
- There are often warm days during the winter months when you may not need the heating on
- Turn the room thermostat down or adjust the temperature of the radiator in the room if you need to cool a room down
- The sun is the most readily available source of heat there is, make the most of it by opening internal doors of any rooms which get more sun than others and let the warm air travel through your home
- Close your curtains at dusk during the autumn/winter months, this will help to reduce the amount of heat lost through the windows



Lighting

- Choose energy saving light bulbs where possible, they last up to 10 times longer and use up to 80% less electricity
- Always turn off lights when you leave the room
- Lamps placed in the corners of your room will reflect more light
- Use free, natural energy resources as much as you can, open the curtains during the day, you may not need to turn a light on

Bathroom

- Use the reduced flush option on your toilet cistern, whenever possible
- Use the shower if you have one, instead of the bath. A standard shower uses 35 litres every 5 minutes, whereas a bath may use around 80 litres
- Turn the tap off while you clean your teeth, have a shave or wash your face. You can waste up to 9 litres a minute by leaving the tap running

Utilities

- Automatic washing machines use between 70 and 120 litres of water per cycle; run a full load, use the half load or eco setting to save water and energy
- Don't overfill the kettle when making a hot drink; only boil what you need
- Where possible dry washing outside and avoid using the tumble dryer
- When buying household appliances, look for energy efficient ones



Living in Service Family Accommodation (SFA)

DIO Operations Accommodation manage the supply and demand for SFA, deciding the allocation of houses, and agreeing the Move In and Move Out dates with the respective families. As soon as you receive details of your next posting you should complete the online form E1 132 to apply for your next SFA.

SFA homes are allocated to families according to entitlement or eligibility and availability in the required location. Once you have accepted a property, your Move In is managed by DIO Operations Accommodation. If you are dissatisfied with an aspect of the Move In process, you should raise a complaint with DIO.

www.mod.uk/ServiceFamilyAccommodation or call DIO on 0800 169 6322.

While living in SFA you have certain obligations to take care of the property while you are living there, as detailed in JSP 464 and highlighted within this guide. When you move out of a property you must ensure it meets the **Move Out Standard** as described in Annex D.

The housing allocation process means some properties may be empty for a period of time to allow for handover, refurbishment or repair work to be completed. It is likely therefore, that some of the houses nearby may be unoccupied. Please play your part in protecting your local community and if you notice any signs of damage, vandalism, lights left on, smoke detectors or alarms sounding in an empty property, please call the MHS Customer Helpdesk. The Helpdesk will contact the local MHS Technical Officer to investigate the problem.

Move In

Before properties are allocated, DIO and MHS inspect the house to ensure it meets the **Move In Standard**, as described in Annex D. If you or a member of your family has additional medical needs, you must notify DIO before Move In, following the Guide to Living in SFA. DIO will inform MHS of these needs and, subject to an Occupational Therapy (OT) report, authorise any necessary modifications to the property for completion before your Move In.

At the appointed Move In date, DIO will show you your new home, run through any warranties, highlight the Gas Safety Certificate, point out the location of the

fuse box, water stop tap, etc. DIO will also explain that MODern Housing Solutions (MHS) is your point of contact for any housing maintenance or repair jobs that need taking care of while you are living in the property.

As part of the Move In DIO will give you a **DIO 14 Day Observation Form**. Please use this form to note down any deficiencies you notice in the property which do not fall within the Move In Standard, such as chips on paintwork, small tears or stains on the carpets or old paint runs. This DIO Observation Form must be returned to DIO within 14 days of Move In. These defects may not be addressed but if they are noted on the DIO Observation Form you will not be held responsible for them on Move Out. Please **do not** use the Observation Form to request repairs, call the MHS Customer Helpdesk for all housing maintenance or repair jobs.

MHS Responsibilities at Move In:

Fitness for Occupation – MHS will ensure all basic facilities within the property are safe and work; such as cookers, heating systems, wet and electrical systems.

Maintenance Works – MHS will aim to complete any works needed to bring the house up to Move In Standard by the Move In date. If there is insufficient time to complete the works before Move In, MHS will schedule any residual works for completion shortly after Move In.

Additional Medical Needs Adaptations – Each case must be supported by an OT report for the property being moved into. Once any necessary adaptations have been identified, a formal request must be submitted to DIO who will work with you and your family to agree and approve any adaptations. MHS will then complete any works required before Move In.

Move Out

Your Move Out and handover of the property is managed by DIO Operations Accommodation. At the pre Move Out inspection you will be given an Advisory leaflet detailing what is expected from you at Move Out.

At Move Out, DIO and MHS will inspect the SFA, read the gas/electricity meters and identify any work which needs to be carried out. You may be charged for any repairs that arise from damage caused by you, your family, visitors and pets, as opposed to fair wear and tear.

Your home must meet the Move Out Standard and as a minimum the property should be left in a Hygienically Clean Standard condition; which means that sanitary ware is free from waste, food debris is removed from all cupboards and drawers, all bins are emptied and any rubbish is removed from the inside and outside areas of the property. The garden must be left clean and tidy with the lawn cut and any personal items or rubbish cleared. If you have had pets you must ensure that all carpets, floor coverings, fixtures and fittings inside and outside the property are left clean and free of infestation.

Pre-Payment Cleaning Scheme (PPCS)

To help families, during this busy and often stressful process, there is a DIO approved voluntary cleaning scheme that you may wish to take up on Move Out. The advantage of having a PPCS contract is that you can leave the property in a hygienically clean condition and your contract with the cleaning company gives them the responsibility for ensuring the property meets the Move Out Standard; excluding barrack damage charges which you remain liable for.

MHS oversees the management of the PPCS and is responsible for scheduling when the cleaning is to take place. The cleaning company take responsibility for carrying out the clean as detailed in the contract agreed with you and will provide security cleared personnel to carry out the work.



Further information is available from the MHS website but if you want to take up a PPCS contract you should:

- Contact the cleaning company to arrange for a visit and a free, no obligation quotation detailing the work required to bring the property to the Move Out Standard
- If you want to proceed, contact the cleaning company to accept and pay for the quotation, following which you will receive a final copy of the order confirming the details of the clean and validating the Pre Payment Guarantee. This must be agreed before your Move Out
- The Pre-Payment Guarantee means the cleaning company takes the responsibility of cleaning the property, as per the agreed contract, to the Move Out Standard. This guarantee is subject to you leaving the property in a condition that meets the Hygienically Clean Standard and reflects the condition of the property when the quotation was agreed with the cleaning company. The guarantee does not indemnify against any barrack damage
- If you have pets, the cleaning company can also include within the contract any necessary work to ensure all carpets and soft furnishings are clear of infestation caused by pets in the property
- You should also be aware that order to meet the Move Out Standard, you must ensure the carpets are clean; the cleaning company will only clean carpets if requested and stated on the final contract



Guide to Housing Maintenance

Service Family Accommodation

ANNEXES

ANNEX A - POINTS OF CONTACT

Accommodation (allocations, applications, charges, moving)	DIO Housing Allocations Service Centre (HASC)
Aerials	MHS Customer Helpdesk MHS will repair aerials installed by MHS and is not responsible for non-authorised Sky, digital, cable or other aerial
Antisocial behaviour	DIO HASC
Asbestos (concerns about)	MHS Customer Helpdesk
Carpets and curtains	MHS Customer Helpdesk Not part of standard MHS response maintenance. Any requests must be approved by DIO
DIY requests	DIO HASC.
Drainage	MHS Customer Helpdesk MHS is your point of contact but Project Aquatrine or the local water company are responsible for water supply and drainage
Furniture	DIO HASC Requests will be referred to local stores as appropriate.
Garages	MHS Customer Helpdesk May require DIO approval
General repairs	MHS Customer Helpdesk Priority will be assigned either as Emergency, Urgent, Routine
Gutter clearance	MHS Customer Helpdesk
Litter and fly tipping	MHS Customer Helpdesk
Neighbourhood problems	DIO HASC
Painting/decorating (internal and external areas)	MHS Customer Helpdesk May require DIO approval
Pest control	MHS Customer Helpdesk Includes rats, silverfish, mice, wasps, ants (located inside the property), bees, bedbugs, carpet beetles (Woolly Bear), squirrels, cockroaches, moles, fleas, rabbits, birds, foxes and houseflies
Play park maintenance	MHS Customer Helpdesk
Roads	MHS Customer Helpdesk
Request to install a satellite dish	DIO HASC
Additional Medical Needs Adaptation	DIO HASC. Once any modifications have been identified, agreed and approved with the family and DIO MHS will carry out the necessary work
Street lighting	MHS Customer Helpdesk Not all roads and streetlights are maintained by MHS. Annex C has more information
Tree pruning	MHS Customer Helpdesk
Utility billing	DIO HASC. Unless other local arrangements exist, you are responsible for paying your own utility bills
Water supply	MHS Customer Helpdesk MHS is your point of contact but Project Aquatrine or the local water company are responsible for water supply and drainage

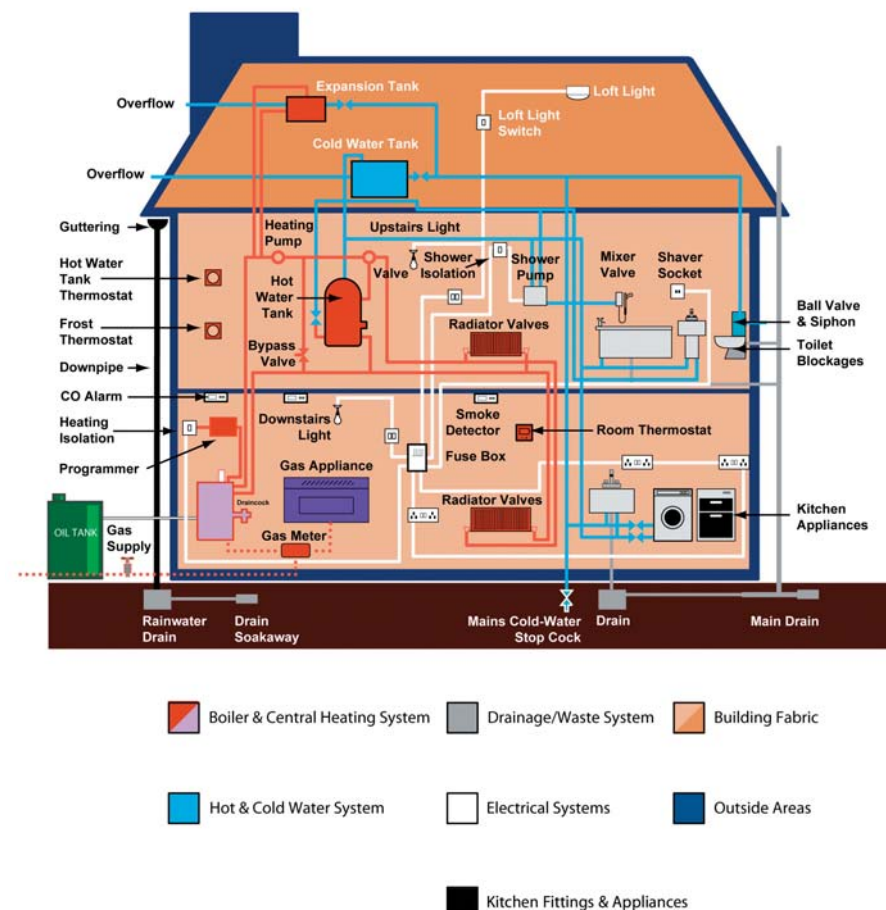
MHS Customer Helpdesk – 0800 707 6000

www.modernhousingsolutions.com

DIO Housing Allocations Service Centre (HASC) – 0800 169 6322

www.mod.uk/ServiceFamilyAccommodation

ANNEX B - INSIDE AREAS OF A PROPERTY



CONTENTS

The diagrams on the following pages will help you when logging faults with the MHS Customer Helpdesk - 0800 707 6000

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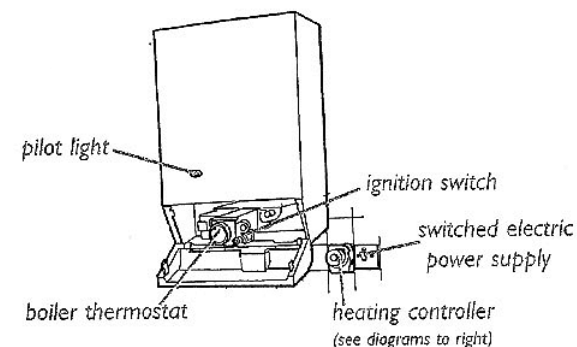
KITCHEN FITTINGS and APPLIANCES35

BOILER and CENTRAL HEATING SYSTEM

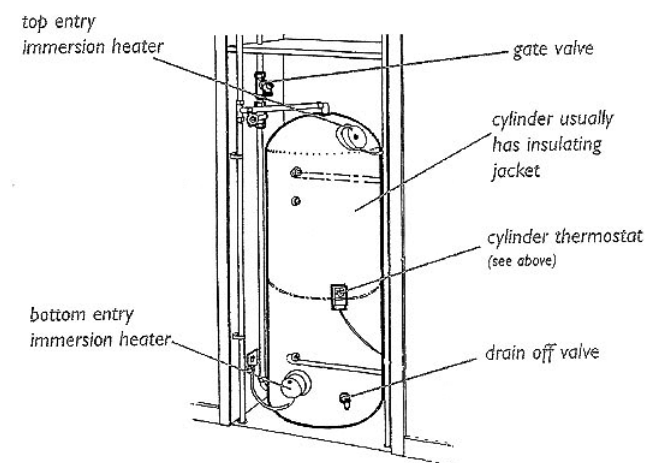
Typical Faults:

- Pilot light will not ignite • Central heating boiler faulty • Communal heating defective
- Radiator not heating up • Radiator leaking • Fumes appear in room
- Storage heater defective • Radiant heater faulty

Central Heating Boiler



Typical Hot Water Cylinder



BOILER and CENTRAL HEATING SYSTEM

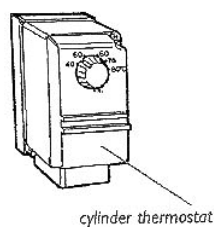
Central Heating does not come on:

- Is the boiler functioning?
- Is the water tank hot?
- Is the room thermostat on its lowest setting? If so try raising the temperature setting on the control
- Is the circulation pump running? (You will feel a slight vibration if you put your hand on it)

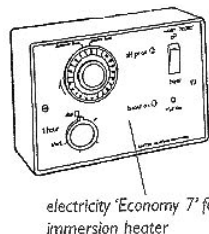
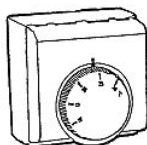
Is only one radiator affected?

- Is it turned on by an individual thermostatic valve?
- Is this at the correct setting?

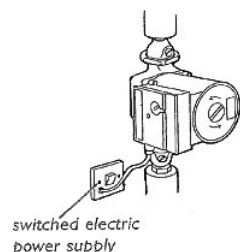
Typical Water Temperature Controllers



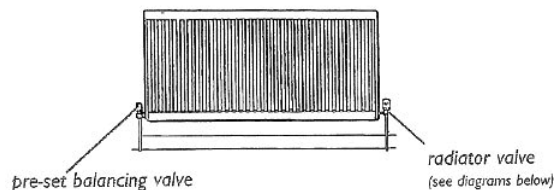
Room Thermostat Heating Control



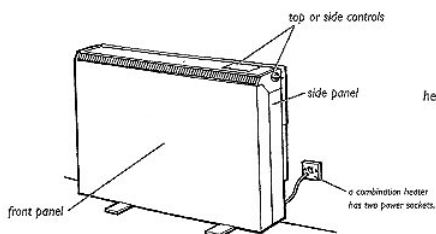
Central Heating Pump



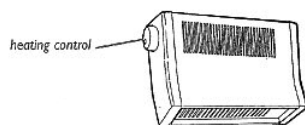
Panel Radiator



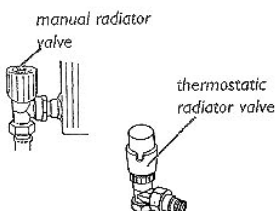
Electric Storage Heater



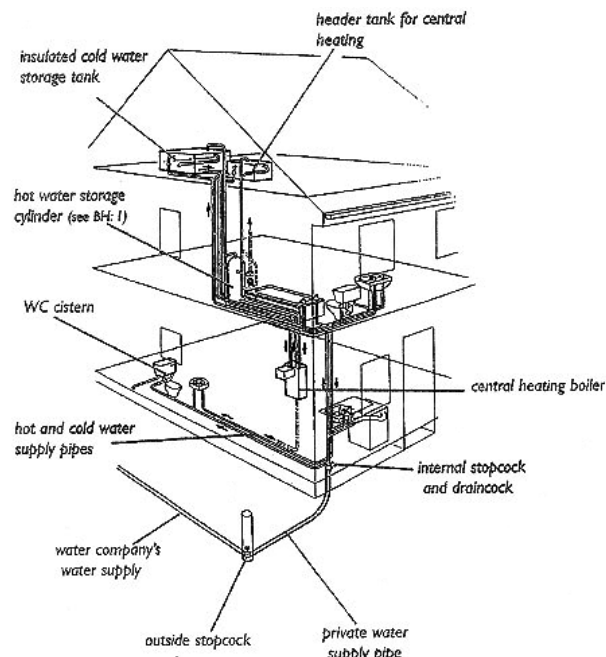
Wall mounted downflow heater



Radiator Valves



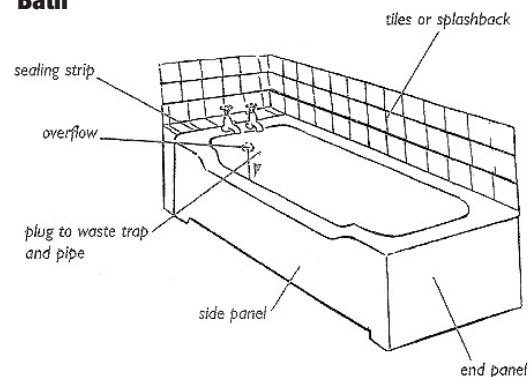
HOT and COLD WATER SYSTEMS



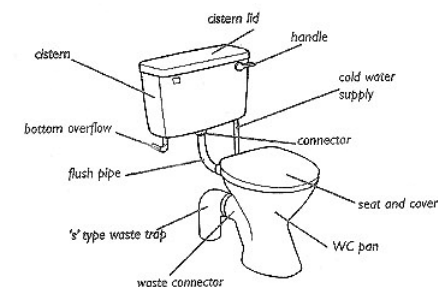
Leaking Toilet

- Where is the leak coming from (pan or cistern)?
- Is the pan cracked?
- Is it your only toilet?
- Can you stop the leak?
- Is it a handle or chain flush?
- What floor is the toilet on (ground or first)?
- Is the seat broken or missing?

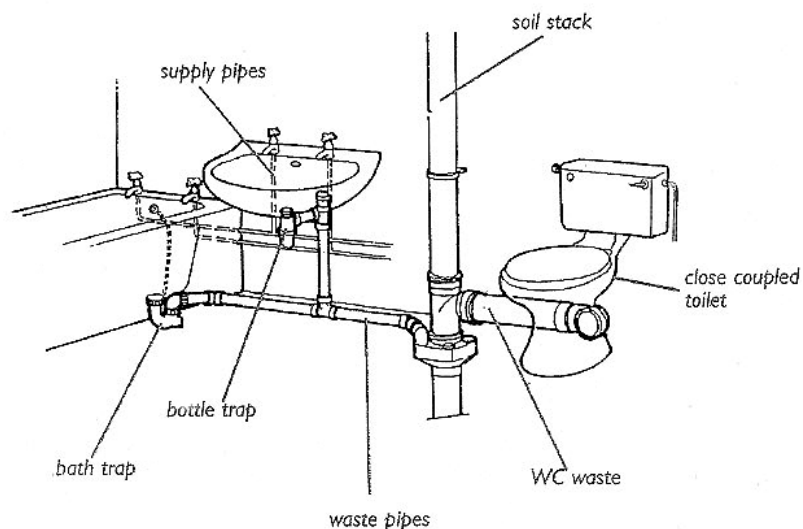
Bath



Toilet with low-level cistern



DRAINAGE / WASTE SYSTEM

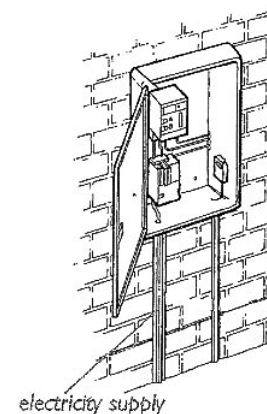


Note: Drainage 1ft outside of the external wall of the property, is the responsibility of Project Aquatrine (a separate DIO Contract). Maintaining a clear gulley pot is the family's responsibility, however for persistent blockages, please call the MHS Customer Helpdesk who will pass on the details to the relevant drainage provider.

If you experience a sudden loss of water supply, you should ascertain whether it is your house alone that is affected by asking a neighbour if they are experiencing the same problem. If other properties are affected you should contact your local water provider. If the loss of water seems to be isolated to just your property, please contact the MHS Customer Helpdesk.

ELECTRICAL SYSTEMS

Electricity Meter

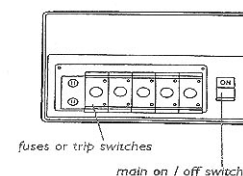


The meter may be mounted externally or internally. It is the point of entry of the electricity supply to your SFA.

Typical Electrical Faults:

- No power at all
- Partial loss of power e.g. light circuit failed
- Electrical fitting smoking
- Fluorescent tube not working
- Plug socket failed
- Appliance not working
- Smoke detector defective
- Extractor fan faulty
- Carbon Monoxide warning going off – fault or genuine warning

Electricity Consumer Unit



Loss of Electrical Power:

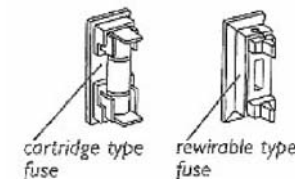
- Has all power gone or is it only your property that has lost power?
- Check if your neighbours have power?
- Check main switch hasn't tripped and try to reset

Trip switch

(replaces fuses in modern consumer units)



Type of fuses

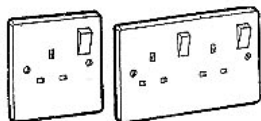


Socket Not Working:

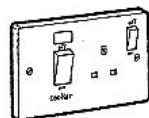
- Are the lights working?
- If so check the consumer unit /fuse box – the fuse for the sockets may have tripped (The electrical circuits are usually separated between upstairs and downstairs)
- Have you tried another socket?
- Note: some sockets also have additional fuses built in, e.g. cooker sockets

ELECTRICAL SYSTEMS

Single & double switched power sockets

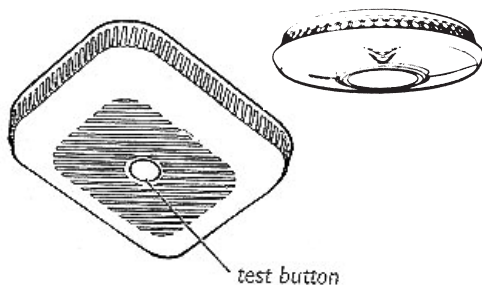


Cooker control panel socket

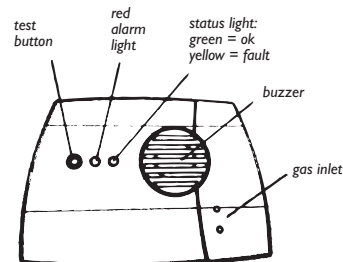


Individual Electrical Appliances

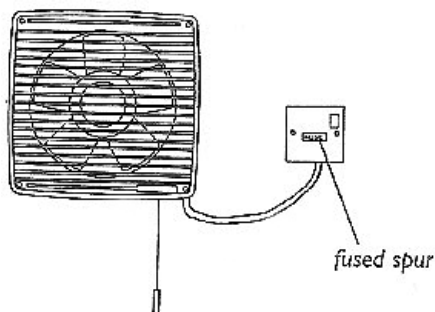
Smoke detector / Smoke alarm



Carbon Monoxide monitor



Extractor fan showing wiring to fused spur



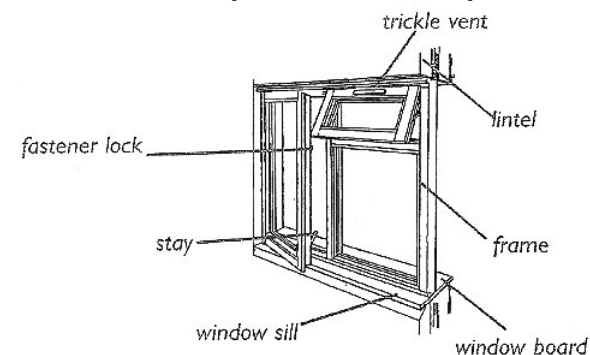
Individual appliance does not work

- Is there power to the item? (Try plugging something else that works into the socket)
- Is it the item or the switch that is broken?

BUILDING FABRIC

Windows

Casement window (as seen from outside)



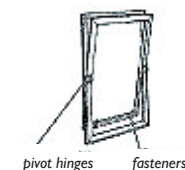
Reporting Window Faults:

- What type of window is it?
- What is it made of – wood/uPVC?
- What exactly is wrong – broken sash cord/catch/stay, broken glass, rotten frame, condensation in double glazing, etc.
- Will the window close/open?
- Can it be secured?
- Which floor is it on?

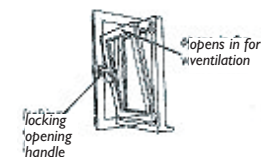
Sash Window



Pivot Window

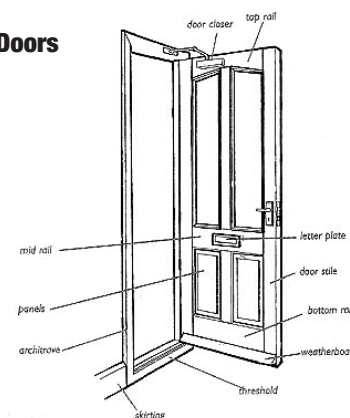


Tilt and Turn Window



Doors

External Doors

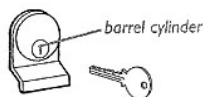


Reporting External Door Faults:

- Is your home secure?
- Which door is faulty?
- Do we need to gain access?
- Is the door:
 - Sticking/jamming?
 - Damaged?
 - Latch/lock defective?
 - What is the door made of – wood/uPVC?
- Does the lock go into the keep?
- Do the keys operate the lock?
- Is the door frame damaged?

BUILDING FABRIC

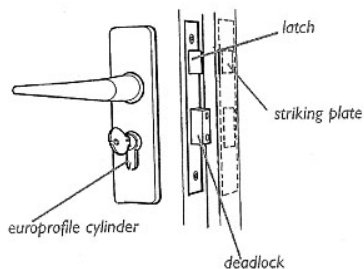
Outside Door Pull



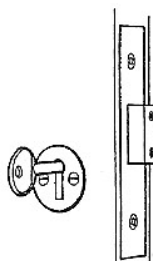
Oval Cylinder



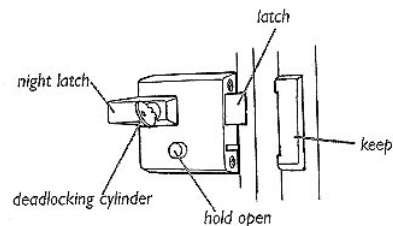
Mortice Sash Lock



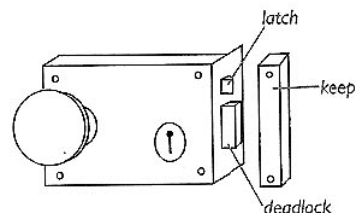
Mortice deadlock



Cylinder rim night latch



Rim Lock

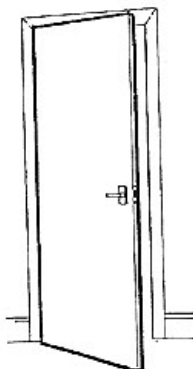
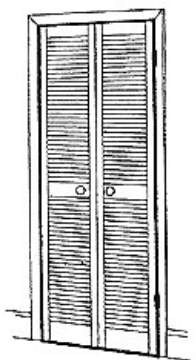


Internal Doors

Louved door

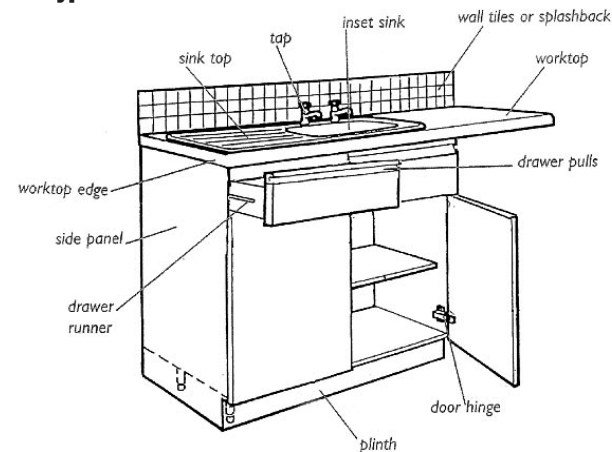
Faulty/Damaged Internal Doors

- Is the door sticking or jamming?
- Is the door damaged?
- Is the door latch defective?
- Is the frame loose or damaged?

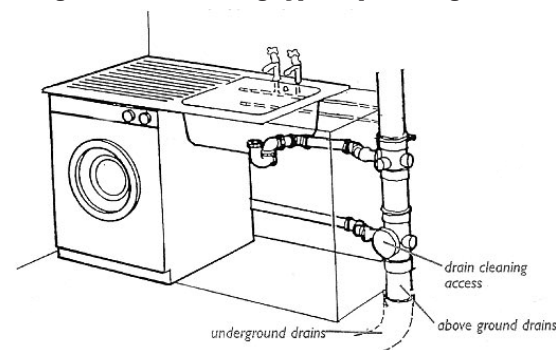


KITCHEN FITTINGS and APPLIANCES

Typical Sink Unit



Washing machine showing typical plumbing



Kitchens - Common Faults

- Damaged cupboards
- Damaged drawers
- Sink blocked
- Sink unit leaking (where?)
- Seal gone around sink (mould in cupboard below?)
- Sink tap dripping
- Tap loose

Drawers – Defining damage:

- Whole drawer / front of drawer
- Bottom of drawer
- Steel or plastic runners
- Drawer sticking

Cupboards – Defining damage:

- Type – floor, wall or larder unit
- Double or single

Types of Taps

Mixer tap



Bib tap



Modern pillar tap



High-neck pillar tap



Standard pillar tap

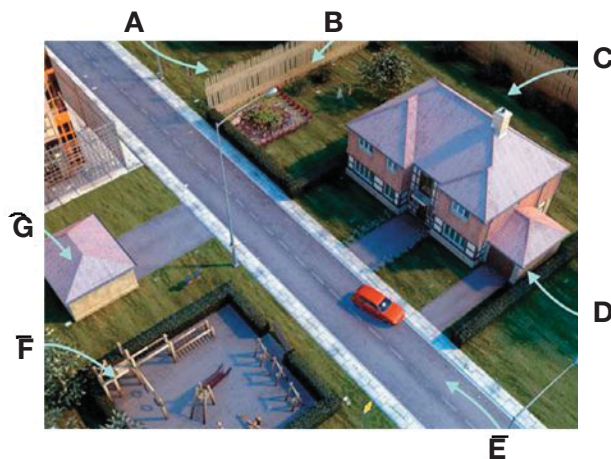


Supatap



ANNEX C - OUTSIDE AREAS OF A PROPERTY

Any faults or concerns with these outside areas should be logged with the MHS Customer Helpdesk for resolution either by MHS or other relevant organisation.

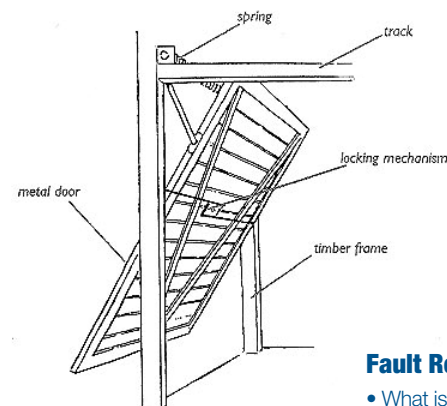


Maintenance Responsibilities:

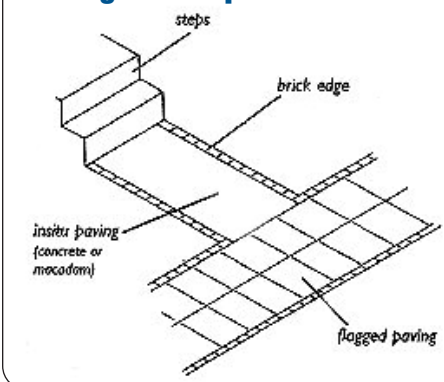
- (A) Open grounds maintenance is provided by MHS or another contractor
- (B) Fences are maintained by MHS
- (C) Families should keep front and back gardens neat and tidy; and maintain hedges (that form part of the SFA garden) no higher than 1.8m. Communal trees and hedges above 1.8m are maintained by MHS but will only be trimmed outside of the nesting season (March to September)
- (D) Houses with attached garages, garden paths and open front gardens are maintained by MHS
- (E) Roads, pavements, road signs/road furniture and street lamps are generally maintained by the local authorities. Any problems should be reported to the MHS Customer Helpdesk
- (F) Play parks on the estate are regularly inspected and maintained by MHS. Any replacements or upgrades will be subject to DIO approval and funding
- (G) Detached blocks of garages are not maintained by MHS. Any work required should be requested through DIO for approval and funding

Garage Doors

Up and over garage door



Paving and Steps

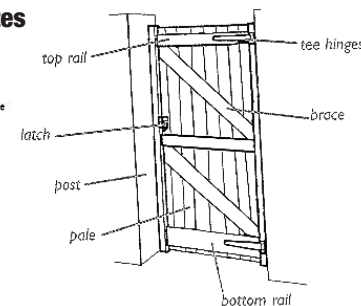
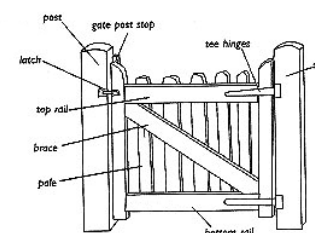


Fault Reporting:

- What is the door made of? • Is the door stuck open or closed?
- Is the mechanism broken? • Is the lock broken?

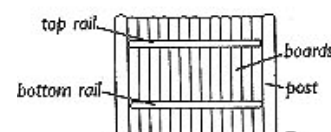
Gates

Side, ledged and braced gates

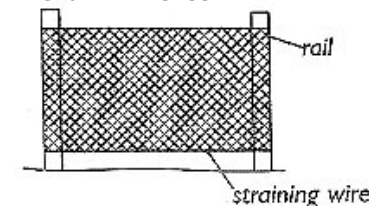


Fencing

Closeboarding fence



Chainlink fence



ANNEX D - MOVE IN/OUT STANDARD

Bathrooms & Kitchens	<p>Repair: Bathroom taps, shower heads and other fittings will be present and working, seals intact and any minor repairs such as leaks and drips carried out prior to Move In.</p> <p>Cleanliness: Baths, showers (including any screens and curtains fitted), WCs, sinks, basins and taps will be clean and free of limescale and mould capable of removal by normal cleaning processes. Tiles and mirrors will have no grease marks or mildew. The cooker and any extractor or filter will be clean and free from grease inside and out.</p>
Doors & Windows	<p>Repair: Ironmongery, e.g. locks and hinges, on internal and external doors will be working. Working locks will be fitted to external doors and windows, including garage, with keys provided for access/exit points. All minor repairs such as repairing defective locks will be carried out prior to Move In.</p> <p>Cleanliness: Doors, doorframes and architrave will be clean, with no grease marks or dust capable of removal by normal cleaning processes. Window glass, window frames and casements will be clean inside and out with no mildew.</p>
Electrical Fittings	<p>Repair: The electrical system, at Move In, will be in a fit and safe condition. Sockets and light fittings will be working, and have no minor defects such as cracked faceplates, loose covers or missing screws. Light fittings will have lamps but may not have shades. The living room will have a working TV aerial point. If there is a TV aerial point in the main bedroom, this will also be working, however MHS cannot install additional TV aerial points at Move In. The ground floor will have a working telephone point and any other extension sockets will be working. MHS cannot install additional telephone extensions. Note: If the telephone point has been disconnected by the outgoing family, it is the incoming family's responsibility to reconnect using their disturbance allowance.</p> <p>Cleanliness: Switches, sockets and light fittings will be clean with no grease marks or dust capable of removal by normal cleaning processes.</p>
Exterior	<p>Repair: Gardens and paths will be safe and tidy with grass cut, flowerbeds free from weeds and hedges trimmed within the constraints of the Wildlife and Countryside Act 1981 which places restrictions during the bird nesting season (March to September). A working rotary drier or clothes line will be provided.</p> <p>Cleanliness: Garages, sheds and stores will be empty, safe and secure with their floors swept.</p>
Floor	<p>Repair: Carpets or flooring will be present in all rooms, hallway, stairs, landings, etc. Any minor repairs such as individual tile replacement or fixing loose carpets which pose a trip hazard will be carried out prior to Move In.</p> <p>Cleanliness: Hard flooring will be clean and generally free of marks capable of removal by normal cleaning processes. Carpets will be vacuumed, and generally free from stains, capable of removal by normal cleaning processes to remove excessive stains, marks or odours. There will be no pest infestations such as fleas, mites, carpet beetles, or rodents.</p>

House Contents	<p>Repair: Cupboards, worktops, shelves, storage units and wardrobes will have no functional defects such as defective locks or hinges.</p> <p>Cleanliness: Cupboards, worktops, shelves, storage units and wardrobes will be clean, free of grease and marks capable of removal by normal cleaning processes.</p>
House File	<p>The House File will contain:</p> <ul style="list-style-type: none"> • A copy of the gas or oil safety inspection certificates. • Copies of manufacturer's instructions, if available, for the cooker, shower, boiler and heating appliances e.g. gas fires. • A copy of DIO's introductory letter.
Plumbing	<p>Repair: There will be a working boiler, which will have a current safety certificate, to provide hot water and heating. The system will have no minor defects such as water, gas or oil leaks and all water systems will have been inspected and cleaned to the standard appropriate for the installation and property type.</p> <p>Cleanliness: The boiler, radiators, heating and water pipes, and controls such as thermostats will have no grease marks or dust.</p>
Safety Items	<p>Repair: Smoke alarms will be fitted and carbon monoxide (gas/oil appliance exhaust fume) detectors will be fitted if required. All detectors will be present and working.</p>
Walls & Ceilings	<p>Repair: Redecoration of walls and ceilings will not generally be carried out, and a level of fair wear and tear is to be expected when taking into account when the property (or part of the property) was last decorated. Decorative surfaces will however, generally be of a uniform appearance without excessive fading or any sign of a previous colour showing through. Significant defects will be repaired prior to Move In.</p> <p>Cleanliness: Wallpaper will be free from marks, stains, ingrained dirt or mould capable of removal by normal cleaning processes. Paintwork will also be free of marks, stains, ingrained dirt and mould capable of removal by normal cleaning processes.</p>