



Defence Infrastructure Organisation

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Information for Service families from DIO Operations Accommodation

March/April 2012



Chicksands gets better and bigger homes

Chicksands is a busy core site located in Bedfordshire and is home to a number of Defence Training Operations.

Demand for Service Family Accommodation (SFA) in the area is high and despite a recent upgrade of 132 SFA at Chicksands in 2010, more larger 'D Type' 4 bedroom properties were considered essential to cater for the scheduled arrival of more personnel and families as part of the Defence Training Review process.

In response to the request for this type of property, the DIO Ops Accommodation Programmes team explored a number of housing solutions and alternatives.

After careful consideration, a project was developed where six existing blocks of four SFA 'C Types' could be successfully converted to 12 C and 12 larger D Types.

The existing blocks had previously been adapted to allow the end of terrace to use a bedroom of the inner terrace. Unfortunately this had meant the integrity of the party wall had been breached - which did not meet with Crown Fire Standards and sound transfer.

Therefore, the properties could not be occupied without considerable alterations being made.

To solve the issue, and working in partnership with MODern Housing Solutions (MHS), the project team worked up a plan to move the internal party walls by approx one metre.

This allowed the end terrace properties in the blocks not only to comfortably conform to the JSP scale for D Types, but also incorporate a master bedroom en-suite, a family bathroom and a ground floor wet room.

The remaining inner terrace C Type SFA in the blocks have also had wet rooms added to their ground floors. The provision of wet room facilities provides valuable adaptability should Special Needs Adaptation (SNA) be required in the future.

All 24 properties have benefited from new roofs, floors, bathrooms, kitchens and central heating – as well as external cladding which will provide improved insulation and help reduce the heating bills for the Service families living there.

Work started on site in April 2011 and first saw the property blocks stripped back to allow the installation of the new party walls, roof and floor work. In total, the project is costing around £2 million and is due for completion by the end of November 2012.

Licence to Occupy Insurance

Some questions have arisen about what Licence to Occupy (L2O) insurance is for and why it has been promoted recently.

First of all, L2O insurance should not be confused with buildings or contents insurance, nor does it cover you for the cost of barrack damages at Move Out. In fact, L2O insurance covers you for the first £20,000 of your potential liability incurred as the result of damage to your Service Family Accommodation caused by your neglect or actions. For example, if you destroyed your SFA by leaving a chip pan on or if your SFA was badly damaged by flooding because you switched your heating off whilst you were away in winter.

Second, L2O has been promoted recently because many occupants were unaware of this potential liability. This is not a new requirement or a new charge, rather the MOD has limited your liability to £20,000, and is now strongly recommending that you consider taking out insurance up to this amount.

Finally, some customers report that they don't know where to arrange insurance, as standard insurance providers are unable to help. To arrange L2O insurance go to the following website, which provides details of specialist insurers - <http://sliap.org/l2o>. However, if you have kit insurance with one of these insurers it is worth phoning them to check if you are already covered by your existing policy.

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 Out
Housing Allocations Service Centre (HASC)
0800 169 6322
Mil 95410 8000
more...

Apply for Service Family Accommodation
<http://apps01.domis.r.mil.uk/e1132/>
MOD systems only

Contact us
www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaPointsOfContact.htm

Ongoing transformation of Allocation Services

The Housing Allocations Service Centre (HASC) has now largely replaced the Housing Information Centres (HICs).

However, customers with enquires about allocations should continue to ring the same telephone number (0800 169 6322) and select the relevant Option for their location.

The HASC is organised around eight teams so they can build and retain area knowledge, but the new structure offers flexibility to cope if the workload increased in a particular area.

However, you may not have to call the HASC as Service personnel who wish to apply for SFA in the UK are expected to use the electronic application form (e-1132) which can be found at <http://apps01.domis.r.mil.uk/e1132/> (MOD systems only to protect your information). The system is quicker, more efficient and allows you to track your application.

In addition, if you have a general enquiry you may find the answer on the Service Family Accommodation website at www.mod.uk/ServiceFamilyAccommodation

Finally, if you don't have an urgent enquiry you can also email the HASC. The team email addresses area available at www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaPointsOfContact.htm

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