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SFA Website has it all



The DIO Operations Accommodation Website is well worth a visit. The customer focused site (pictured above) is organised into sections that relate to when you need information, such as Allocation, Move In and Move Out. So the next time you need the latest SFA information, go online and give the Website a go.

More...
www.mod.uk/ServiceFamilyAccommodation

HIC opening hours

Housing Information Centre (HIC) telephone lines are open from 0830 hrs to 1500 hrs Monday to Friday, apart from the last Wednesday of each month when the HIC will close at 1200 hrs to allow for staff training.

More... Full postal and email addresses are also available on the SFA Points of Contact web page on the SFA Website – see the web address above.

DIO Ops Accn communications

Home front

Information for Service families from DIO Operations Accommodation



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MOD 1132 eForm

Welcome

Welcome to the e-1132 application Form, the electronic and simplified way of applying for Service Family Accommodation (SFA) in the United Kingdom (UK).

The Guidance Notes below are aimed to assist you in completing the application form as quickly and easily as possible.

Apply online for your SFA

The online e-1132 form (pictured above) gives applicants an additional choice and offers a number of advantages over the paper version.

For example it:

- provides information throughout the form to help you complete it.
- validates the information to ensure you can't submit an incomplete form.
- allows you to save your form so you can complete it later.
- means your information can be directly transferred to systems, which could speed up the process.
- allows you to track your application.

Access to the e-1132 form is via the Admin area of the Defence Intranet or at:
<http://defenceintranet.diiweb.r.mil.uk/DefenceIntranet/Admin/ApplyforSFA/>

Please note: To protect information, this link can only be accessed from an MOD system that has access to the Defence Intranet.

Barbecue safety

A barbecue can be a fun way to enjoy the summer outside with your family but it can also be recipe for disaster.

Remember:

- Make sure your barbecue is in good working order.
- Place the barbecue on a flat non-flammable surface away from sheds, trees and shrubs.
- Never leave the barbecue unattended, and keep children and pets away from cooking area.
- Have a bucket of water on standby for emergencies.
- Do not empty hot ashes directly into the dustbin, or throw away a hot disposal barbecue. Ensure they have been allowed to cool completely before disposing of them.

More... www.nhs.uk/Tools/Documents/BBQ%20health%20and%20safety.htm
(includes food safety advice)

The big sewer switchover

The Government has announced that from 1 October 2011, the water and sewerage companies in England and Wales will take over the ownership and maintenance of current private drainage systems - broadly from the point where the drainage system crosses the boundary of another property or your drain joins one of your neighbours.

For MOD properties, the Aquatrane Service Provider (ASP) currently provides the service from the face of the building to a point where pipes connect to the water and sewerage public network; MHS maintain the plumbing inside the property.

From 1 October, the ASP will only extend from the face of the building to where it crosses an individual property boundary.

This change will affect Service Family Accommodation (SFA) properties both inside and outside the wire of those sites which qualify for adoption. However, customers in England and Wales should continue to ring the MHS Helpdesk on 0800 707 6000 to report all faults.

It is also a good idea to avoid blocked pipes and plug holes in the first place:

- Used water is the only thing that should go down your plughole – cooking fat, oils and food scraps should be binned.
- Apart from the obvious, only flush away toilet paper – bin sanitary products, cotton buds and wipes.

More...
www.ofwat.gov.uk/consumerissues/rightsresponsibilities/sewers/prs_web_sewer_transfer

Example of existing arrangements



— Responsibility of the ASP
— Responsibility of the Water Company
— Responsibility of MHS

Example of arrangements from 1 Oct 2011



— Responsibility of the ASP
— Responsibility of the Water Company
— Responsibility of MHS

CONTACTS

Repairs 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

Forms and information
www.mod.uk/ServiceFamilyAccommodation