



**Defence  
Infrastructure  
Organisation**

May/Jun 2011

## Who are DIO?

Following recommendations made as the result of the Strategic Defence and Security Review (SDSR), the Defence Infrastructure Organisation (DIO) replaced Defence Estates on 1 April 2011.

The DIO is responsible for MOD expenditure on infrastructure management and delivery; including Service Family Accommodation.

DIO Operations Accommodation is now the new name for DE Operations Housing.

## Revised JSP 464, Tri-Service Accommodation Regulations (TSARs)

JSP 464 has been revised to reflect the formation of the Defence Infrastructure Organisation. The revised documents can be found on the SFA Website and Defence Intranet.

**More...**  
[www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/Jsp464TriserviceAccommodationRegulationtsars.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/Jsp464TriserviceAccommodationRegulationtsars.htm)

DIO Ops Accn communications

# Home front

Information for Service families from DIO Operations Accommodation



Housing contract

**Aldershot HIC (Option 1):** All London locations plus Aldershot, Arborfield, Bordon, Brighton, Camberley, Canterbury, Chatham, Church Crookham, Crawley, Dover, Folkestone, Gosport, Maidstone, Marchwood, Minley, Odham, Pirbright/Deepcut, Portsmouth, Sandhurst, Shoreham, Thatcham (Hermitage), Thorney Island, Winchester, Windsor.  
Email: [south.allocations@hd.da.mod.uk](mailto:south.allocations@hd.da.mod.uk)

**Thetford HIC (Option 2):** Basingstoke, Brampton, Chicksands, Chilwell, Colchester, Cottesmore, Grantham, Henlow, Hornington, Loughborough, Marham, Milton Mowbray, North Luffenham, Norwich, Old Dalby, Swanton, Morley, Waterbeach, Walsingham, Wigston, Wimbish, Wittering, Woodbridge, Wyton. Email: [anglia.allocations@hd.da.mod.uk](mailto:anglia.allocations@hd.da.mod.uk)

**Warminster HIC (Option 3):** Andover, Bath, Blandford, Boscombe Down, Bovington, Bristol, Bullford, Colerne, Corsham, Devizes, Hulfavington, Ilchester, Larkhill, Lyneham, Middle Wallop, Poole, South Cerney, Tidworth, Trowbridge, Upavon, Warminster, West Moors, Wiltton, Yovilton. Email: [south-west.allocations@hd.da.mod.uk](mailto:south-west.allocations@hd.da.mod.uk)

**Plymouth Sub HIC:** Chivener, Cuddeose, Dartmouth, Exeter, Exmouth, Falmouth, Helston, Lymington, Newquay, Plymouth, St. Mawgan, Taunton, Wadebridge. Email: [plymouthsubarea.hic@hd.da.mod.uk](mailto:plymouthsubarea.hic@hd.da.mod.uk)

**High Wycombe HIC (Option 4):** Abingdon, Beaconsfield, Benson, Bicester, Brize Norton, Didcot, Halton, High Wycombe, Maidenhead, Madmenham, Shrivenham, White Waltham. Email: [DIOOPSACCN-Central@hd.da.mod.uk](mailto:DIOOPSACCN-Central@hd.da.mod.uk)

**Rosyth HIC (Option 5):** All Scotland and Northern Ireland locations including: Aberdeen, Aldergrove, Arbroath, Avismore, Ballykinlar, Benbecula, Buchan, Dumfries,



Revised HIC Map



## 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](http://www.mod.uk/ServiceFamilyAccommodation)

## National Housing Prime contract

The Defence Infrastructure Organisation (DIO) has held an event at RAF Wyton for around 90 businesses that have expressed an interest in managing, maintaining or supplying the UK's 49,000 military homes through a new National Housing Prime contract.

Military customer representatives also attended from the Navy, Army and RAF, and from the three service Families Federations.

Delegates were given an overview of Defence, the Next Generation Estate Contracts (NGEC) programme, and the changing face of the Ministry of Defence estate.

The National Housing Prime contract will be awarded in late 2012, and will run from April 2013 for five years initially, with the option to extend it by a further five years.

Air Commodore Alan Opie, Head of DIO Operations Accommodation, said: "Providing good quality housing is key to maintaining our Armed Forces' operational capability. This event was a very important step towards

the award of a new National Housing Prime contract and our continuing efforts to improve the quality of Service homes.

"It is vital that Defence Infrastructure Organisation identifies the right industry partner to support our aspiration to deliver the best possible service for Service personnel and their families."

Speakers included Brigadier Richard Cary, representing the Deputy Chief of the Defence Staff (Personnel and Training), who emphasised the importance of military housing to the Armed Forces, along with senior NGEC managers Colonel Bill Morris, the project manager for the contract.

Details of companies with a formal interest in the National Housing Prime are now available on the MOD Website.

### More...

[www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/CorporateInformation/NgeclIndustryDaysAndPotentialBiddersDirectory.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/CorporateInformation/NgeclIndustryDaysAndPotentialBiddersDirectory.htm)

## Disposable Barbeque safety

The Defence Fire Risk Management Organisation recently attended a SFA house fire which was caused by the discarding of a hot disposable barbeque into a bin, which was positioned against the external wall of a Service Family Accommodation property. Although no lives were lost, this bin fire caused considerable damage to the property.

All customers are advised that bin or refuse fires can cause extensive damage – putting you and your family at risk. Therefore, please follow these simple fire prevention tips:

### What you put in it

- Do not overfill your bin or leave loose rubbish around.
- Never place hot ashes from a fire or barbeque in a bin. Ensure these materials have been allowed to cool completely before placing them in the bin.
- Don't dispose of chemicals, highly flammable liquids, gas cylinders and batteries in your bin - take them to your local authority recycling centre instead.

### Where to store your bin

- Try not to store your bin directly against your property.
- Keep bins and rubbish away from possible ignition sources such as barbeques, heating pipes, flue pipes or garden incinerators.
- Don't block your doors and other escape routes with bins or rubbish.
- Where possible keep your bin behind locked gates to reduce the likelihood of arson.

Looking after your home

## Reporting faults about the outside of your property

Do you know that you can help the Defence Infrastructure Organisation, and possibly avoid inconvenience and damaging your property, by reporting any issues you notice outside of your Service Family Accommodation home? This is because problems with the exterior of your home can eventually affect the interior, and cause costly damage in the long term.

So the next time you notice a leaking gutter, or a loose slate, we would be grateful if you could call the relevant maintenance Helpdesk – full contact details are above. These issues may not require urgent attention but if the Helpdesk is informed, the contractor can at least address them.

**More...** Further tips on looking after your home can be found at [www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaLookingAfterYourHome.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaLookingAfterYourHome.htm)

## 5 things about the DIO

1. Launched on 1 April 2011, it is expected that the DIO will have a two year transition period.
2. The new organisation is responsible for the majority of infrastructure functions including: building; maintenance; sustainability; cleaning; catering; infrastructure projects, utility management and property management.
3. Infrastructure staff who worked within the Top Level Budgets have already started transferring to the DIO.
4. Through the sale of surplus land and buildings, and other efficiency measures, the DIO aims to deliver savings of some £1.2 billion over the next four years.
5. A new Strategic Asset-management and Programming Team (SAPT) will take requirements from infrastructure users and prioritise them.

## New HIC map

Following some recent changes to the boundaries of the Housing Information Centres (HICs), and a change of email address for the High Wycombe HIC, a revised map (pictured above) has now been published on the SFA Website. Further updates will be required as DIO Ops Accn offices are migrating to a new IT system, so email addresses will progressively change for each HIC.

**More...**  
[www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/HousingInformationCentreshics.htm](http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/HousingInformationCentreshics.htm)