



**Defence
Infrastructure
Organisation**

Home front

Information for Service families from DIO Operations Accommodation

October / November 2012

Allow enough time to apply for your SFA

If you've received your assignment order and need Service Family Accommodation (SFA) at your new Duty Station, make sure you allow enough time to apply for your new home.

It's a good idea to think about your housing needs as soon as you receive your assignment paperwork, because currently too many Service personnel leave it to the last minute and then find that SFA cannot be allocated when they would like it.

For example, did you know that in accordance with MOD policy, DIO has up to 15 working days to offer a property to you, and in some areas it may take longer if there is a lack of suitable accommodation? In addition, our contractors have to prepare the property for your family and in England and Wales the contractor has up to 22 days to check, clean and make any repairs. Plus you also need to allow time to arrange a Move In appointment.

So when applying for SFA please allow enough time for these processes and please use the online application form at <http://apps01.domis.rmil.uk/e1132/> to ensure your application is dealt with as quickly as possible.



Apply for your SFA online [click here](#)

- It's quicker
- You get to see available properties that match your entitlement
- You can register your top three preferences
- You can track your application

Protect your home this Winter

All customers are responsible for looking after their Service Family Accommodation (SFA) property, and that includes making sure the property is protected during winter. Everyone wants to save on their energy bills at the moment, but don't be tempted to reduce the temperature in your property too much – and in particular don't switch off your heating because you are away from the property.

What can I do to prepare for the cold weather?

Prepare for cold weather by locating the position of the water main stopcock in your property, and checking that it operates in case you need it. You should also report to your maintenance helpdesk any taps and cisterns that require attention and also any damage to insulation on any outside pipe work. Also check your heating in the Autumn before you need it, that way you have plenty of time for the maintenance contractor to resolve any problems.

How can I protect my SFA during cold weather?

During cold weather you are responsible for ensuring the temperature in your SFA does not fall below 15°C – even if you are away from the property. Keep doors open to allow heat to circulate. You can also make sure home more comfortable by closing curtains before it gets dark, to retain heat.

What about outdoor taps?

If you have an outside tap you should shut off any isolating stopcock when not in use, and leave taps open. If you are unsure about what to do, please contact your maintenance helpdesk.

What precautions should I take if I am going away in cold or severe weather?

You are responsible for ensuring that adequate frost damage precautions are taken. You should therefore:

- Leave central heating on permanently with the room thermostat set to minimum of 15°C.
- Turn all radiator valves on to full and leave all internal doors open.
- Where possible, leave your keys with a trusted neighbour and ask them to check the house regularly.

Will it be expensive to leave my heating on constantly?

Heating left on like this consumes fuel at an even rate, as the heating system doesn't have to bring the temperature up to a comfortable level from cold. It is also far better to spend a small amount to prevent problems, than incurring the cost and inconvenience of a major clean up operation – remember you are protecting your possessions too.

What if the worst happens?

If the worst happens, such as your pipes bursting, the cause will be investigated. If your actions, or inaction, are found to be the cause you could be liable for up to £20,000 of the cost of repairs. Therefore all customers are advised to consider taking out Licence to Occupy insurance – see www.siiap.org/l2o

More information on looking after your home, can be found at:

<http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/Customerguides.htm>

REPAIRS

England and Wales
0800 707 6000
Scotland
0800 328 6337
Northern Ireland
0800 030 4651

ALLOCATIONS

Housing Allocations
Service Centre
(HASC)

The best way to contact the HASC is by email – contact details are available at www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaPointsOfContact.htm

Please do not contact the HASC until at least 15 working days after you have submitted your application.
0800 169 6322
Mil 95410 8000

APPLY

To apply for SFA:

<http://apps01.domis.rmil.uk/e1132/>

MOD systems only

INFORMATION

www.mod.uk/ServiceFamilyAccommodation

New complaints process

The process has changed if you want to make a complaint about the service provided by DIO Operations Accommodation (DIO Ops Accn).

In order to improve customer service, First Stage complaints about DIO Ops Accn staff or services (including Move In complaints) should now be sent to the DIO Ops Accn Customer Service team at RAF Wyton.

In the first instance, you should write to: Customer Service Assistant (Stage 1 Complaints), DIO Operations Accommodation, Ground Floor, Swales Pavilion, RAF Wyton, Cambridgeshire PE28 2EA or email them at: dioopsaccn-housingcomplaints@mod.uk using the new SFA Customer Complaint Template (which is available on the MOD Website – please see link below).

The Stage 1 team will record your complaint and ask a relevant DIO person or group of people to respond.

First Stage complaints about contractors, maintenance staff, or services should continue to be directed to the relevant maintenance provider.

Details of the new complaints process can be found at: <http://www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaComplaints.htm>

DIO Ops Accn communications

Providing Repairing Maintaining Improving Upgrading Managing

www.mod.uk/ServiceFamilyAccommodation