



This Charter lists the responsibilities of the Military Chain of Command (MCOC) and Defence Infrastructure Organisation Operations Accommodation (DIO Ops Accn) in the provision of Service Family Accommodation (SFA), SFA estate-related maintenance and community living issues in the United Kingdom.

### ALLOCATION, OCCUPATION AND VACATION OF SFA

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- When necessary, liaise with DIO Ops Accn to develop local agreements to meet any location specific requirements which are not within the scope of JSP 464. DIO Ops Accn is to include the details of any agreements reached with Local Service Commanders (LSC) within the Area Housing Information Packs, which are normally to be reviewed annually. Single Service Housing Colonels should be consulted in the event of any disagreement between LSC and DIO Ops Accn on any local arrangements for allocating SFA.</li> <li>- Where appropriate, ensure that military personnel notify DIO Ops Accn Housing Allocations Service Centre (HASC) of changes of personal circumstances of Service Personnel under their command that affect entitlement to SFA. These include notification of posting, discharge, retirement and change of P Stat category.</li> <li>- Reinforce the requirement, and benefits, for occupants to participate in the mandatory Pre-Move Out advisory visit conducted by DIO Ops Accn.</li> <li>- Support DIO Ops Accn, when required, in enforcing the charging regime for barrack damages raised by DIO Ops Accn where outgoing licensees have not met the Move Out standard or damaged the SFA property.</li> <li>- Where agreed, provide MLOs at Regional Brigade Level in support of DIO Ops Accn and the MCOC to assist/advise in general housing matters.</li> <li>- Convene 4TG Boards in accordance with JSP 464 to determine the appropriate Grade for Charge of SFA.</li> <li>- Accompany DIO Ops Accn staff during predicted difficult Move Ins and Move Outs, and assist in resolving disputes at those stages.</li> <li>- Ensure that Service Personnel comply with their single Service Values and Standards in all interaction with DIO Ops Accn personnel, and their contractors.</li> </ul>	<ul style="list-style-type: none"> <li>- Taking the applicant's registered top three SFA preferences into account as far as possible, apply the policy and procedures in JSP 464 when allocating SFA. This should be in parallel with liaison with local MCOC and agreed Area Housing Information Packs, to address particular requirements whilst minimising use of Substitute SFA.</li> <li>- Respond to an applicant and, if possible, offer SFA, including an address, within 15 working days of receipt of the application. The Housing Allocations Service Centre (HASC) is to confirm the address of the offered and accepted SFA at the new duty station at least 28 days prior to the applicant's required date.</li> <li>- Ensure SFA properties meet the Move-In standard on time and as defined in JSP 464.</li> <li>- Where appropriate, work with MLOs and Unit staff to obtain details of Service Personnel's assignment orders to minimise the difficulties incurred with short notice postings, and determine other changes such as discharge and change of P Stat category status.</li> <li>- Ensure that the mandated Pre-Move Out is completed in a timely manner to aid management of stock for pre-allocation purposes, and to allow the current licensee to receive timely advice to prepare for Move Out.</li> <li>- Ensure that the licensee is fully aware of what action should be taken to meet the Move-Out standard at the Pre-Move Out, so that they have the opportunity to rectify problems to prevent charges being raised.</li> <li>- Raise barrack damages against those licensees who fail to meet the Move-Out standard in line with financial propriety.</li> <li>- When a licensee leaving the service is issued with a "Notice to Vacate", provide an information sheet on ways of finding other accommodation, including the role of the JSHAO, applying for council housing and housing benefits.</li> <li>- Provide suitable support to the MCOC for the 4TG process including the advance notice to occupants, the communication of Board results and any administration related to changes in accommodation charges in accordance with JSP 464.</li> </ul>

### LIVING IN SFA

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Local Welfare staff should ensure occupants advise DIO Ops Accn of any issue, which may impact upon a SFA occupant's compliance with the Licence to Occupy.</li> <li>- Advise DIO Ops Accn of any special circumstances involving occupants of SFA, including death of Service Personnel.</li> <li>- Assist DIO Ops Accn in deal with any special circumstances involving SFA, including: <ul style="list-style-type: none"> <li>- Abandoned SFA;</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Provide and maintain SFA and its environment to the required standard as defined in the Maintenance Contracts and JSPs 464 and 315.</li> <li>- Support the MCOC in taking any legal action against Service Personnel for a military offence to do with SFA.</li> <li>- Hold SFA Retention Boards when appropriate.</li> </ul>

<ul style="list-style-type: none"> <li>- Squatters and Irregular Occupants.</li> <li>- Where appropriate, take legal action against Service Personnel for military offences to do with SFA.</li> </ul>	
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## RESPONSE MAINTENANCE

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Local Welfare staff should encourage SFA occupants to report defects as they occur and to release them from work where possible to facilitate access for maintenance staff.</li> <li>- Liaise with DIO Ops Accn when a Base/Camp/Station wide fault may affect SFA.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide response maintenance within the published mandated timeframes - providing an explanation to the occupant when timescales are not achieved.</li> </ul>

## EMERGENCY OR ALTERNATIVE ACCOMMODATION

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Provide practical assistance to DIO Ops Accn staff, if required, when occupants need to be provided with alternative accommodation if their SFA is deemed uninhabitable.</li> </ul>	<ul style="list-style-type: none"> <li>- If a property becomes uninhabitable during working hours, through no fault of the Maintenance Contractor, then DIO Ops Accn will seek to provide alternative, temporary, accommodation. If there is no alternative SFA available, the Maintenance Contractor will arrange for alternative, temporary, accommodation on behalf of DIO Ops Accn, following their approvals.</li> <li>- If a property becomes uninhabitable during silent hours, then the Maintenance Contractor will arrange alternative, temporary, accommodation, following DIO Budget Manager approval.</li> <li>- If a property becomes uninhabitable during working hours through the action or inaction of the Maintenance Contractor, then they will arrange and provide alternative, temporary, accommodation on behalf of DIO Ops Accn, unless DIO Ops Accn can provide a suitable SFA to meet the families needs.</li> </ul>

## IMPROVEMENTS AND PLANNED MAINTENANCE

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Assist DIO Ops Accn to complete its mandated statutory duties by ensuring, when possible, all SFA Service occupants attend, if required, planned preventative maintenance schedule visits such as Annual Gas Safety Inspections, periodic Electrical Inspections, CO2 and Smoke Detectors inspection, Chimney Sweeps and Oil Checks.</li> <li>- Assist DIO Ops Accn by encouraging occupants to permit contractor access to complete improvement works in accordance with their Licence to Occupy (provided 48 hrs of notice is given) so as to not jeopardise the agreed contractual timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>- Inform the local MCOC and occupants of forthcoming SFA work, less response repairs, at least 3 months in advance and of any resource implication issues.</li> <li>- Manage improvement projects and regularly report progress to the local MCOC and affected occupants.</li> <li>- DIO Ops Accn and Maintenance Contractors must provide the minimum of at least 48 hrs advance notice for access to SFA, in accordance with JSP 464, and endeavour to consult Welfare staff, prior to the planned visit, should this prove problematic.</li> </ul>

## COMPLAINTS

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Assist DIO Ops Accn in ensuring occupants of SFA are made aware of the published complaints procedures, and that they adhere to them.</li> <li>- Direct complaints to DIO Ops Accn when received directly by the MCOC, and assist in their resolution, when requested.</li> <li>- Ensure that Service Personnel comply with their single Service Values and Standards in all interaction with DIO Ops Accn personnel, and their contractors.</li> </ul>	<ul style="list-style-type: none"> <li>- Resolve occupant complaints in a timely and efficient manner in accordance with the laid down complaints procedure.</li> <li>- Keep the complainant informed of progress of the complaint.</li> </ul>

## COMMUNITY AND WELFARE

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Provide focal points, at the appropriate level, within the MCOC. Establish regular communications links with DIO Ops Accn and Maintenance Contract staff.</li> <li>- Ensure licensees understand their role and responsibilities in contributing towards a socially responsible SFA community. Where evidence of negligence or neglect on the part of the licensee is clear, take appropriate disciplinary or administrative action. Provide MCOC attendance at local focus and Occupants Consultative Meetings (OCMs) to better understand collective issues affecting the occupants. The organisation of the OCMs will be agreed locally, and incorporated in the AHIP</li> <li>- Provide welfare advice to SFA occupants, through the MCOC and other agencies, such as the Single Service welfare organisation/providers OCMs, Families Federations and HIVES.</li> <li>- Liaise with DIO Ops Accn on the use and charging of Contact Welfare Houses.</li> </ul>	<ul style="list-style-type: none"> <li>- Maintain regular dialogue with LSC and single Service Housing Colonels. Provide focal points at the appropriate level within the DIO Ops Accn management chain, including, where appropriate, Contractors to liaise with the MCOC and provide housing advice.</li> <li>- Establish regular communications links with Local Authorities.</li> <li>- Develop relationships with appropriate Agencies, and the MCOC, to assist in combating anti-social behaviour.</li> <li>- Liaise with MCOC over Contact Welfare Houses, and charge occupants for their use.</li> </ul>

## SFA ESTATE

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Assist DIO Ops Accn by reporting any known communal maintenance issues to the appropriate HelpDesk.</li> <li>- Encourage and assist occupants' participation in self-help community and environmental initiatives on their estates, ie Neighbourhood Watch schemes, recycling, reducing litter clearance, reducing fly tipping, reducing graffiti, reduction of excess speed and noise.</li> </ul>	<ul style="list-style-type: none"> <li>- By working through its Maintenance Contractors to arrange for the following communal cleaning services: <ul style="list-style-type: none"> <li>- Entrances</li> <li>- Lifts</li> <li>- Rubbish chutes</li> <li>- All common areas to flats and maisonettes</li> </ul> </li> <li>- By working through its Maintenance Contractors to arrange for the following communal maintenance services: <ul style="list-style-type: none"> <li>- Playground Maintenance and Inspections</li> <li>- Pest Control</li> <li>- Cleaning and maintenance of areas around blocks of garages</li> <li>- Pre-planned estate maintenance</li> </ul> </li> </ul> <p>Except in Northern Ireland where responsibility rests solely with DIO.</p>

## CUSTOMER AND STAKEHOLDER COMMUNICATION

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Establish and maintain regular contact with DIO Ops Accn staff at the appropriate levels.</li> <li>- Disseminate key messages to affected parties through appropriate media/for a.</li> </ul>	<ul style="list-style-type: none"> <li>- Establish and maintain regular contact with MCOC staff at the appropriate levels.</li> <li>- Develop robust communication methods and proactively engage with customers to keep them informed of new developments within DIO/MHS and offer relevant advice.</li> </ul>

## POLICY AND BUSINESS ISSUES

The responsibilities of the Military Chain of Command	The responsibilities of DIO Ops Accn
<ul style="list-style-type: none"> <li>- Administer and provide advice on the practicality of JSPs 464 and 315 and, where required, staff suggested changes to DCDS Pers SVW-AP via the MCOC and single Service Housing Colonels.</li> </ul>	<ul style="list-style-type: none"> <li>- Administer and provide advice on the practicality of JSPs 464 and 315 and, where required, staff suggested changes via the Living Accommodation Working Group to DCDS Pers SVW-AP.</li> </ul>