



## Defence Infrastructure Organisation

# Home front

Information for Service families from DIO Operations Accommodation

January 2012



### Things you need to know

- **Protect your family home and possessions this winter** – and avoid the stress of flooding. Follow our advice to the right of this box.
- **Have you checked your blind cords to make sure they are safe** – especially those that you have fitted yourself?
- **The Housing Information Centres (HICs) are being reorganised to give you a more consistent and better customer service.** In the near future your allocation will be handled by the Housing Allocations Service Centre (HASC) but the telephone number remains the same – 0800 169 6322. A special Home front, fully explaining these changes will be issued shortly.
- **All Service personnel are expected to use the electronic application form for Service Family Accommodation.** A link has been provided at the top right of this page.

## Protecting your home this winter

Extremes of winter weather, and the possible flooding which follows, can create a real mess in a property and also structural damage. As well as having to cope with the inconvenience and stress of dealing with the situation, the families affected can also lose valuable possessions including personal belongings.

In addition, as outlined in your licence to occupy, if your actions are found to have caused the issue, you could be personally liable for paying for the repairs. So follow these simple steps to help protect your family and your home this winter:

### PREPARE

- Test your heating before the cold weather sets in, and report any problems and other issues immediately to your Helpdesk.
- Find out where your main stopcock is - so you can switch off the water in an emergency.
- Consider arranging Licence to Occupy insurance as outlined in JSP 464 – go to [www.siiap.org/l2o](http://www.siiap.org/l2o)

### PREVENT

- Consider leaving your heating on permanently at a low setting during the

coldest weather (but not below 15°C) – you can always turn it up for comfort when required.

- Isolate and empty outside taps for the duration of the cold weather.
- Report problems to the Helpdesk - such as trickling overflow pipes or if you cannot operate your stopcock.

### PROTECT

If you are going away:

- Leave the heating on full time and never set the thermostat below 15°C.
- Turn all your radiator valves on, and leave all internal doors open.
- Turn off your water at the stopcock.

### PATCH MATES

If you are going away:

- Leave your keys and a telephone number with a trusted friend or neighbour.
- Ask them to check the house regularly and report problems that arise – you can always return the favour another time.

**More...** <http://www.mod.uk/DefenceInternet/MicroSite/DIO/OurPublications/ServiceFamilyAccommodation/ProtectingYourFamilyHomeInWinter.htm>

## Curtain and Blind Cord Safety

All families living in Service Family Accommodation, particularly those with young children, should be aware of the risks of curtains and blinds with looped or long operating cords. This includes blinds and curtains that the MOD has fitted and those that you have fitted yourself.

Young children are attracted to these loops and dangling cords, which sadly have resulted in a number of well publicised fatalities or serious injury. Therefore, please minimise this potential risk to you and your family by:

- Keeping furniture well away from windows to prevent children from climbing up and reaching curtains and blind cords – this includes tables, chairs, sofas, cots, beds and highchairs.
- Keeping cords or chains as short as possible, and secure them with a clip or cleat, pictured above, so they are out of reach of children.

If you have followed this advice and still have concerns about MOD fitted blinds and curtains, please call your maintenance Helpdesk for further guidance.

**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 Information Centres (HIC)**  
0800 169 6322  
Mil 95410 8000  
[more...](#)

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

**Contact us**  
<http://www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/SfaPointsOfContact.htm>

## Customer information

All customers are advised that a Customer Service Status page has been added to the SFA Website.

The page will be used to inform customers of planned temporary changes to customer service, such as the temporary closure of a Housing Information Centre, or to highlight long term issues.

**More...** <http://www.mod.uk/DefenceInternet/MicroSite/DIO/WhatWeDo/Accommodation/ServiceFamilyAccommodationsfaCustomerServiceStatusNews.htm>

## Applying for Service Family Accommodation

All personnel who wish to apply for Service Family Accommodation are expected to use the online version of MOD Form 1132 (Application to occupy Service Family Accommodation).

The electronic 1132 (e-1132) is available from the Admin tab of the Defence Intranet or at <http://apps01.domis.r.mil.uk/e1132/> (to protect your information this form can only be accessed from an MOD system).

The e-1132 offers a number of advantages over the paper version including; online help; verification to ensure all information is completed; and the ability to track your application.

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