

Defence Infrastructure **Organisation**

Jul/Aug 2011

The DIO Operations

Accommodation Website is well

focused site (pictured above) is

information, such as Allocation,

Move In and Move Out. So the

SFA information, go online and

www.mod.uk/ServiceFamilyAcc

HIC opening hours

Housing Information Centre

from 0830 hrs to 1500 hrs

(HIC) telephone lines are open

Monday to Friday, apart from

month when the HIC will close

the last Wednesday of each

at 1200 hrs to allow for staff

More... Full postal and email

next time you need the latest

worth a visit. The customer

organised into sections that

relate to when you need

give the Website a go.

ommodation

training.

Home front

Information for Service families from DIO Operations Accommodation



Defence Infrastructure Organisation

MOD 1132 eForm

Welcome

Welcome to the e-1132 application Form, the electronic and simplified way of applying for Service Family Accommodation

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.

Forms and information

CONTACTS **Repairs and Maintenance** England and Wales 0800 707 6000

Scotland 0800 328 6337

Northern Ireland

0800 030 4651

Centres (HIC)

0800 169 6322

Mil 95410 8000

www.mod.uk/ServiceFamilyAc commodation

Allocations, Move In/Out and Pre-Move Out visits

Housing Information

SFA Website has it all 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 Aquatrine 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.

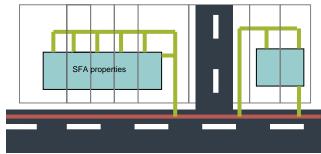
It is also a good idea to avid blocked pipes and plug holes in the first place:

- 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/right sresponsibilities/sewers/prs web sewer transfer

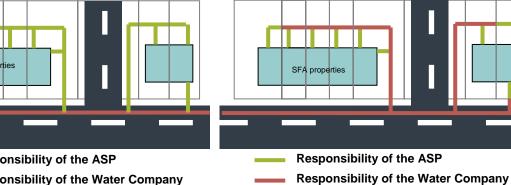
Example of arrangements from 1 Oct 2011



addresses are also available on the SFA Points of Contact web Responsibility of the ASP page on the SFA Website - see the web address above. **Responsibility of the Water Company Responsibility of MHS**

DIO Ops Accn communications

Example of existing arrangements



Responsibility of MHS

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
- 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
- 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)

BEKO fridge freezers safety warning

Following a recent safety warning, the London Fire Brigade has advised people who own BEKO frost-free fridge freezers to check the model numbers to see if they are subject to recall.

There are approximately 500,000 of the potentially faulty appliances in homes and businesses across the country and all were manufactured between January 2000 and October 2006.

Further information, details of the models affected and helpdesk contact numbers can be found on the Trading Standards website:

More...www.tradingstandards.gov.uk/advic e/advice-recall-item.cfm?id=273199