



MINISTRY OF DEFENCE

Mar/Apr 2010

Listening to occupants

A customer survey of occupants who have moved in 2009 was conducted in December 2009 and January 2010. Over 4,300 of you responded so thanks to everyone who shared their opinions.

We hope to share results when they are available and of course use them to identify where we can improve our service.



Improving information

Following a lot of planning and effort, a new scheme (pictured above), has been launched to provide better information to new occupants. The idea is to provide property descriptions that will now be sent out with letters offering SFA.

It is hoped that the additional information will help families, who often don't know much about their new home until move in.

www.mod.uk/DefenceInternet/DefenceNews/EstateAndEnvironment/DeLaunchesNewHousingInformationScheme.htm

Home front

Information for Service Families from Defence Estates



7,000th loft insulation improvement

DE has recently completed its 7,000th loft insulation improvement at MOD Stafford, under a programme of work that is enabling Service families to save money, reduce their carbon footprint and enjoy a more comfortable home.

The improvements to the property at MOD Stafford mark a key milestone in the upgrading of Service Family Accommodation (SFA) across England and Wales. DE joined forces with its maintenance contractor, MODern Housing Solutions (MHS), to upgrade 155 properties at the Stafford site - a major supply and logistics depot.

Upgrading insulation in the roof space to the latest standards means that Nathalie Lancaster, pictured above receiving flowers, and her family are now enjoying lower heating bills and a warmer, more fuel efficient home, which generates less planet-warming carbon dioxide.

Mrs Lancaster said: "This has certainly helped to improve the warmth of the home and all the family have noticed the difference - especially with the recent cold weather. I'd like to say thank you for the efforts made to ensure the work had as little impact as possible on family life."

Over 4,000 service family homes in England and Wales have benefited from

improved loft insulation in this financial year alone. Their occupants are enjoying lower heating bills because around 25 per cent of heat in a poorly insulated house is lost through the roof.

Mike Starnes, Deputy Head of DE Operations Housing, said of the scheme:

"Improving loft insulation is just one of the simple, but effective, environmental initiatives being delivered by our partnership with MHS designed to improve the quality of accommodation for our Service families."



Finding information you need

Defence Estates recently moved all its web content from its own website to the Ministry of Defence site. Further improvements are planned but in the meantime the following page has the most useful information and forms - www.mod.uk/DefenceInternet/MicroSite/DE/OurPublications/ServiceFamilyAccommodation/

Improving homes

There's a great deal going on with upgrades and improvements - the aim to make a real difference to Service families. Although Service Family Accommodation (SFA) continues to benefit from record levels of investment, there is still a lot to do.

In addition to the DE Operations Housing improvement programme, which replaces things like boilers and loft insulation, the Upgrade target for this financial year is 825 properties. But with 835 having been completed already - we have already exceeded our target. Some current and recent projects include:

South - 57 bathroom upgrades at Quetta Park **Aldershot** are currently being undertaken. Work has also started to upgrade 55 SFA in **Fareham** (completion due April 2011).

South West - 24 SFA upgrades have commenced at **Blandford**, due to complete in June 2010. This includes 20 two-storey extensions that will add an extra bedroom and an en-suite. In **Bulford** 220 SFA will be refurbished (an upgraded home and new kitchen is pictured above). So far 50 properties have been completed. 94 bathrooms are due to be installed at **Hullavington**.

East - 130 SFA are being upgraded at **Chicksands**, 84 having been completed so far. In **Colchester** 92 of 126 properties being upgraded have already been completed.

North East - Leeming will see 22 Officer's houses and 5 structurals being upgraded - work commenced in January 2010 and is due to complete in December 2010. 207 door, window and loft insulation improvements have already been completed.

North West - 362 houses are being improved at **Innsworth** in preparation for the Allied Rapid Reaction Corps (ARRC) coming back from Germany in September.

USEFUL TELEPHONE NUMBERS AND INFORMATION

Repair and Maintenance

England and Wales
0800 707 6000

Scotland
0800 328 6337

Northern Ireland
0800 030 4651

Allocations and move ins/outs

Housing Information Centres (HIC)

0800 169 6322
Mil 95410 8000

SFA forms and information

www.mod.uk/DefenceInternet/MicroSite/DE/OurPublications/ServiceFamilyAccommodation/

Home front ?

Home front, replaces the occupants newsletter, In the Picture. Our aim is to provide more relevant, timely and useful information.

Some copies may be printed for notice boards but Home front will be an online publication - to protect the environment and minimise costs.

Better service

A new Plymouth sub Housing Information Centre has opened to cover all allocations and helpdesk services for the RNAS Culdrose to RNAS Yeovilton area, including Plymouth.

Customers should continue to ring the normal number - 0800 169 6322.

