



MINISTRY OF DEFENCE

Customer Fact Sheet 2

Application, Allocation and Entitlement

Q. Who is entitled to Service Family Accommodation (SFA)?

A. Service personnel aged 18 and over, with the appropriate marital status and at least six months to serve are entitled to apply for SFA. Entitlement is for SFA at the Duty Station although you may be eligible to apply for surplus SFA at other locations. The type of property personnel are entitled to is dependent on rank for Officers and family size for Other Ranks. Full details on entitlement and eligibility can be found in JSP 464 Tri-Service Accommodation Regulations (TSARs) Chapter 3.

Q. When should I apply for SFA?

A. If you require SFA, you should submit your assignment to the office at your new location as soon as you receive your Assignment Order. If this is within 4 months of your posting date, Defence Estates will aim to make you a provisional offer within 10 working days. If you submit your form earlier than this, we will try our best to make you an early offer, however, we are not obliged to do so until the four month point.

If you already live in an SFA, don't forget you are required to notify your Housing Information Centre that you have been assigned, within 14 days of receiving your Assignment Order. It is also mandatory that you book a Pre-Move Out Advisory Visit with your local DE office 2 months prior to your move out.

Q. Can I specify when and where I wish to move?

A. You are asked to provide us with the date you require the property. This is known as your Required Date and can be any date you choose as long as it is within 28 days either side of your Assignment Date. You can also specify any personal preferences on your application form and where possible, these will be taken into account.

Q. What if I don't wish to accept the offer?

A. If you refuse the offer because it is not to your entitlement, we will try and make a further offer within 10 working days. If you refuse the offer for personal reasons you will be placed on a waiting list but there is no guarantee of when, or indeed if, a future offer will be made. You should be aware that you are not likely to be granted permission to retain SFA at your old duty station and therefore you may need to make your own arrangements for accommodation whilst you wait for a second offer.

Q. What if the property we have accepted is not available when we come to move in?

A. We will confirm the offer and address of the SFA 28 days prior to your Required Date. If, for any reason, we are unable to confirm the original offer you will be offered either alternative SFA, Substitute SFA (SSFA - but only in exceptional circumstances) or the option to remain on the waiting list.

Q. What if my family or I have any special requirements?

A. Please provide details at the point of application, enclosing any reports from the appropriate professional source. It is important that we are made aware of special requirements at the earliest opportunity.

Q. Where can I get an application form?

A. The Application Form for SFA is MOD Form 1132. It can be obtained from Housing Information Centres, Unit Welfare Offices or accessed through Defence Estates Internet. The form must be fully completed. Failure to do so may result in the form being returned and could delay your application.

Further details on the policy for the application and allocation of SFA can be found in TSARs Chapter 5, available in the Regimental Admin. Office, Unit Pay Office or Personnel Flight.