

**MILITARY CHAIN OF COMMAND - DEFENCE ESTATES OPERATIONS HOUSING CHARTER
IN ENGLAND AND WALES**

CHARTER OBJECTIVES

Military Chain of Command (MCoC) - Defence Estates Operations Housing (DE Ops (H) Charter lists the responsibilities of the local MCoC and DE Ops (H) in the provision of SFA and SFA estate-related maintenance and communal living issues in England and Wales.

| MILITARY CHAIN OF COMMAND RESPONSIBILITIES | DE OPS HOUSING RESPONSIBILITIES |
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| <p><u>ALLOCATION, OCCUPATION AND VACATION OF SFA</u></p> <p>Liaise with DE Ops (H) management to discuss and agree a local agreement to meet any particular local requirements in addition to the policy in JSP 464, and include any agreement within the Area Housing Management Plan; these plans are normally reviewed annually.</p> <p>Notify DE Ops (H) HIC of changes of personal circumstances of Service Personnel under their command that affect entitlement to SFA (in the Naval Service, where possible). These include notification of posting, discharge, retirement and change of P Stat category.</p> <p>Reinforce the requirement for occupants to participate in the mandatory pre-move out advisory visit conducted by DE Ops (H).</p> | <p><u>ALLOCATION, OCCUPATION AND VACATION OF SFA</u></p> <p>Apply JSP 464 when allocating SFA but liaising with local MCoC and using local autonomy and agreed site specific Area Housing Management Plans, to address particular requirements and satisfy local demands.</p> <p>Offer a SFA, including an address, to an applicant within 15 days of receipt of the application. The HIC is to confirm the address of the offered and accepted SFA at the new duty station 28 days prior to the applicant's required date.</p> <p>Ensure SFA meet the move-in standard on time and as defined in JSP 464.</p> <p>Liaise with Unit staffs to obtain details of Service personnel's assignment orders to minimise the difficulties incurred with short notice postings.</p> <p>Liaise with Unit staffs to obtain details of Service personnel's termination of Service dates and change of P Stat category in a timely manner.</p> <p>Ensure that the mandated pre-move out is completed in a timely manner as determined in JSP464, to aid management of stock for pre-allocation purposes and ensure that the current occupant receives timely advice to prepare move out.</p> <p>Ensure that the occupant is fully aware of what action should be taken to meet the Move-out standard, so that they have the opportunity to rectify problems prior to Move-out to prevent</p> |

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| <p>Support DE Ops (H), where required, in enforcing the charging regime for barrack damages raised by DE Ops (H) against outgoing occupants.</p> | <p>financial charges to be raised.</p> <p>Raise barrack damages against those occupants who fail to meet the move-out standard as laid down in the <i>Guide to Living in SFA</i>, and in line with financial propriety.</p> <p>Provide an information sheet on ways of finding other accommodation, including the role of the JSHAO, applying for council housing and housing benefits when an occupant leaving the service is issued with a “Notice to Vacate”.</p> |
| <p><u>LIVING IN SFA</u></p> <p>Advise DE Ops (H) of any issue, which may contravene a SFA occupant’s compliance with the <i>Licence to Occupy</i>.</p> <p>Encourage SFA occupants to report defects as they occur and to release occupants from work where possible to facilitate access for maintenance staffs.</p> <p>Provide practical assistance to DE Ops (H) staffs, if required, when occupants are to be provided with alternative accommodation if their SFA is deemed uninhabitable.</p> | <p><u>LIVING IN SFA</u></p> <p>Provide and maintain SFA and its environment to a standard as defined in the Housing Prime Contract and JSPs 464 and 315.</p> <p>Provide response maintenance within the published mandated timeframes and providing an explanation to the occupant when timescales are not achieved.</p> <p>If a property becomes uninhabitable during silent hours through the action or inaction of any party, then MHS will arrange alternative, temporary, accommodation.</p> <p>If a property becomes uninhabitable during working hours through no fault of MHS, then DE will seek to provide alternative, temporary, accommodation. If there is no alternative SFA available, the MHS Helpdesk will arrange for alternative temporary, on instruction from the MHS Zone Manager, accommodation on behalf of DE.</p> <p>If a property becomes uninhabitable during working hours through the action or inaction of MHS, then MHS, on instruction from the MHS Zone Manager, will arrange and provide alternative, temporary, accommodation on behalf of DE Ops (H), unless DE Ops (H) can provide a suitable SFA to meet the families needs.</p> <p>Loss of heating does not necessarily render the SFA uninhabitable, as alternative heating appliances may be made available.</p> |

| <u>MILITARY CHAIN OF COMMAND RESPONSIBILITIES</u> | <u>DE OPS HOUSING RESPONSIBILITIES</u> |
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| <p data-bbox="69 233 1077 264"><u>STRATEGIC FACILITIES PLAN (SFP) AND PLANNED MAINTENANCE</u></p> <p data-bbox="69 296 1077 416">Assist DE Ops (H) to complete its mandated statutory duties by ensuring all SFA service occupants are able to attend, if required, planned preventative maintenance schedule visits ie Annual Gas Safety Inspections, periodic electrical inspections, CO and Smoke detectors inspection.</p> <p data-bbox="69 512 1077 600">Assist DE Ops (H) by ensuring that occupants permit contractor access to complete SFP upgrade works, iaw their Licence to Occupy (provided 48 hrs of notice is given). Failure to do so could jeopardise the contractual upgrade timeframe.</p> <p data-bbox="69 632 264 663"><u>COMPLAINTS</u></p> <p data-bbox="69 695 1077 759">Assist DE Ops (H) in bringing SFA occupants’ notice to the published complaints procedures.</p> | <p data-bbox="1077 233 2166 264"><u>STRATEGIC FACILITIES PLAN AND PLANNED MAINTENANCE</u></p> <p data-bbox="1077 296 2166 360">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.</p> <p data-bbox="1077 416 2166 448">Manage repair projects and regularly report progress to the local MCoC and affected occupants.</p> <p data-bbox="1077 512 2166 568">DE Ops (H) and maintenance contractors must provide the minimum of at least 48 hrs advance notice for access to SFA, in accordance with TSARs.</p> <p data-bbox="1077 632 1279 663"><u>COMPLAINTS</u></p> <p data-bbox="1077 695 2166 791">Resolve occupant and customer complaints in a timely and efficient manner in accordance with the laid down complaints procedure. Whilst keeping the complainant informed of progress of the complaint.</p> |
| <p data-bbox="69 850 1077 882"><u>COMMUNITY AND WELFARE RESPONSIBILITIES</u></p> <p data-bbox="69 914 1077 978">Provide focal points, at the appropriate level, within the military chains of command (see attachment). Establish regular communications links with DE Ops (H) and HPC staffs.</p> <p data-bbox="69 1010 1077 1161">Ensure occupants are clear on their role in contributing towards a socially responsible community. Where evidence of negligence on the part of the occupant is clear, take appropriate administrative action. Provide MCoC attendance at local focus and Occupants Consultative Meetings (OCMs) etc to better understand collective issues affecting the occupants.</p> <p data-bbox="69 1193 1077 1281">Facilitate the provision of welfare advice to SFA occupants, through the MCoC and internal and external agencies, such as OCMs, Families Federations, HIVEs and Single Service welfare providers.</p> | <p data-bbox="1077 850 2166 882"><u>COMMUNITY AND WELFARE RESPONSIBILITIES</u></p> <p data-bbox="1077 914 2166 1010">Provide focal points at the appropriate level within the DE Ops (H) management chain to liaise with the military Chain of Command and provide housing advice to MCoC. Establish regular communications links with the MCoC and/or Local Authorities.</p> <p data-bbox="1077 1042 2166 1074">Develop relationships with appropriate Agencies to assist in combating anti-social behaviour.</p> |

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| <p data-bbox="80 264 501 288"><u>SFA ESTATE RESPONSIBILITIES</u></p> <p data-bbox="80 328 999 352">Assist DE Ops (H) by reporting any known communal maintenance issues to the HIC.</p> <p data-bbox="80 424 1032 512">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.</p> | <p data-bbox="1088 264 1509 288"><u>SFA ESTATE RESPONSIBILITIES</u></p> <p data-bbox="1088 328 2029 352">The HPC/RPC are responsible for providing the following communal cleaning services:</p> <ul data-bbox="1155 392 2029 416" style="list-style-type: none"> - Entrances, lifts, rubbish chutes and all common areas to flats and maisonettes <p data-bbox="1088 456 2074 480">The HPC/RPC are responsible for providing the following communal maintenance services:</p> <ul data-bbox="1155 488 1827 632" style="list-style-type: none"> - Litter and Fly Tipping removal - Playground Maintenance and Inspections - Pest Control - Cleaning and maintenance of areas around blocks of garages - Pre-planned estate maintenance |
| <p data-bbox="80 727 797 751"><u>COMMUNICATION AND LIAISON POINTS OF CONTACT</u></p> <p data-bbox="80 791 1010 847">Maintain and use regular contact with DE Ops (H) staffs at the appropriate levels, with reference to Annex A.</p> <p data-bbox="80 975 483 999"><u>POLICY AND BUSINESS ISSUES</u></p> <p data-bbox="80 1038 1055 1094">Administer and provide advice on the practicality of JSPs 315 and 464 and, where required, report suggested changes to SP Pol via the MCoC and single Service Housing Colonels.</p> | <p data-bbox="1088 727 1805 751"><u>COMMUNICATION AND LIAISON POINTS OF CONTACT</u></p> <p data-bbox="1088 791 2096 847">Maintain and use regular contact with MCoC staffs at the appropriate levels, with reference to Annex A.</p> <p data-bbox="1088 887 2018 943">Develop robust communication methods with occupants to keep them informed of new developments within DE/MHS on a proactive basis.</p> <p data-bbox="1088 975 1491 999"><u>POLICY AND BUSINESS ISSUES</u></p> <p data-bbox="1088 1038 2130 1094">Administer and provide advice on the practicality of JSPs 315 and 464 and where required report suggested changes via the Living Accommodation Working Group to SP Pol.</p> |