

# A Guide to Living in Service Family Accommodation



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A

## Introduction & General Information



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**Sponsor:**

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## **Welcome to the Guide to Living in Service Family Accommodation**

The MOD, through DE Operations Housing or the single Services staffs, is continually improving and harmonising processes so that they are consistent, user-friendly and customer focused no matter where in the World you find yourself living. We welcome your suggestions about how further improvements to our service can be made, and our contact details are given on the page opposite.

The Guide is made up of a small series of booklets:

- |                  |   |
|------------------|---|
| <b>Booklet A</b> | Provides a general introduction including information about your Housing Providers, a glossary and a list of abbreviations.   |
| <b>Booklet B</b> | Provides advice and information on moving into Service Family Accommodation.  |
| <b>Booklet C</b> | Gives advice about living in Service Family Accommodation - Repairs, General Maintenance, Safety, Security, Estate Management, what you can reasonably expect as an occupant (licensee) and what the Housing Provider expects in return from you. |
| <b>Booklet D</b> | Advice and information on moving out of Service Family Accommodation.   |
| <b>Booklet E</b> | Information on making Complaints.   |
| <b>Booklet F</b> | Information specific to where you live.   |

Should you require information that is not covered within the Guide, please contact your local Housing Provider eg Housing Information Centre (HIC) within UK, or overseas, your appropriate local housing office who will be able to provide you with the relevant information.

Should a discrepancy appear between the general information presented in this Guide and JSP 464 (Tri-Service Accommodation Regulations), the detailed guidance in JSP 464 takes precedence.

Whether you are housed in the UK or overseas, you should be able to access a uniformly high standard of service that is easy to use and responsive to your needs. At the heart of this is our commitment to provide high quality, well-managed homes and services.

We aim to find out what you need and want, and make the most of the resources available to produce helpful solutions or options. When we cannot help, we will say so and explain why. All occupants can expect to be treated equally and with honesty and respect. If we fail in this regard, let us know.

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## Glossary

- A**     **Allocation**  
The process of matching entitled Service or civilian personnel to an available property, according to their entitlement.
- C**     **Civil Partnerships**  
A legally recognised same-sex partnership entered into under the provisions of the Civil Partnerships Act 2004.
- Communal Areas**  
The parts of a shared building, or estate that everyone can use. This includes entrances, hallways, staircases, landings, courtyards, paths and play areas.
- Confidentiality**  
We will keep secure the information that we have about you. We will only give it to relevant organisations (eg Utilities providers) if requested in writing. We will not give information to individuals.
- D**     **Data Protection Act 1998**  
This legislation gives you the right to see the personal information we have about you electronically or in our manual records.
- Defence Estates (DE)**  
This is a Top Level Budget (TLB) within the Ministry of Defence. DE's role is to manage the estate and infrastructure, including Service Family Accommodation, through its many directorates. It is the DE Ops Housing Directorate that is responsible to the Chief Executive (CE-DE) for the delivery and management of housing provision within UK for entitled and eligible personnel.
- Deputy Chief Defence Staff Personnel Service Conditions & Welfare Accommodation Policy**  
DCDS (Pers) is the Service personnel Process Owner who directs and coordinates Joint Service Personnel Strategy in order that sufficient Service personnel are recruited, trained, and retained to sustain the Armed Forces.

- E**      **Eligible Personnel**  
Non-entitled Service and civilian personnel may be eligible for allocation of Service Family Accommodation subject to availability of surplus accommodation (but not Substitute Service Family Accommodation).
- Encroachment**  
Encroachment refers to changes/additions made to properties by occupants that may have to be removed at Move-Out.
- Entitled Personnel**  
Those individuals who are entitled to Service Family Accommodation (or Substitute Service Family Accommodation) as a function of their circumstances and Terms and Conditions of Service.
- H**      **Hirings**  
A generic term to describe individual Service Family Accommodation properties that have been leased, on a long term basis, from their owners for allocation by the local Housing Provider.
- Housing Information Centre (HIC)**  
A one-stop shop in the UK, responsible for allocation of, and providing information about, Service Family Accommodation in a specific geographical area.
- Housing Providers**  
Service Family Accommodation is provided by Defence Estates in UK and by the Top Level Budget-holder Overseas (effectively the Service tasked with administering the accommodation at a particular location overseas). The term Housing Providers may also be used to indicate the local organisation responsible for housing.
- I**      **Irregular Occupant**  
An individual who is no longer entitled/eligible to occupy Service Family Accommodation or Substitute Service Family Accommodation, normally following a change in personal or family circumstances.

- J**      [JSP 440](#)  
Joint Service Publication 440 - Defence Manual of Security.  
The document is available on the MOD intranet.
- [JSP 464](#)  
Joint Service Publication 464 - Tri-Service Accommodation Regulations. The policy relating to the provision of accommodation. The document is available on the MOD intranet or your Housing Provider can let you view a copy.
- [JSP 752](#)  
Joint Service Publication 752 - Tri-Service Regulations for Allowances. The overarching policy relating to the allowances paid to Service personnel. The document is available on the MOD intranet or your Housing Provider can let you view a copy.
- [JSP 754](#)  
Joint Service Publication 754. The authoritative publication for all Service Pay and Charges issues.
- L**      [Licence](#)  
The legal document relating to your occupancy of Service Family Accommodation or Substitute Service Family Accommodation which grants the occupant (licensee) (and family) permission to live in the property whilst he or she remains entitled/eligible to do so.
- M**      [Misappropriation](#)  
Misappropriation is the authorised temporary use or modification of Service Family Accommodation for recognised recreational or welfare purposes.
- [MOD Form 1132](#)  
The form used to apply for Service Family Accommodation.

**R**      **Retention**

Where a family, for a variety of reasons, remains in their current accommodation on change of appointment/new Assignment of the licensee, rather than move to the next duty location. Retention is only granted in exceptional circumstances (normally welfare, medical or educational) because accommodation is usually required for incoming personnel. Each case is judged on its merits.

**S**      **Service Family Accommodation (SFA)**

A house or flat provided to a defined size/standard, often (but not always) within an estate of similar properties within a Garrison or Station boundary.

**Substitute Service Family Accommodation (SSFA)**

(UK only)

A property rented by DE Ops Housing to meet an accommodation need especially where the demand for property in a specific location exceeds the number of properties available.

## List of Abbreviations

AFPRB	Armed Forces Pay Review Body
AH	Annington Homes
AHM	Area Housing Manager
ASU	Accommodation Service Unit
AWOL	Absence Without Leave
BEAB	British Electrical Approval Board
BFBS	British Forces Broadcasting Service
CE-DE	Chief Executive – Defence Estates
CILOCT	Contributions in lieu of Council Tax
CMD	Carbon Monoxide Detector
CO	Commanding Officer
DA	Disturbance Allowance
DAS	Defence Accommodation Stores
DE	Defence Estates
DE Ops Housing	Defence Estates – Operations Housing
DFT	Damages for Trespass
DPA	Data Protection Act
EMR	Equivalent Military Rank
FM	Facilities Management
FOI	Freedom of Information
HCSO	Housing & Community Support Officer
HEM	Housing & Estate Manager
HIC	Housing Information Centre
HM	Housing Manager
HO	Housing Officer
HPC	Housing Prime Contract
HR	Human Resources
IO	Irregular Occupant
JCB	Joint Customer Board
JPA	Joint Personnel Administration
JSHAO	Joint Service Housing Advice Office
JSP 440	Joint Service Publication 440 (Defence Manual of Security)
JSP 464	Joint Service Publication 464 (Tri-Service Accommodation Regulations)

JSP 752	Joint Service Publication 752 (Tri-Service Regulations for Allowances)
JSP 754	Joint Service Publication 754 (Tri Service Regulations for Pay and Charges)
LA	Local Authority
LSC	Local Service Commander
LTO	Licence to Occupy
MDP	Ministry of Defence Police
MHS	Modern Housing Solutions
MOD	Ministry of Defence
MP	Maintenance Provider
NAC	Non-Availability Certificate
NTV	Notice To Vacate
OC	Officer Commanding
OCM	Occupant Consultative Meetings
OSH	Official Single Housing
PFI	Private Finance Initiative
PJHQ	Permanent Joint Headquarters
PMOAV	Pre Move-Out Advisory Visit
POC	Point of Contact
PStatCat	Personal Status Category
RE	Removal Expenses
REC	Regional Electricity Company
RPC	Regional Prime Contract
SFA	Service Family Accommodation
SSAFA	Soldiers, Sailors, Airmen & Families Association
SSFA	Substitute Service Family Accommodation
SSO	Station Staff Officer
Stadt	Local German Town/City Civil Authority
TLB	Top Level Budget
UAO	Unit Administration Officer
UK	United Kingdom (England, Scotland, Wales & Northern Ireland)
UWO	Unit Welfare Officer
VP	Violent Profits

## Your Housing Providers

### Regional

[Defence Estates](#), specifically DE Operations Housing, is responsible for providing and managing Service Family Accommodation (SFA) in the UK. More details on the services that they provide can be found in the appropriate Booklet F relating to the UK.

[HQ Land Command](#) is responsible for the management and delivery of SFA in Germany and various other locations in and around Europe and overseas. Contact details can be found in Booklet F.

[Permanent Joint Headquarters](#) (PJHQ) is responsible for management and delivery of SFA in Cyprus, Gibraltar, the Falkland Islands and Ascension Island. Again, contact details can be found in Booklet F.

### Local

[Housing Information Centres \(HICs\)](#) are responsible for the delivery and management of DE Ops Housing within a defined geographical area within the UK, and are the primary points of contact for personnel requesting the allocation of SFA.

[Garrison/Station Housing Staff](#) are responsible for the delivery and management of Service housing within defined areas overseas.

## Customer Care

Our customers include Service personnel who are entitled to Service Family Accommodation and other licensees, whether members of the Services or not.

Our aim is to provide a high quality and efficient housing service. The Housing Providers place great importance on their customers' views on the services provided. These help to indicate the level of customer satisfaction with the service provided and to highlight those areas that need to be improved.

## **Our Vision and Mission**

### **Vision**

“Working together to provide an excellent housing service for Service and other entitled families”

### **Mission**

- The delivery of an optimised and harmonised housing allocation and customer care service to entitled Service families and eligible UK-based civil servants serving abroad.
- As the housing specialists, the Housing Providers contribute to and influence the formulation of MOD housing policy.
  - Contribute to local Service community support.

### **Consultation**

The Housing Providers are committed to consult both with Service families and Service chains of command. Through consultation, Service personnel and their families participate in the decision-making process affecting their homes. The principle routes to achieve this are:

**Defence Housing Joint Customer Board (JCB)** - The JCB meet 4 times a year to discuss the provision of housing worldwide and the performance of the Housing Providers against published key targets. It is chaired by the Director General DCDS Pers SCW Accommodation Pol and attended by DE Head of Ops Housing. Representatives of the 3 Services, and the Chairs of the 3 Service Families Federations also attend, among others.

**Occupant Consultative Meetings (OCMs)** - Local arrangements exist for each locality. OCMs should meet regularly to enable families living in SFA to give their views directly to their Housing Provider. The role of the OCM is to:

- Seek the views of occupants on key housing issues
- Assist the Housing Provider in developing priorities for the modernisation and upgrading of SFA stock
- Assist the Housing Provider in conducting surveys of Service personnel and their families
- Collate ideas on general housing issues and improving the service provided to occupants
- Assist with the flow of communications concerning housing programmes and policies

The local composition of the OCM may vary (see Booklet F) but they typically comprise a Housing Provider, Chair and Secretary, a HIVE organiser, Service personnel and/or their Spouses/Civil Partners, and representation from the Local Service Command (LSC).

## **Access to Personal Information**

**Confidentiality** - We will keep secure the information that we have about you. We will only give it to relevant organisations (eg Utilities providers) if requested in writing. We will not give information to individuals.

**Information to Utility Companies** - Where utilities are not provided by the MOD for SFA we will give the names of residents and occupation start and end dates to the utilities companies to enable them to raise bills.

We will co-operate with HM Revenue and Customs to help prevent and detect crime. Relevant information will be given by Senior Managers only and we will comply with all relevant data legislation.

**Data Protection** - The Data Protection Act (DPA) 1998 applies to information that we hold about you electronically and in paper files. Under this Act you have the right to:

- Be told what information we hold about you, why we have it and who we may give it to
- Have copies of the information we hold about you
- Correct any inaccurate or misleading information

[Freedom of Information](#) - The Freedom of Information Act (FOI) 2000 came into force on 1<sup>st</sup> January 2005. The aim of the Act is to create greater openness and transparency within Government and improve the democratic process. It has empowered the public by improving access to general information.

Requests from the public can be made in writing, via e-mail or any MOD FOI website. Once the request has been received, the Housing Provider has 20 days to reply to the query. If the query requires further investigation the relevant department may request an extension in order to answer the query in more detail.