



Defence
Infrastructure
Organisation

Move In Leaflet for Service Family Accommodation (SFA)

Advice for a successful Move In

You're moving and Defence Infrastructure Organisation Service Delivery (SD) Accommodation knows that this can be very busy and stressful time for Service Families. This leaflet aims to provide you with simple advice and key points about the Move In process.

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THE MOVE IN PROCESS

Your Move In

A Housing Officer (HO) will attend the Move In appointment on the date and time agreed by the Housing Allocations Service Centre (HASC) and yourself. The appointment with the HO usually lasts 45 minutes.

On Move In day, the HO will meet you (or your Proxy) at the property and show you around – which will give you the opportunity to:

- Familiarise yourself with your new home, its fixtures, fittings and appliances.
- Read electricity/gas meters and measure levels in oil tanks (if appropriate).
- Take possession of the keys.
- Find out about the repair/maintenance process.
- Identify who is responsible for any repair/maintenance queries.
- Confirm that there is a valid Gas Safety Certificate in the SFA.
- Complete and sign the Move In documentation.

Please note that the Move In can only take place during normal working hours.

The Move In standard means that your SFA will be clean enough for you to move into i.e. there should be no grease or lime scale - so you should be able to cook a meal, have a bath/shower and go to bed without having to do any additional cleaning.

You can give your Spouse/Civil Partner or a Service colleague written authority (known as a Proxy Certificate) to sign the Move In paperwork on your behalf if you are unable to attend the Move In.

If you are moving from one SFA (not Substitute SFA) to another, you have two weeks to hand it back and provided you do so within this time you will only be charged for one property. If you exceed this period you may be charged for both properties.

Your Licence to Occupy

When you move into SFA, you will have signed a Licence to Occupy (LTO) – which is a legally binding document.

The licence grants you - the licensee - permission to occupy the property while you remain entitled to SFA. Further information may be found in [JSP 464](#) on the GOV.UK website - but in the event of any conflict, the Licence has precedence.

Your right to occupy the SFA under the Licence will cease if it is terminated, either in accordance with the relevant provisions of the Licence, or in any other way permitted by law. You are expected to read the Licence and make sure that you understand the terms and conditions before signing it. If in doubt ask a member of the Housing Provider's staff to explain them to you. The Service Licence becomes a legally binding document as soon as it is signed, and therefore the Licensee is bound by its conditions.

Utilities

During your occupation of SFA, you are responsible for paying the gas, electricity, fuel and telephone bills direct to the supplying companies or through the appropriate Service channel if those supplies are provided by MOD.

If the utilities are not MOD supplied, you have the option to move to any utility supplier.

Prepayment meters

If you choose to have a prepayment meter, card or key meter installed at your SFA for gas and/or electricity - the meter(s) must be removed before you vacate the property and a standard meter(s) re-fitted.

If you fail to do that before your Move Out date with the Housing Officer, then you will be charged for the Housing Officer's time when they have to return to the property for the gas/electricity company to re-fit the correct meter(s). These charges may also include the draining down of the property if the meters are left during the winter period.

In the unlikely event that a prepayment meter is fitted at your SFA when you move in, then you need to contact your local Housing Officer to report it.

Council Tax/CILOCT

You will also be charged a contribution in lieu of Council Tax (CILOCT) - or Council Rates for Northern Ireland. This means that you are then entitled to the full range of facilities and support normally provided by the Local Authority.

Water rates/sewage charges

Your SFA charge includes water rates and sewer charges.

TV Licence

You are responsible for purchasing a TV licence if you have a television when living in SFA (and Substitute SFA) in the UK.

Satellite dish

If you wish to install a satellite dish at your SFA you will need to fill out a request form. Your Housing Officer will be able to provide you with further details.

Telephone

You are also responsible for arranging/connecting a telephone line/service if you wish to have one when living in SFA (and Substitute SFA) in the UK or if you wish to have broadband.

Insurance

To cover your legal liabilities while living in SFA, you are strongly advised to arrange insurance for:

- Your potential liability to DIO Service Delivery Accommodation up to a maximum of £20,000. As you occupy SFA under a Service Licence to Occupy agreement, you are not classed as a tenant and standard home insurance policies do not cover the potential liability. The Services Insurance & Investment Advisory Panel (SIIAP) provides a web page detailing a number of insurance providers who can organise policies that have been designed specifically for SFA occupants. Visit: www.siiap.org/l2o
- Your personal property and that of any spouse/civil partner or child(ren).
- Your liability to third parties in respect to injury to them and damage to their property.

Using a Proxy at Move In

If the Licensee is not available for the Move In, a Proxy (i.e. a person authorised to act for another) may be nominated and authorised to act on their behalf. Please note that only Service personnel or a Spouse/Civil Partner can be nominated to act as a Proxy.

A Proxy form will be attached to the confirmation of appointment details. This form must be completed, signed by both the Proxy and the Licensee and returned to the HASC prior to the Move In appointment. Your Proxy may wish to bring a copy of the form along to the Move In appointment.

If you are unable to attend the appointment, it is not possible to conduct the Move In without a signed proxy form.

Remember that decisions taken by your Proxy are final and that you will have no redress once they have signed for your SFA. So please ensure that your Proxy is reliable and that they fully understand your entitlement, and (if applicable) your personal preferences and the resulting liability for personal contribution.

MOVE IN DAY

Welcome Pack

Service personnel and their families moving into SFA will receive a Welcome Pack from the Housing Officer.

The Pack contains:

- Welcome letter and further information about SFA on the SFA website
- Housing Allocations Service Centre (HASC) map and areas
- Customer Assistance Factsheet
- Customer Guides (Easy-to-follow, single page guides that deals with specific topics and offers simple advice and guidance to occupants of SFA.)
- Maintenance Guide (if available)
- Gas Safety Certificate
- Instruction booklets (if available)
- Local information (if available)

Keys

The Housing Officer (HO) will provide you (or your Proxy) with all keys to the property and garage (if applicable) at Move In.

Please ensure you keep these safe and you know which key is for where. If not labelled already, you might like to label each key for ease of identification. All keys are required at Move Out and charges will be raised for new locks should any keys be missing.

Documentation

By law, all SFA properties must have a gas safety check carried out annually. The Gas Safety Test Certificate issued at the last annual check on your SFA should be made available to you by the Housing Officer on Move In. When the Certificate is due to be renewed you will be contacted by the local contractor to arrange a time and date for the renewal inspection. You may also be given other documents relating to the property, fittings or fixtures – please keep these in a safe place, such as your Welcome pack when you get one.

AFTER MOVE IN DAY

14 Day Move In Observation Report

The 14 Day Move In form gives you the opportunity to note and raise any concerns about your SFA – such as any material or building fabric issues that may or may not be classed as Occupant Generated Damage (OGD) and that were not picked up by you or the Housing Officer during your Move In appointment.

The form must be completed within 14 days of your Move In and returned to the relevant Housing Allocations Service Centre (HASC). You may wish to retain a copy for your own records.

Please note that this information is used at Move Out and the form should not be used to request repairs.

Repairs

All SFA properties are inspected prior to Move In and if any repairs are identified as being needed then they are logged with the contractor. Depending on the nature of the problem, it may take a little while for that logged work to be carried out.

If you discover any problems or defects, then please report all repairs to the appropriate Repairs Helpdesk:

- **England/Wales** - 0800 707 6000
- **Scotland** - 0800 328 6337
- **Northern Ireland** - 0800 030 4651

You will need to provide the following information – which will be recorded:

- Name
- Address
- Telephone Number
- Details of what needs to be repaired. A simple and clear description will help the Helpdesk operator to quickly log and process your repair.

DIO Service Delivery Accommodation provides a comprehensive maintenance and repair service but occupants have responsibilities too. When you call the Helpdesk, they will tell you:

- Whether the repair is our responsibility or outside the terms of the prime contract.
- Whether there is a need to inspect the problem before arranging work.
- Any emergency action you should take to minimise the damage e.g. in the event of a burst water pipe.
- What priority the repair is being given.

For further information, please refer to the maintenance guide on the SFA website.

If you live in a Private Finance Initiative (PFI) property, to report repairs please refer to your PFI Occupant's Handbook.

Further information can also be found on the SFA website on GOV.UK:

www.gov.uk/dio/sfa