



Defence  
Infrastructure  
Organisation

## Your Service Family Accommodation

### Additional Needs Adaptations - guidance

Identify a need and  
make a request

#### New Assignments

Applicant completes E1132 (Application Form to Occupy Service Family Accommodation (SFA)), indicating the requirement for additional needs adaptations and attaching Medical/Occupational Therapist (OT) report.

#### Current Occupants

Applicants who are already housed in SFA who identify a new additional need within the family should contact the relevant Housing Allocations Service Manager (HASM). To check which Service Manager to contact please refer to the [HASC map on the GOV.UK website](#). For HASC Areas 1 and 3 email: [DIOSDAccn-DelIAS2b@mod.uk](mailto:DIOSDAccn-DelIAS2b@mod.uk). For HASC Areas 2 and 4 email: [DIOSDAccn-DelIAS2a@mod.uk](mailto:DIOSDAccn-DelIAS2a@mod.uk). For HASC Areas 6 and 7 email: [DIOSDAccn-DelIAS1b@mod.uk](mailto:DIOSDAccn-DelIAS1b@mod.uk). For HASC Area 5 email: [DIOSDAccn-DelIAS1a@mod.uk](mailto:DIOSDAccn-DelIAS1a@mod.uk).

You will have to supply an authoritative Medical/OT report stating clinical requirement.

If no accompanying report is provided the HASM will advise the applicant that the application will not progress until a report is received. For SFA in a new Local Authority area a new report will be required, however, in the first instance a previous Medical/OT report can be used in the absence of a new report. The HASM will pass your case to the appropriate Housing Manager (HM). The HM will be responsible for keeping you informed of decisions and progress regarding your application. They will provide you with regular updates and you in turn must keep them informed of any changes in your circumstances.

Identify a suitable  
property

DIO will take specialist advice to identify a suitable property for adaptation to meet your family needs. The decision as to which SFA is allocated is to be based solely upon the DIO Service Delivery (SD) Accommodation Tech FP and MHS FP's opinion as to which property can best be adapted to meet the Medical/OT report. Consideration will be given to retention of your current SFA/temporary accommodation pending completion of the work at the new property.

Additional work outside the recommendations of the Medical/OT report is unlikely to be approved. For example, if the report recommends that a shower be installed, this may be an over-bath shower rather than a stand alone shower cubicle.

Making a decision

The Occupational Therapy (OT) service is a specialist service which depending on your needs will either be provided by your local Clinical Commissioning Group or your local council: [www.gov.uk/find-your-local-council](http://www.gov.uk/find-your-local-council) Further guidance on OT reports can be found at: [www.nhs.uk/conditions/occupational-therapy/Pages/introduction.aspx](http://www.nhs.uk/conditions/occupational-therapy/Pages/introduction.aspx)

Making an offer

Once a suitable property has been identified you will be invited to visit and an offer will be made on acceptance. If property not acceptable a case conference will be convened within 5 working days to consider further options.

A property should be allocated within 15 days of receipt of medical/OT report.

Making adaptations

Following acceptance the HM advise the HASM who will confirm the offer.

Ensuring the work  
meets requirements

If there is a delay in the LA providing the OT report this will be procured by DIO as part of works programme. Once design is agreed and financial approval given it is anticipated that all works should be completed in a maximum of 12 weeks. Throughout the works programme the HM will ensure you are kept fully informed of progress including the start and proposed completion date. A programme of work, including start and completion dates. Throughout the works process the Housing Manager should ensure the applicant is kept fully informed of progress.

The HASM will contact you and book a date and time of Move-In.

Applicant moves in to  
adapted SFA

Once the adaptations are complete the DIO Tech FP and MHS FP will inspect the work and jointly confirm it has been satisfactorily completed - in accordance with the requirement. Please note this may delay move in particularly if further works are required. You will be invited (along with the OT) to visit the property before move in.