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PART 2

Housing & Accommodation
Services



Housing & Accommodation Services

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Defence Estates Operations Housing

General

DE Ops Housing is a tri-Service organisation which assumed responsibility for Service Families Accommodation (SFA) in England, Scotland and Wales in 2004. With the exception of PFI properties, SFA is maintained in England and Wales by MODern Housing Solutions (the Housing Prime Contractor), and in Scotland by Amec Turner (the Regional Prime Contractor Scotland).

There is an **Occupants Handbook** in your SFA which provides detailed information on a wide range of subjects relating directly or indirectly to your SFA. The following information relates to emergency and repair procedures.

Gas. If you smell gas:

- Do not strike a match or use naked flames
- Put out cigarettes, cigars and so on
- Avoid using electrical switches
- Open doors and windows to let the gas escape
- Turn off the supply at the meter
- Evacuate everybody from the property and telephone the National Grid Gas emergency number **0800 111999**.

Reporting repairs. To report faults you should provide your name, address and daytime telephone number, details of the repair and access availability to:

SFAs in England and Wales - MODern Housing Solutions (MHS) Helpdesk on 0800 707 6000

SFAs in Scotland - Amec Turner Helpdesk on 0800 328 6337

The Helpdesks are open 24 hours a day, 7 days a week, 365 days a year. A range of appointments will be offered to enable you to agree a suitable date and time for the contractor to carry out the repair. Once you report your repair, you will receive a reference number that should always be quoted when speaking to the Helpdesk about the repair. Your repair will be given a **priority status** which will determine the time-frame in which it will be done. The **three** categories are:-

Emergency maintenance. These are problems that could threaten imminent risk of injury, extensive damage to your home or its environment, or give rise to severe inconvenience or hardship. If the repair is complicated it will be made safe until permanent repair can be arranged. The contractor will complete the make-safe process within 24 hours. Subsequent response and rectification will be in accordance with Urgent and Routine maintenance procedures. Emergencies include:

- Total loss of electrical power or light
- Loss of gas supply
- Loss of heating in cold weather (31 Oct to 1 May) with no other heating available, especially where children or elderly people are affected
- Blockage of your only toilet
- Burst pipes or taps that will not turn off
- Severe roof leaks
- Total loss of cooking facilities

Urgent maintenance. These are repairs that may cause either serious discomfort to you, or may lead to serious damage to your home or fittings. The repair will normally be carried out within 5 working days of the Helpdesk being notified. Urgent maintenance includes:

- Substantial loss of electrical power or light

- Faults to power, lighting or electrical sockets
- Loss or partial loss of central or water heating during winter months (31 Oct to 1 May)
- Toilet blocked or not flushing where you have more than one toilet
- Leaking pipes, tank or cistern (containable leaks)
- Loss of oven functionality

Routine maintenance. The majority of repairs will fall under this category. The repair will normally be carried out within 20 working days of the Helpdesk being notified.

Routine maintenance includes minor problems, such as:

- Bathroom or toilet fittings
- Doors or windows sticking
- Plaster repairs and brickwork
- One broken cooker ring
- Other non-urgent internal and external repairs

Whilst both repairs Helpdesks will afford your repair a priority status, the guide below should assist you in determining if your maintenance should be categorized as an Emergency, Urgent or Routine priority.

Access to carry out repairs. In accordance with the terms and conditions of your Licence to Occupy, you are required to let DE Ops Housing staff, or anyone acting on their behalf, into your home to inspect it or to carry out repairs. You should however always ask for identification if anyone calls at your home. If you are not sure who they are, contact the Repairs Helpdesk for advice.

Rechargeable repairs. Apart from normal wear and tear, if you or any other member of your household damage any fixtures or fittings in any part of your home, you will be liable for the cost of repair. If you cannot carry out the work yourself, or if DE Ops Housing undertakes it for you, it will be called a **rechargeable repair** and DE Ops Housing will send you a bill for the cost of repair. The types of repair that could be considered 'rechargeable' include:

- Blockages in toilets and waste pipes
- Repairs to locks or doors because of lost or stolen keys
- Broken glass in windows/doors
- Damage to worktops (burns etc)
- Reinstatement of the garden due to neglect

DE Ops Housing General Complaints Procedure (excluding Repairs)

If your complaint concerns the allocation of your SFA, the Move In/Out procedure or any other issue **other than a repair**, you should report it to DE Ops Housing using the two stage system outlined below:-

Stage 1: Formal Complaint to Area Housing Manager (AHM). This could be in any form (telephone/letter/email/fax) and will be recorded. This stage is split into 2 levels:

- **Level 1.** If you wish to complain by telephone, you should contact your local Allocation Centre or, if established, your local Housing Information Centre (HIC). You will be given a point of contact for your complaint and assigned a reference number. The Allocation Centre, or HIC, will attempt to resolve the problem and notify you within 10 working days.
- **Level 2.** Should the level 1 response not be acceptable, you should register the complaint in writing (letter/email/fax) and forward it to the Area Housing Manager (AHM). Level 1 is bypassed if you choose to write, email or fax your complaint in the first instance.



**Youth Club
Facility.**



**Youth Club
Archery.**

Should you be dissatisfied with the AHM response, you can request that the complaint is passed to the Director Operations Housing (D Ops Housing).

Stage 2: Formal Complaint to Director Operations Housing. D Ops Housing will review the complaint and decide if the Stage 1 response was correct. He may, at this point, invite the appropriate Regional Assistant Director Housing to respond on his behalf. Should D Ops Housing consider that the case is of such a sensitive nature, or that the response may elicit further action, he may wish to notify you that, exceptionally, Chief Executive, Defence Estates will review the decision.

Repairs Complaints Procedure (England and Wales)

If your complaint is about the property maintenance service provided by MODern Housing Solutions, the DE Ops Housing Prime Contractor for England and Wales, you should contact the MHS Helpdesk on 0800 707 6000 who will investigate the complaint in accordance with their procedures:

Stage One

You can telephone, write or email the MHS Helpdesk to complain about an existing job, a refused job or about a job already carried out. If you choose to write/email, your complaint will be acknowledged in writing by return. If your complaint is related to a missed appointment, the Helpdesk will investigate and call you back within 1 working day. For all other complaints the Helpdesk will investigate and you will receive a written response within 5 working days. The response will include a customer reference number, an explanation of the resolution and a proforma that you may use to further escalate your complaint if you are not satisfied.

Stage Two

If you consider that your complaint has not been adequately dealt with under Stage One, you can escalate your complaint to the MHS Customer Care Manager. To do this you should put your complaint in writing/email, you may wish to use the proforma to assist you, and send it to the **MHS Customer Care Manager** at the address below. The MHS Customer Care Manager will acknowledge receipt of your complaint in writing within 1 working day.

The MHS Customer Care Manager will investigate and respond in writing within 5 working days of receipt of your complaint. The response will include a customer reference number, an explanation of the resolution and a proforma that you may use to further escalate your complaint if you are not satisfied.

MODern Housing Solutions

The Matchworks, Speke Road, Garston

LIVERPOOL L19 2PH

Email address: Customercare@mhs.mod.uk

Helpdesk tel no: 0800 707 6000 (Option 3)

Stage Three

In the event that you are still not satisfied with the handling of your complaint after Stage Two, you can escalate your complaint direct to **Defence Estates** in writing using the proforma, at the address below. An acknowledgement will be sent to you within 1 working day of receipt of your complaint. The appropriate Defence Estates Operations Assistant Director will deal with your complaint and within 10 working days you will receive a formal written response.

Defence Estates – Housing Operations Team

2nd Floor Annex, Building 351
RAF Brampton
Huntingdon, Cambs
PE28 2EA

Stages Four, Five and Six

You can escalate your complaint further, in the event that your complaint has not been resolved to your satisfaction at Stage Three, by writing to **Director Operations Housing Prime Contract, Director General Operations** and finally **Chief Executive Defence Estates**, at the above address.

Repairs Complaints Procedure (Scotland)

If your complaint is about the property maintenance service provided by Amec Turner, the DE Ops Housing Regional Prime Contractor Scotland, you should contact the RPC Scotland Helpdesk on 0800 328 6337 who will investigate the complaint in accordance with their procedures.

Allocation Offices/Housing Information Centres (HICs)

Scotland

Housing Information Centre
1st Floor, Caledonia House, Innova
Campus, Rosyth Europarc, Rosyth,
KY11 2UU
Tel: 0800 169 6322

Northern

Allocation Centre
Bacchus House, Link Business Park,
Osballdwick Link Road, Osballdwick,
York
Tel: 01904 754609

West

Allocation Centre
Sapphire House, Stafford Park 10,
Telford, Shropshire, TF3 3AD
Tel: 01952 215952

Anglia

Allocation Centre
Building 29, Barnham Camp,
Thetford Road, Barnham, Thetford,
Norfolk, IP24 2DJ
Tel: 01359 269561 ext 6305

Central

Allocation Centre
156-158 Greenwood, Walters Ash,
High Wycombe, Bucks, HP14 4XE
Tel: 01494 495505

London

Allocation Centre
5-12 Jupiter Heights, RAF Uxbridge,
Middlesex, UB10 0RZ
Tel: 01895 815905

South

Allocation Centre
Building 3, ABRO, Ordnance Road,
Aldershot, GU11 2AA
Tel: 01252 348699

South East

Allocation Centre
Dreadnought Block, HMS Nelson,
HMNB Portsmouth, PO1 3HH
Tel: 02392 724276

South West

Allocation Centre
401/423 Pepper Place, Warminster,
Wiltshire, BA12 0DG
Tel: 01985 224516

Local Information

The area covered by this guide comes under DE Ops Housing South East Region.

Your Customer Care Officer(s) is/are:

Linda Brown (CCO) Medway 888407

Mr Rob Beatty (CCO) Medway 888410

Mr Garry Gibbs (CCO) Maidstone 767211 or 707344

Your local DE Ops Housing office is:

Customer Care Centre

30 Garden Street, Brompton, Gillingham, Kent ME7 5AS

Your Customer Care Manager is:

Phil Turner Tel: 01634 888406

Allocations and lettings enquiries should be addressed to:

Allocations Officer DEOps Housing, Dreadnought Block,

HMS Nelson, HMNB, Portsmouth PO1 3HH

Tel: 02392 724418

Accommodation Services

Furniture and Furnishing

Families Quarters in this station are furnished by the Accommodation Services Unit (ASU) Aldershot, Kent Area. The local ASU Area office is located at Pond Hill Road, Shorncliffe, Folkstone, Kent CT20 3EX
Tel: 01303 225000.

The ASU is commanded by an ex-Serving Officer and all day to day work is carried out by civilians who are ex WO and SNCOs and are sympathetic to your needs. They are called "Accommodation Services Accountants" (ASA) and are responsible for ensuring that your quarter contains the furniture you are entitled to and requested. The ASA will always deal directly with you on matters relating to your furniture issued. He maintains your Inventory, a copy of which was always given to you when you moved in. This must be retained by you until move out.

Your ASA will help you, if asked, during your stay. He can help you prepare for move out when the time comes. He will raise charges for any accidental damage or missing furniture when you move out.

ASA Telephone Nos

Mr Bawden

Medway 822841

Mr Austin

Medway 822200

Mr Dobbing

Medway 822348

Chief Clerk: Mrs Thompson

Medway 822395



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WARD
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V&B

The Joint Service Housing Advice Office (JSHAO) - Helping you to civilian housing solutions.

What is the JSHAO?

The JSHAO provides Service persons and their dependants with housing information and advice.

We also, where possible, help you to obtain placement in social housing on leaving the Service. We help army welfare/compassionate cases and separated families from overseas to find appropriate housing on return to the UK.



Helping you to civilian accommodation

The JSHAO runs 'Housing Solutions' education briefings for Service Personnel. These briefings inform you of the greater choice that you now have in the way you can provide civilian housing for yourself whilst still serving. The JSHAO also run one day 'Housing the Options' courses at Resettlement Centres. These courses give you the information to make informed choices on how and where you provide civilian housing for yourself and your family when you leave. While these are normally attended in the last 2 years of Service, any Service person and/or their partner is welcome.

What information do we hold?

We have a database of information to help Service leavers find housing, provided by the 400 local authorities in the UK. We also have information and contacts for most of the UK's housing associations. We have contacts for relocation companies that specialise in finding property to purchase for Service personnel. We can provide you with pamphlets and information sheets on the multitude of different subjects on making housing provision. All this information is available to you, just call or e-mail our office.

The MOD Nominations Scheme

The JSHAO runs the Ministry of Defence Nominations scheme; this scheme may be able to help you if you are looking for council or housing association housing on leaving the Service. Information and an application form can be found on our website or call the office and talk to one of our Nominations staff.

Low Cost Home Ownership

These days there are lots of different methods and schemes for low cost home ownership when you leave the Service. For example, Shared Ownership allows you to purchase part of a property from a housing association and then rent the other part from the same housing association. Homebuy helps successful applicants to buy their home using a government interest free loan to fund part of the property. If you are in council housing the Right to Buy scheme is still available in most parts of the country. We can advise you on all these options and where they are available in the UK.

Buying your own house

Buying a house is one of the most exciting things you ever do. However it is also one of the most daunting. The JSHAO has booklets that explain the process. We can advise on websites you will find useful to get details of properties, solicitors and surveyors. We can even point you to a number of helpful individuals who can assist you in finding the right mortgages for you. For those of you thinking of building your own home we have some very practical advice and information.

Help from the Services

In 1996 the MOD introduced the Long Service Advance of Pay Scheme for Army and RAF personnel, (the scheme has been available to Naval personnel for many years). The JSHAO holds details of the scheme and current application forms. Never commit yourself to purchase until you receive confirmation from the Tri-service LSAP centre of your eligibility for the loan.

JSHAO monthly magazine Housing Matters

Ten months a year the JSHAO produces a magazine. It contains lots of information designed to help you when you are considering your civilian housing. Copies should be easily available within your unit but if you have difficulty in getting a copy ring the JSHAO.

How to contact us

We have lots of information that may be important to you so why not contact us.

JSHAO on line www.army.mod.uk/jshao

JSHAO

HQ Land, Erskine Barracks

Wilton, Salisbury SP2 OAG

Tel: 01722 436575 Fax: 01722 436577

E-mail jshao@hqland.army.mod.uk

SPACES – Single Persons Accommodation Centre for the Ex-Services

If you are single and about to leave, SPACES may be able to help you find somewhere to live. SPACES is tasked to help place single Service leavers in appropriate accommodation as they leave. It is located within the Resettlement Centre at Catterick Garrison, North Yorkshire.

SPACES

Catterick Resettlement Centre, St Aidans Road, Catterick Garrison

North Yorkshire DL9 3AY

Tel: 01748 833 797 Fax: 01748 835 774

E-mail spaces@echg.org.uk

SSAFA Forces Help's Housing Advisory Service

Once you leave the Forces and/or MOD accommodation, you can still get information, help and advice with your housing problems from SSAFA Forces Help. Contact the Housing Officer (Information) c/o Joint Service Housing Advice Office, address above, or ring 01722 436400. This service is available to your dependants and wider family (parents, etc) whilst you are still serving.

Contact House, Chatham

6 Inner Lines, Brompton, Gillingham, Kent ME7 5BT



A Contact house is now available at Chatham and is open to all Service personnel and their close relatives. Welfare cases will be given priority but when available it can be used during transit, visits by close relatives, R&R etc.

A Contact House offers **outstanding** facilities at minimal cost:

A spacious semi detached **fully furnished four-bedroom house.**

Short-term accommodation for **5 adults or children and one infant.**

TV/video, Hi-fi, microwave, toys, fridge, washer/dryer, sheets/bedding.

Minimal Cost-house rent is only £20 per day and only £40 for weekend bookings (Friday night to Monday morning).

Bookings can be made, 6 weeks in advance, by telephoning the Community Development Worker on **Medway (01634) 841487**, from 0900 - 1600hrs Monday to Friday. Postal inquiries should be addressed to:

The Community Development Worker (Contact House)
 Army Welfare Service
 The Lampard Centre
 Sallyport Gardens
 Brompton
 Gillingham
 Kent ME7 5BU

Should you require **further information** or wish to visit the Contact House, please feel free to contact the Community Development Worker at the above address.

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17 High Street, Brompton, Gillingham, Kent ME7 5AA
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 Web Site: www.xsmilitary.com

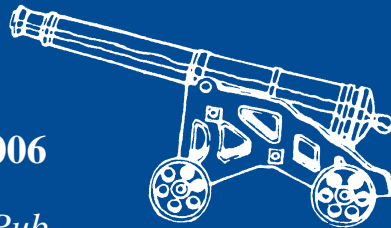


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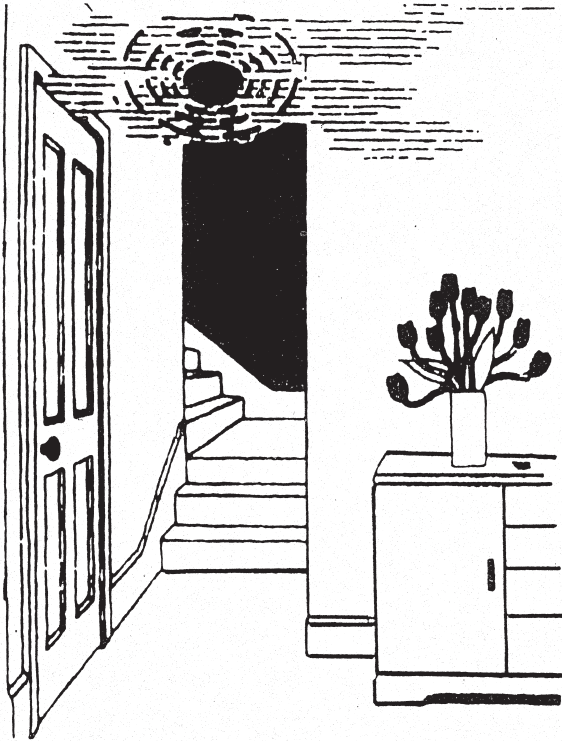
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 Gillingham, Kent
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with dead batteries
is not a smoke alarm.**