



EJSU TORREJON COMMUNITY

NEWSLETTER



SUPPORTING BRITISH PERSONNEL, EJSU STAFF AND THEIR FAMILIES

EJSU Madrid, CAOC Torrejon, BFPO 56

EMAIL: HELEN.WARREN100@MOD.GOV.UK

CLO INTRODUCTION AND NEWS

Hello February! Is it me or does it feel like we've been in 2021 a lot longer?

Welcome to the New monthly Torrejon Community Newsletter. I thought I would kick off by giving a little introduction about myself.

I arrived in Madrid mid-December with My husband, 3 children and dog, having just finished a 5 ½ year posting in Cyprus.

Whilst in Cyprus I worked for almost 4 years as the HIVE Information Support Officer supporting serving personnel, families and civilian contractors. The roll is very similar to that of the CLO in that I will be here to provide information and support to all where needed.

This month's newsletter is really to get a feel for our community needs, if there is anything you think is missing or you have a suggestion, I would love to hear from you, so please get in touch.

I look forward to getting into my new role and providing the support you require.

Helen

USEFUL TELEPHONE NUMBERS

Head of Location (HOL) - Spike McKee	672883624 919 073 164
J1 JNCO - Mark Solomon	919 073 163
Community Liaison Officer (CLO) - Helen Warren	919 073 163
Host Nation Liaison Officer (HNLO) - Cristina Atienza	919 073 162
DIO Estates Manager - Lucia Lumbreras	919 073 162 681 045 359
EJSU Area Welfare Officer - Chris Jones (Available 24/7)	0032 478 970 280

If dialing from a UK number, remember to prefix with +34

CLO Working Hours are as follows

Tuesday & Thursday: 1000-1500.

Wednesday: 0930-1530



"CLO Community Information"



DO YOU KNOW ABOUT EJSU NET?

The website is there to support service personnel, civilians and their families serving with NATO, The EU and Elsewhere in Europe and Turkey.

There you will find an abundance of information relevant to your posting.

[Click this link](#)

EVENTS AND GROUPS

With current restrictions there are unfortunately no groups and events running at present, however this is where you can help your community!

Would you like to set up a group/club for example a book club, a cookery class or a wine tasting evening? Do you have a specific skill you could teach to others such as calligraphy, floristry a language etc. or would you just like to run a one-off event, such as a quiz, bingo, themed evening? This would initially be run via video call until restrictions lift.

If this is something you would like to get involved in, please get in touch with your Community Liaison Officer to be added to the new event committee WhatsApp chat.

For some fun ideas on what you can do during these restricted times see page 3



CLO'S TOP 10 FUN AND FREE THINGS TO DO FROM HOME...

1. Visit a museums or gallery

If you fancy looking for galleries or museums to visit, [Google's arts and culture collection](#) has virtual tours of 500 top attractions around the world, including national galleries from around the world, individual artist museums, and even the Eiffel Tower.

2. Try a fitness challenge

Don't fancy the gym (or the hefty membership)? There are plenty of fitness challenges you can try out from home, so you can work on your fitness without having to leave the house. You could try the [100-pushup challenge](#), [squat challenge](#), or why not do some [PE with Joe Wicks](#) to stay healthy at home for free.

3. Stretch out with a yoga class

If you're trying to de-stress and stay healthy from home, you'll be pleased to know that plenty of yoga studios are now streaming online classes for you to join in with. A lot of studios are still running paid classes, but you can also find plenty of free classes online, like those run by [Adrienne on YouTube](#).

4. Start a blog

This could be a great time to build your audience, especially if you have relatively cheap, indoor hobbies that you can share. Interest in pastimes like cooking and board games has shot up over recent weeks - if your hobbies are trending, why not set up a blog and share your knowledge? You can set up a [WordPress](#) account and blog for free and take it from there.

5. Watch a dazzling performance from New York's Metropolitan Opera

The Met continues its immensely popular rollout of past performances, recorded in HD and viewable for free. A different archival production goes live at 7.30pm every day and remains online for the next 23 hours. Tune In [Here](#)

6. Brush up on your history at a free lecture

The UK's National Archives are hosting a series of free online talks through to March. Upcoming highlights include lectures on Annie Grey, Winston Churchill's chef; a history of protest in the UK; and a deep dive into the British government's response to the influenza pandemic of 1918-19 (plus how it compares to the shitshow of the past year). Until Mar 26. Free. Tune in [here](#).

7. Get a book club going with pals

For many, 2020 was a year that saw them develop a new, deeper relationship with books. Time and again we've heard of friends and colleagues spending more hours than ever escaping from day-to-day reality via the pages of a great read. And what better way to revel in your literary discoveries than over Zoom with pals? If you're looking for some book-club inspiration, see these [TIMEOUT recommendations](#).

8. Host a virtual murder mystery

UK company Red Herring Games has come through. Describing itself as offering 'the best in murder mystery entertainment', Red Herring's multilayered games can now be adapted for virtual gatherings with the assistance of Zoom or Google Hangouts. Click [Here](#)

9. Take the kids to the Circus

Obviously, Cirque du Soleil can't perform to a live audience right now - so it's taking the show online. The world-famous troupe is streaming the most impressive moments from its larger-than-life shows on [CirqueConnect](#), its new digital hub, every Friday. While the tension and spectacle will never be the same as the live events, at least these are completely free.

10. For the Harry Potter fans

If you've always dreamed of going to Hogwarts, now's your chance to live that fantasy. Potter enthusiasts are well served, thanks to the brand new [Harry Potter at Home site launched by JK Rowling](#), featuring a free online collection of family-friendly activities, including videos, puzzles, quizzes, crafting ideas, articles and much more. - Boredom banished!

MEET YOUR NATIONAL SUPPORT ELEMENT (NSE) TEAM

The National Support Element (NSE) Team is here to support all UK NATO based personnel and their families from pre arrival, throughout your posting and finally with departure assistance. Below is a short description of what each member does...

SPIKE MCKEE - HEAD OF LOCATION (HOL)

The EJSU Head of Location (National Support Element (NSE) in NATO speak) is responsible for ensuring that the UK NSE delivers a high standard of firm base support to UK NATO based personnel, Exchange Officers, Liaison Officers and their families based in Spain. This firm base support includes, but is not exhaustive: Administrative and welfare support, Logistics support i.e. military transport, a limited service BFPO, etc., Communications and IT support, Budgetary support; school invoice payment, dental invoice payment, etc., Host Nation liaison including new arrivals/departures and Status of Forces Agreement related matters, Ensuring the correct Medical and Dental procedures are in place in location which involves liaising with various external agencies and host nation services, Liaison with host nation schools, the Directorate of Children and Young People (DCYP) and Children's Education Advisory Service (CEAS) with regards to education and schooling within Spain.

Email - Keith.Mckee460@mod.gov.uk

MARK SOLOMON - J1 JNCO

The J1 JNCO for EJSU Spain is based in the UK NSE at Torrejon. He provides Human Resources Support for various locations throughout Spain including Getafe, Valencia and Albacete. His role includes processing arrivals onto the JPA system and updating allowances, as well as administering those that are departing Spain and all other J1 elements in between. He is also the BFPO Manager for Spain ensuring that incoming mail is received and distributed, bringing much needed morale from home/Amazon to those based in Spain.

Email - Mark.Solomons100@mod.gov.uk

CRISTINA ATIENZA - HOST NATION LIAISON OFFICER (HNLO)

The Host Nation Liaison Officer is the support element between the UK and Spain. Cristina works at the UK NSE in Torrejon Air Base. She assists the personnel and their family members on their arrivals within national identification, banking, internet contract, schools, base in-processing and other important matters to help settle the British families. Similar assistance with the personnel's departures. Also, HNLO deals with the MT vehicles and gives support to all J1-J9 matters which need national assistance.

Email - Cristina.Atiienza100@mod.gov.uk

LUCIA LUMBRERAS - DIO ESTATES MANAGER

The DIO Estate Manager. works part time from 0900 to 1400. Lucia takes care of 4 different locations in Spain, so she deals with Compliance subjects and with faults and furniture when needed.

Email - lucia.lumbreras100@mod.gov.uk

HELEN WARREN- COMMUNITY LIAISON OFFICER (CLO)

The CLO is seen as the information channel between the Community and EJSU Head of Location, assisting with welcoming families/personnel into location, signposting as necessary and assisting to support them throughout their assignment and in preparation for their next assignment, as required. The CLO also help the community to plan gatherings, activities and days out Covid restrictions permitting, along with creating monthly newsletters and distributing information into the community.

Email - helen.warren100@mod.gov.uk

WELFARE SUPPORT

ARMED FORCES & FAMILIES SUPPORT



ALL ROUNDERS
 MENTAL HEALTH
 ALCOHOL, DRUGS & GAMBLING

LEGAL
 JOBS/TRAINING
 IMMEDIATE NEEDS

FORCES CONNECT APP GOOGLE PLAY & APP STORE	SSAFA SSAFA.ORG.UK	ROYAL BRITISH LEGION BRITISHLEGION.ORG.UK
ALL CALL SIGNS ALLCALLSIGNS.ORG	ROCK2RECOVERY ROCK2RECOVERY.CO.UK	MIND MIND.ORG.UK
SAMARITANS 116 123	BIG WHITE WALL BIGWHITEWALL.COM	THE RIPPLE POND THERIPPLEPOND.ORG
SHOUT GIVEUSASHOUT.ORG	SANELINE SANE.ORG.UK	TILS GOOGLE: TILS NHS
WALKING WITH THE WOUNDED WALKINGWITHTHEWOUNDED.ORG.UK	THE VETERANS CHARITY VETERANSCHARITY.ORG.UK	RNRMC RNRMC.ORG.UK
ADFAM ADFAM.ORG.UK	COMBAT STRESS COMBATSTRESS.ORG.UK	GAMBLE AWARE BEGAMBLEAWARE.ORG
COUNT ME OUT COUNTMEOUT.ORG.UK	STEP CHANGE STEPCHANGE.ORG	FORCES LAW FORCESLAW.COM
FORCES RECRUITMENT FORCESRECRUITMENT.CO.UK	RFEA RFEA.ORG.UK	PATHFINDER INTERNATIONAL PATHFINDER.ORG



The RAF Benevolent Fund has launched a new [survey](#) in partnership with Swansea University to better understand the needs of the RAF Family. This project follows the Fund's *Meeting the Needs of the Serving RAF Community* research which was carried out in 2017.

The survey will focus on the wellbeing of serving RAF personnel, including in relation to Covid-19, as well as any mental health difficulties, gambling and related problems and substance misuse. The findings will help inform the Fund's future welfare provision and related support services.

Please visit rafbf.org/survey to take the survey, which is open until 23 February.

COVID UPDATE

GENERAL MEASURES

A curfew is in place between 2200 and 0600, Businesses must close by 2100 including food and drink establishments, however food delivery services can continue until 0000.

INDOOR AND OUTDOOR MEETINGS, PUBLIC OR PRIVATE GATHERINGS AND EVENTS

Meetings inside homes with members other than your household are banned. Social gatherings in public food/drink establishments is limited to four people indoors and Six outdoors, however face masks need to be

worn continuously unless taking food or drink.

SAFETY MEASURES FOR PUBLIC TRANSPORTATION

The use of a face mask is compulsory on all means of public transport for everyone aged six years or over.

AREA RESTRICTIONS

Additional regional and local restrictions apply. There are several municipalities or regions that are subject to a perimetral lockdown, meaning residents cannot leave or enter the area unless it is for essential reasons, such as for work, to access to school, care services or in the case of an emergency. Please note as of midnight from 08/02/2021 you can now visit El Corte Ingles and Plaza Norte, only via the A2. To view your area restrictions follow this link - <https://www.comunidad.madrid/gobierno/actualidad/datos-coronavirus>

FOR FURTHER INFORMATION ON COVID AND TRAVEL RESTRICTIONS SEE THE LINKS BELOW:

<https://www.comunidad.madrid/covid-19>

<https://english.elpais.com/news/society/>



INFORMATION REGARDING SUPPORT ON REPAIRS TO SSFA/SSLA IN SPAIN:

It is DIOs intent to ensure that all our occupants have a pleasant tour serving in Spain and that housing faults are kept to an absolute minimum. When there is an issue with your accommodation, that may result in seeking a repair, your first port of call is with the Estate Manager (Lucia) and not Landlords via E-mail or, in emergencies, by phone. The EM will then identify whether the issue is a Landlord responsibility or the contractor. To enable you to understand the timelines here is a breakdown of the types of repairs. Please note the aim is to rectify any repair as soon as practicable, within the confines of contractors/Landlord's timelines, which are shown below:

- a. Emergency Repairs - Are considered an emergency, any problems which affect health or safety (e.g. flooding, total breakdown of the electrical installation, ...) and breakdown of the heating system. DIO shall endeavor to have this type of repairs executed within 48 hours. If this is not possible, DIO shall review the situation, keeping the occupant informed.
- b. Urgent Repairs - Urgent Repairs are considered any problems which may cause serious inconvenience

or serious damage (e.g. water leak, blocked drains, blocked toilets, power cut, breakdown of the hot water supply or heating in winter) and the like. DIO, shall endeavor to have this type of repairs executed within 5 working days.

- c. Routine Repairs - considered routine, any repairs which may be deferred without causing inconvenience, discomfort or damage. DIO, shall endeavor to have these types of repairs executed within 15 days.

It would be extremely helpful for occupants, if they could try and adhere to these timelines. Only once the timeline has exceeded the timeline or a date of repair has not been confirmed should the occupant re-highlight the issue. This will give all parties (DIO/Landlords/Contractors) the time to action these issues/repairs in a timely fashion. Your continued support on this issue is appreciated. Find Lucia's contact details above.

GENERAL INFORMATION



Ministry
of Defence

Civilian Housing Options for HM Forces Personnel

Joint Service Housing Advice Office

JSHAO briefing dates

Date	Start Time	End Time	Location
12/01/2021	10:00	11:30	CIVILIAN HOUSING OPTIONS
20/01/2021	14:30	15:30	TALKING MORTGAGES
			WORKSHOP
28/01/2021	14:00	15:30	CIVILIAN HOUSING OPTIONS
09/02/2021	10:00	11:30	CIVILIAN HOUSING OPTIONS
			WORKSHOP
18/02/2021	14:30	15:30	TALKING MORTGAGES
25/02/2021	14:00	15:30	CIVILIAN HOUSING OPTIONS
09/03/2021	10:00	11:30	CIVILIAN HOUSING OPTIONS
17/03/2021	14:30	15:30	TALKING MORTGAGES
			WORKSHOP
25/03/2021	14:00	15:30	CIVILIAN HOUSING OPTIONS

Regardless of how long you have served, or how long you have left to serve, it is important to understand the available housing options.

The presentation will provide the following:

- Purchasing and Renting property
- Affordable home ownership schemes
- The Lifetime ISA
- Forces Help to Buy - update
- MoD Referral Scheme
- Social Housing
- Information from Independent Mortgage Advisors

To register your attendance please email:

If you have any questions, please email: RC-Pers-JSHAO-0Mailbox@mod.gov.uk



Ministry
of Defence

Short Term Service Accommodation
Services
Cotswold Centre



Service Cotswold Centre

The Services Cotswold Centre (SCC) is a **tri-service** facility managed by Headquarters Army Welfare Service (AWS) and funded by Headquarters Regional Command (HQ RC) on behalf of the MOD.

It provides short term emergency transit accommodation for service personnel and entitled family members.

The SCC accommodation comprises of 41 self-contained chalet style homes and 19 single storey semi-detached units of various sizes. The SCC is located in Neston near Corsham, Wiltshire in the United Kingdom.

Details can be found at the following [link](#).