



European
Joint
Support Unit

Accomodation

Hamburg





ACCOMMODATION

Applications for accommodation should be submitted using MOD Form 1132 (PSA). This should be submitted to DIO as directed by the arrivals email sent from the NSE. This should be done as soon as possible to minimize any delay in allocation.

Service Family Accommodation (SFA) is located in Halstenbek. The SFA are in a housing estate that was developed in 2003-05 and are finished to a high standard with 4 bedrooms, 2 bathrooms and 'office space' in the cellar. They are terraced houses with small gardens. The SFA have built-in dishwashers, microwaves and fridges in the kitchen. One garage and one parking space are provided per SFA. Single or married unaccompanied personnel are expected to live in the SFA, which will then be classed as 'Mess Annex Accommodation', with basic furnishings provided (if required).

Home Insurance

This is less restrictive than car insurance but premiums may still be slightly higher than expected. Obviously, you are free to choose whoever you wish but be aware of the liability clause as in Germany you are expected to cover this on your own property by law.

A couple of insurance companies:

www.culpeck.com

www.towergateinsurance.co.uk

www.forcesmutual.org

www.allianz.com/eu

www.forcesplan.co.uk

Defence Infrastructure Organisation (D.I.O)

DIO is the provider of maintenance and repairs for SFA and military buildings. If you have a fault that you wish to report D.I.O can be contacted on:

Civ: +49 5254 982 2491 or mil 94879 2491

Tanya Hickman, Defence Infrastructure Organisation, European Support Group Housing Manager is responsible for the Hamburg SFA.

Email: tanya.hickman863@mod.gov.uk



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REPORTED FAULT RESPONSE TIMES

Emergency: within 3 hours

Examples of emergency faults: Leaks or blockages which seriously affect living conditions and likely to cause structural damage; external door unable to be made secure; serious leaks, causing flooding, continuous flow from closed tap/broken pipes; complete loss of lighting or power to socket outlets. Loss of lighting and power to kitchen.

Critical: resolved within 12 hours

Examples of Critical response: A critical response includes problems affecting health, safety or security. This includes gas leaks, defective flooring or stairs, total loss or a major fault in the electrical supply. Response shall be in 3 hours with issue made safe or resolved within 12 hours.

Urgent: within 5 working days

Examples of urgent faults: Leaks or blockages liable to cause rapid or partial deterioration of other elements; Internal doors with defective locks; Complete blockage of waste where alternative fitting available. Partial blockage of waste. Minor leaks; Complete loss of hot water from primary source; Partial loss of lighting or power to socket outlets.

Routine: within 15 working days

Examples of routine faults: Electrical defects which do not prevent use of appliance; partial loss of hot water; defects to fixtures and fittings; minor defects to doors/windows; minor leaks/blockages.



***We will do our best to repair reported faults within the given time frame however, many of our properties are Leased and response times may vary with Landlord contractor availability.**

Fault reporting:

Please ensure that all faults are reported to the DIO Helpdesk; it is important that occupants engage with DIO and not their Landlords directly to ensure that the occupant is not held liable for any receipted works out of entitlement.

Annual Compliance:

Central heating: German law legislates that all central heating systems and electrics are serviced and checked annually. In most properties this is organised by DIO. Dates and approximate timings of contractors' visits will be notified to the occupant directly by DIO.

Keep up to date:

It is important to keep your contact details up to date with us in the case of contacting you for appointments. If you change mobile numbers whilst here, please get in touch via phone, email or face to face in the office.

HELPFUL INFORMATION

Sundays & Public Holidays:

In general, Sundays and Public Holidays are still regarded as a quiet day. Mowing lawns or hanging out washing are forbidden. Shops are closed on a Sunday with the exception of bakeries.

Refuse:

Refuse must be sorted into separate bins for general rubbish and recyclables, and bins for paper/cardboard and glass.

Household waste:

Black bin.

Garden Waste:

This is collected fortnightly (brown bin).

Blue Bins:

For paper and cartons

Yellow Bins:

Plastics and aluminium



Post boxes:

It is important to label your letter box with your surname. Deutsche post will not deliver unless your name is clearly visible on your box.

XY Meter Readings:

This is an annual meter reading collection carried out by DIO usually in the month of September. All eligible personnel have a credit/debit calculated on usage during the year. This will be communicated by the DIO XY Team and applied through JPA.

Your help in this matter is very much appreciated. If you have any questions please do not hesitate to contact the X & Y clerk based in Sennelager.

Tel: 0049 (0)5254 982 4053

Garden maintenance:

The license/lease to occupy an SFA requires the occupant to maintain the garden in a clean and tidy condition. This includes all grassed areas, flower beds, borders, hedges, paths, patios, outbuildings and driveways. Hedges should, where appropriate, be maintained to below 2m. Garden sheds, although established in some SFA, are not MOD scaled or funded.

External storage space for garden equipment is normally contained within the garage. Occupants are responsible for all associated costs including removal and reinstatement of the area on vacation of the SFA. It is not normally permitted to keep livestock (chickens, pigs, goats etc.) in SFA gardens.

Ivy: occupants of properties must not plant ivy, or similar climbers, on the exterior walls of properties, without authority from the Landlord via DIO. Unauthorised planting may result in costs for damages and removal being raised on vacation.

Garden refuse – compost heaps in SFA gardens are not to be permitted to grow out of control and must be removed prior to vacation of the SFA.

Running a business from home:

In accordance with JSP464 Vol 1 Pt 2 (v4.0), the licensee agrees not to carry out or allow member of his or her household to carry out any business, trade, club or similar activity in the property without the prior written consent of the DIO Housing Staff. Permission is also to be obtained from the local Service Commander.

Pets:

Please be aware that you need to inform DIO staff if you intend bringing pets with you. This is because some of the contracts laid out by the Landlords state that they do not wish to have pets in their property. DIO would like to advise you to make yourself familiar with the requirements of being a pet owner in SFA as per JSP464 Vol 1, Part 1, Chapter 6 – Rules and Conditions for Occupation, Sub Section IV Pets. There are also rules for keeping pets in SFA listed on MOD Form 1132 (please find the Form on the next page), this can also be viewed in JSP 464 Vol 1 Pt 2 Chapter 4, 4-A-12.



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MOD FORM 1132

**APPLICATION TO KEEP A PET(S) IN SERVICE FAMILY
ACCOMMODATION**

(For completion by Licensee)

Name of Licensee	
Rank	
Service Number	
Contact Tel No	
SFA Address	

a separate entry for each pet.

<i>Type of Pet</i> (JSP 464 Pt1 Para 0619b)	<i>Breed</i>	<i>Colour</i>	Is pet caged? YES/NO

I have read and understand that it is my responsibility to keep the pet(s) under control at all times.

Signature

Name (Block Capitals).....

Rank.....

Please return the completed form to the NHPHD.