



European
Joint
Support Unit

Accommodation

SHAPE





ACCOMMODATION

Service Families Accommodation (SFA)
The SHAPE Station Housing office is in:
Building 306, EJSU, SHAPE, BFPO 26
Civ: 0032 (0) 65444026
Mil: 4026

Defence Infrastructure Organisation (DIO)

DIO is the provider of maintenance and repairs for SFA and military buildings. If you have a fault that you wish to report DIO can be contacted on:
Civ: 0032 (0) 65444620
Mil: 4620
Email: DIOSDOS-ESG-HELPDESK@mod.gov.uk

Telephone Connections/Disconnections & Mobile Phones

The country code for SHAPE is +32. e.g.: 0032 65447075
When dialling the UK from Belgium dial: 0044 then drop the first zero from your number e.g.:
0044 (0) 208 111 2222

It is important to be aware of the terms and conditions of your service agreement. If you sign for a contract without fully understanding it, you are liable to pay for what you have signed for.

For internet and telephone connections visit the Proximus or Voo office located in the Grand Pres Shopping Centre, 7000 Mons. Top-up cards for mobile phones can be purchased from the RIS and the Carrefour store on camp.

Free Internet

You can use the Internet free of charge within the Station Library during opening hours. Internet access can also be found within some Unit Welfare Offices, SHAPE House, SHAPE Club, Rendezvous, Education Centre and the EJSU (Building 306).

Housing

The information in this section has been compiled by DIO.



Defence
Infrastructure
Organisation



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DIO SHAPE

**Repair Helpdesk located in Building
306, Room 217B.**

Opening times:

Monday – Thursday: 0830hrs - 1700hrs

Friday: 0830hrs – 1500 hrs



+32 (0)65444620 (EXT 4620)



DIOSDOS-ESG-HELPDESK@mod.gov.uk

Emergency Out of Hours:



+32 (0) 0475753850

KEY PEOPLE

Repair helpdesk: Danielle Holt
Estate Manager SHAPE/Lille: Taiwo Ayinla
Estate Manager Brussels: David Yon

Telephone: +32 (0)65444620 EXT: 4620
Telephone: +32 (0)65442373 EXT: 2373
Telephone: +32 (0)65447074 EXT: 7074



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: Belgian 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.

Email: DIO-ESGFinance@mod.gov.uk

Phone: +32 (0)65448154 EXT: 8154



HELPFUL INFORMATION

Commune Laws:

Residential property: In accordance with Belgian Law, occupants may be subject to a fine imposed by Federal Police if local regulations are not adhered to i.e. clearing pathways in winter etc.. Estate Managers may also raise charges (at local Belgian rates) on vacation if grounds/gardens/hedges have not been maintained to a satisfactory standard.

Most SFA have septic tanks as part of the sewage disposal system for the house. Sewage collects there and is broken down by the action of bacteria and other processes before the resulting effluent flows into the main sewer. The use of bleach and strong detergents or disinfectant destroys the process and results in highly unpleasant smells and blocked septic tanks. The use of bleach or highly concentrated detergents to clean, or to unblock WCs, is forbidden by Belgian law. The products available in Belgium, in all supermarkets, which can be safely used with equal effect are those which have on the label the words:

“ZONDER GEVAAR VOOR SEPTISCHE PUTTEN”
“SANS DANGER POUR LES FOSSES SEPTIQUES”
“WITHOUT DANGER TO SEPTIC TANKS”

Garbage: Bin bags must only be placed outside of the building from 5pm the day before pick when it takes place in the morning, or on the day of pick up when it takes place in the evening. Bin bags must be securely fastened and necessary precautions must be taken with regards to weather conditions.

Noise: It is forbidden to use chainsaws, spraying machines, lawn mowers and toys or devices powered by petrol engines or electric motors on Sundays, and weekdays between 8pm and 8 am.

Pets: Open communal and children play areas surrounding the properties dictate that pets must be kept under strict control and are not to be allowed to foul open play areas or gardens. Wearing a leash is compulsory for all dogs in all places, private or public, that are accessible to the public. The owner must always be in control of their dog. It is the owner's responsibility to minimise noise between the hours of 10pm-6am, e.g. barking, howling.

Pests: It should also be noted that bats are a protected species in Belgium, as in the UK, and it is not permitted to disturb them or their habitat under Belgian Law.

Sundays & Public Holidays:

Rules do vary from commune-to-commune but, in general, Sundays and Public Holidays are still regarded as a quiet day. Unless you see your neighbours mowing lawns or hanging out washing, it is fair to assume that these activities are forbidden. Also, be aware that many shops are closed on Sundays and Mondays. On the first Sunday of the month some shops are open.



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Refuse:

Refuse must be sorted into separate bags for general rubbish and recyclables, and bins for paper/cardboard and glass. Refuse bags carry your commune's logo in large writing, and the 'wrong' bag will not be collected. If you have not recycled correctly, they will not collect.

SHAPE recycling centre – hours of operation:

Mon-Thurs: 1000 – 1250 hours
1330 – 1750 hours

Friday: 1000 – 1250 hours
1330 – 1650 hours

Closed Saturday, Sunday and SHAPE holidays.

Bin bags:

You are entitled to 4 rolls of refuse bags and one roll of recycling bags every 4 months. These can be collected from the DIO stores department; Building 202, Door 115.

Office Opening Hours:

Monday – Thursday: 1300 – 1600

Friday: 0730-1200

Garden Waste:

This is collected fortnightly; if you live in a 'wheelie bin' commune, SHAPE will purchase a sticker each year from your local commune on your behalf. Other communes use paper bags (Which you will need to purchase from your local supermarket) which are collected weekly.

Blue Bags:

This is for certain recyclables. Your commune will supply you with a list of what they will take, there are slight variations.

Cardboard and Paper:

This is collected fortnightly on the same day as the blue bags.

Glass:

The method of collection depends on the commune, but there are bottle banks on SHAPE and other locations where glass can be recycled.

Post boxes:

It is important to check your post-box as Commune Tax and meter reading letters will be posted directly to your property. If you receive any mail and are unsure of where to send it, please hand it in to DIO Business Support, building 306, room 212.




BIN BAGS COLLECTION DATES

2020

| | | | | | | |
|---|---|-----------|--|-----------------|-------------------------|----------|
| SOIGNIES | WHITE BAGS (kitchen waste) | | | ⇒ | THURSDAY | |
| | Blue Bags + Paper & Cardboard Check dates in the table below | | | ⇒ | THURSDAY FORTNIGHTLY | |
| BARON FERDINAND/ CHEMIN DES PRINCES / RUE DE BINCHE | January | February | March | April | May | June |
| | 03/16/30 | 13/27 | 12/26 | 09/23 | 07/22 | 05/18 |
| | July | August | September | October | November | December |
| | 02/16/30 | 13/27 | 10/24 | 08/22 | 05/19 | 03/17/31 |
| GHLIN | WHITE BAGS (kitchen waste) | | | ⇒ | WEDNESDAY | |
| | Blue Bags + Paper & Cardboard Check dates in the table below | | | ⇒ | TUESDAY FORTNIGHTLY | |
| | January | February | March | April | May | June |
| | 07/21 | 04/18 | 03/17/31 | 15/28 | 12/26 | 9/23 |
| | July | August | September | October | November | December |
| | 07/22 | 04/18 | 01/15/29 | 13/27 | 10/24 | 08/22 |
| BROCQUEROY | WHITE BAGS (kitchen waste) | | | ⇒ | TUESDAY | |
| ERBISOEUL | Blue Bags + Paper & Cardboard Check dates in the table below | | | ⇒ | TUESDAY FORTNIGHTLY | |
| | January | February | March | April | May | June |
| JURBISE | 07/21 | 04/18 | 03/17/31 | 15/28 | 12/26 | 9/23 |
| | July | August | September | October | November | December |
| ERBAUT | 07/22 | 04/18 | 01/15/29 | 13/27 | 10/24 | 08/22 |
| | | | | | | |
| MONS (Intramuros only) | WHITE BAGS, BLUE BAGS, PAPER & CARDBOARD | | | | | |
| Intramuros 1 | Monday and Thursday, collection evenings from 7PM | | | | | |
| Intramuros 2 | Tuesday and Friday, collection evenings from 7PM | | | | | |
| | | | | | | |
| BRIQUETERIE | WHITE BAGS (kitchen waste) ⇒ MONDAY | | | | | |
| BRUYERE de JURBISE | | | | | | |
| MONS | | | | | | |
| DOMAINE de la BRISÉE | Blue Bags + Paper & Cardboard Check dates in the table below | | | ⇒ | MONDAY FORTNIGHTLY | |
| OBOURG | January | February | March | April | May | June |
| NIMY | 06/20 | 03/17 | 02/16/30 | 14/27 | 11/25 | 08/22 |
| RUE des FUSILLES | July | August | September | October | November | December |
| ROUTE D'ATH | 06/20 | 03/17/31 | 14/28 | 12/26 | 09/23 | 07/21 |
| St SYMPHORIEN | | | | | | |
| RECYCLING CENTRES | | | | Operating hours | | |
| Cuesmes | Rue de Ciply, 265 | Summer ► | Tuesday to Friday | | 1000-1745 | |
| Jurbise | Rue des Viaducs | | Saturday | | 0900-1645 | |
| Soignies | Chemin St Landry | Winter ► | Tuesday to Saturday | | 0900-1645 | |
| Le Roeulx | Rue de la Station | | Sunday/Monday | | CLOSED | |
| Obourg | Route industrielle 7034 obourg | B/HOLIDAY | ► 1 January-13 April-1 May-21 May-1 June-21 July | | | |
| Jemappes | Rue Chateau Guillochain | | 17 August- 2 November- 11 November - 25 Dec 2020 | | | |

DIO – UTILITY METER READINGS:

Periodically you will be requested to supply your meter readings for utilities present within your SSFA or SSLA. This will be requested by the supplier in the form of a letter as shown below for Gas and Electricity or via an email from DIO Business Support/Finance Team. You will also be requested to supply your water meter readings (Supplier is usually SWDE (La Societe Wallonne des Eaux)).




It is imperative that accurate meter readings are provided to ensure accurate billing is received.

Please respond in a timely manner by providing a clear photograph of your meter showing the meter number and the current meter reading. This should be sent to DIO-ESGFinance@mod.gov.uk along with a copy of your letter received by the utility company. If you are not able to provide a photograph then please fill out the meter reading on the letter and forward to DIO, Room 212, Building 306, SHAPE.

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. Any questions please do not hesitate to contact the X & Y clerk based in Sennelager.
Tel: 004952549824053

Garden maintenance:

The license/lease to occupy an SFA requires the occupant to maintain the garden, this includes all grassed areas, flower beds, borders, hedges, paths, patios,



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outbuildings and driveways in a clean and tidy condition. Hedges are, where appropriate, to 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. Requests for the establishment of garden sheds/greenhouses etc at private expense may be made to the Landlord via the helpdesk. 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 are not to plant ivy, or similar climbers, on the exterior walls of properties, without authority from the Landlord via DIO. Unauthorised planning may result in costs for damages and removal being raised on vacation.

Garden refuse – disposal: garden refuse can be disposed of, normally free of charge at local disposal sites. The refuse must be emptied into the containers provided. 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. In some areas, issue waste disposal bags may also be used for small amounts of garden waste (grass and hedge clippings etc) request advice from your Estate Manager as appropriate as each commune have different regulations.

Pest Control:

Moles: moles can be a major problem in some areas. Various products are available in the local outlets and garden centres. Local mole catchers may also be employed at private expense. Unfortunately, Estate Managers can only offer advice, as garden pests are classed as an occupant's responsibility.

Minor pest control, including the purchase of sprays, powders, mousetraps etc, is the responsibility of the occupant. Major infestations requiring expert professional attention are to be initially notified in writing to the Estate Manager concerned.

Running 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 are intending to bring 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.

Pet owners within Lille, Belgium, Norway, Portugal and Spain are to direct their application to Chantal Rowland, European Housing Officer, this can be directed in hard copy to room 215, Building 306, or a scanned copy with signature electronically to DIOSDOS-ESG-HousingMgrTeam1@mod.uk



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MOD FORM 1132

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

| | |
|------------------|--|
| Name of Licensee | |
| Rank | |
| Service Number | |
| Contact Tel No | |
| SFA Address | |

Use a separate entry for each pet.

| Type of Pet (JSP 464 Pt1 Para 0619b) | Breed | Colour | 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).....

Date.....

Please return the completed for to the NPHPD.