



## Your Service Family A Accommodation

ISODET Annex

► **The purpose of this Annex is to provide you with supplementary information not contained within the generic Europe Housing guide.**

Your Estate Manager is Mr Taiwo Ayinla and he can be contacted by telephone on **+32 (0) 475452326** or by email [Taiwo.Ayinla100@mod.gov.uk](mailto:Taiwo.Ayinla100@mod.gov.uk). Taiwo is the first DIO point of contact for your house/apartment.

**For any housing maintenance issues, faults and repairs should be reported through the SHAPE repairs helpdesk on 0032/ 65 44 4620 or [DIOSDOS-ESG-HELPDESK@mod.gov.uk](mailto:DIOSDOS-ESG-HELPDESK@mod.gov.uk)**

Out of hours emergency repairs are to be reported to the DIO Duty Officer on  
**0032/ 475 753 850**

### SUPPLEMENTARY INFORMATION

#### UTILITIES

1. For ISODETS, due to the country bureaucracy, utility charges are included in the rental contract and the landlord is therefore responsible for paying utility bills. If you receive any utility bills, please forward them to DIO.
2. ISODETS are currently considered as Small Stations and therefore no SSFA/SFA or fuel and light charges are applied. However, if occupants use utilities excessively, MOD may consider recovering these costs.

#### DEFENCE ACCOMMODATION STORES

3. When furniture is requested, it will be provided to scale and in accordance with current MOD instructions. Excess to scale issues are not normally permitted except in special circumstances which must be justified. Requests for excess issues of DAS are to be directed initially to the Estate Manager.

#### REPAIRS AND MAINTENANCE

4. DIO provides a maintenance service to all SSFA/SSLA which is free to occupants. However, you are responsible for looking after the property and protecting it from damage and in particular:
  - Maintaining the garden
  - Replacing light bulbs,
  - Resetting electrical trip switches as necessary
  - Clearing sink/bath blockages
  - Making sure you have a spare set of keys in another location, i.e. locker at work, as front doors tend to have very specific double barrel locks, and if you get locked out it

could cost you around 250 euros to get back in. If you lose keys or remote controls for garages, you are responsible for replacing these at your own cost

- If you have trees in your property that are overgrown inform the Estate Manager and they will assist you in this maintenance. Tree pruning is a landlord responsibility.
- Test your central heating in September, and make sure it's working so that when you turn it on in the Winter it is working. Report any deficiencies to the Repair Desk.

#### TV/TELEPHONE

5. Landlord authority is required before attaching satellite dishes to SSFA/SSLA and failure to obtain such authorisation may lead to expensive remedial costs being raised prior or on Move Out. You should request permission through your Estate Manager.
6. TV/Telephone connections are obtained locally. Please remember to read the small print as often these contracts are bound for a fixed period which might not coincide with your period of stay in the country. Please remember to cancel your contract at least 30 days before your departure.

#### MAINTENANCE OF OUTSIDE AREAS

7. All occupants are reminded that gardens, driveways, hedges and immediate outside areas must be kept in a clean, tidy and weed free condition, i.e., grass, shrubs and hedges are to be cut or trimmed and garden waste disposed of as necessary in order to maintain a respectable appearance. Occupants should check with their Estate Manager to ensure that they comply with local rules governing garden maintenance times and disposal of garden waste. Tasks outside the normal responsibility of the occupant, e.g. tree husbandry, hedges over 2m in height at Move In, should be referred to your Housing Manager. Compost heaps of a reasonable size are acceptable provided that they are removed on Move Out.
8. Pathways and pavements in front of, or bordering, houses are normally the occupants' responsibility. These must also be weeded and kept clean. Rubbish is not to be swept into drains, as they are easily blocked. If you live in an apartment with balconies, remember that these water outlets also need to be kept clean so that no blockages occur with leaves and general debris. Balconies are also to be kept clean as they are part of the apartment allocated to you.

#### DISHWASHERS/WASHING MACHINES/COOKERS (White Goods)

9. Landlords often provide white goods in SSFA/SSLA prior to the MOD taking them over. Please seek advice from your Estate Manager on the operation of these. If provided they are normally to be maintained by the landlord. The plumbing in / installation of privately installed White Goods is to be carried out under private arrangements.

#### ELECTRICAL ADAPTERS

10. It is important that you use adequate adapter plugs for general household or multi-socket use. It should be noted that the 7.5 amp continental adapter plugs, widely available in the UK, are only intended for use with single small electrical portable appliances under 7,5 amp. Misuse of these adapters presents a serious hazard and additionally can cause damage to electrical items.

#### PETS

11. As SSFA /SSLA are rented by MOD from Landlords, the latter have the right to prohibit the keeping of pets in their properties. DIO will not vouch for the suitability of SFA/SLA for pets (eg. In terms of size, provision of, or access to a garden/walking area etc) or invest funds in properties to make them suitable for pets. Open communal and childrens play areas often

dictate that pets must be kept under strict control and are not to be allowed to foul open play areas or gardens. Individuals who intend bringing cats, dogs or other pets, must state this in the SSFA Application form. Pets are not normally permitted in single living accommodation / flats.

12. Occupants are responsible for ensuring that pets are properly treated for fleas, ticks and other parasites. Pet owners are also responsible for ensuring that properties are properly de-infested before handing the property back to the Estate Manager. You are required to provide evidence at Move Out that the floor coverings and/or soft furnishings (in the case of cats and dogs) have had an appropriate pesticide and/or deodorising treatment applied.
13. It should be noted that in accordance with country law, certain breeds are classified as potentially dangerous. You should seek advice from EJSU before considering bringing a pet into the country
14. Cat flaps are not normally fitted in hirings. Upon request from the occupant the landlord's permission will be sought. You must be aware that if permission is granted, all costs for materials, fitting of the cat flap and the replacement of the door to the original one for Move Out, will be at your expense.

#### PESTS

15. Infestations of mice or rats in SSFAS/SSLA properties are extremely rare. In such cases the Estate Manager will advise on the appropriate measures for occupants to administer. Major infestation should not occur providing kitchen waste is double-wrapped and removed in appropriate bins or containers and not thrown onto compost heaps.

#### CHIMNEY SWEEPING

16. Chimneys with open or closed fires, which are used regularly, are to be swept on an annual basis. Those not in regular use must be cleaned every three years. Contact your Estate Manager who will organise for the chimney to be swept.

#### PUTTING ISSUES RIGHT

17. Your Estate Manager [Taiwo.Ayinla100@mod.gov.uk](mailto:Taiwo.Ayinla100@mod.gov.uk) is available to discuss any issues that you feel are not being adequately managed. If, however, you have concerns that your issues are not being adequately resolved then you should in the first instance contact the DIO ESG Estate Manager Supervisor [Francis.Temple354@mod.gov.uk](mailto:Francis.Temple354@mod.gov.uk) or the DIO ESG Housing Manager [Jurgen.Cauldwell101@mod.gov.uk](mailto:Jurgen.Cauldwell101@mod.gov.uk)

#### LEAVING

18. Please contact your Estate Manager [Taiwo.Ayinla100@mod.gov.uk](mailto:Taiwo.Ayinla100@mod.gov.uk) within 10 days of receiving your assignment order to move. A pre-move out advisory meeting will be scheduled, 6 to 8 weeks prior to your departure to ensure that your move out is planned efficiently.