



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

Your Housing Manager is Nihat Öksüz and he can be contacted by telephone on 05307643903 or 0232 4111688 or by email at nihat.oksuz100@mod.gov.uk. Mr. Oksuz is the first DIO point of contact for your house and the other houses in Istanbul, including for all type of repairs (for works services reported by email please use the form at Annex A).

Emergency repairs are to be reported to the emergency Works Services on-call clerk on 05307643903 or 0232 4111688. The UK NSE Chief can be contacted on 05301740153. You can obtain Fire services by contacting 110, Police services on 155 or Ambulance services on 112.

ISTANBUL SUPPLEMENTARY INFORMATION

UTILITIES

1. Generally Utility payments are included in the lease and they are paid by the Landlords. In some leases electric bills are not included and in this case, you will need to pay and claim them via Mr. Irfan Günal to the DIO Housing Manager at NATO HQ LC, Bldg 1 Room 202 ex: 1688. It is the occupants' responsibility to ensure that the property is adequately heated at all times. Damage to heating systems or to the structure of the property caused by the negligence of the occupant may result in charges being raised against the Head of the family.
2. Istanbul is currently a Small Station Unit and therefore no charges are applied to the occupant under the Fuel and Light scheme. If occupants were to use utilities excessively then the MOD may consider recovering these costs.

DEFENCE ACCOMMODATION STORES

3. Where furnishing is requested it is provided as close to scaling as possible, and appropriate charges levied in accordance with current MOD instructions. Provision is often made through Landlords by amending the lease contract between the MOD and the Turkish Landlord. Current charges are available from your local EJSU. Issues of Defence Accommodation Stores (DAS) furnishings in excess of the authorised scales are not normally permitted except in special circumstances that must be justified. Requests for excess issues of DAS are to be directed initially to the Housing Manager concerned.

REFUSE DISPOSAL

4. Normal household refuse is collected daily. Refuse is only to be placed on the collection point on the day of collection. Collection details will be provided by your Housing Manager. The Refuse Collectors will not remove bags that contain prohibited items and care must be taken therefore to ensure that waste is separated appropriately.

5. Bulky items are collected periodically (normally 3/4 times per year); details are published by the compound management. Your Housing Manager also has access to details or is able to make enquiries locally as appropriate. Skips are available at various local disposal sites for metal, batteries, oil and non-domestic biodegradable items.

WATER

6. Water supply provided for Married Accommodation is for normal domestic use only and excessive usage may result in charges being raised. The water in the Istanbul area is hard and may require the descaling of shower heads/taps and domestic items more frequently than is normal in soft water areas. Leaks, both internal and external are to be reported ASAP after they are noted.

TV/TELEPHONES

7. Some UK purchased TVs will not operate in Turkey without modifications. Landlord authorisation is required before attaching satellite dishes to SFA and failure to obtain such authorisation may lead to expensive remedial costs being raised prior to or at Move Out from the SFA.
8. Requests for the installation of private telephones, additional extensions and modems are to be made to the local telecom suppliers. These costs are covered via Disturbance Allowance. Your Housing Manager will be able to advise as appropriate.

MAINTENANCE AND REPAIRS

9. DIO provides a maintenance service to all SFA 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
 - Changing domestic fuses and standard light bulbs (not on a landing or high ceiling). Contact Housing Manager to replace any fluorescent tube lighting
 - Resetting electrical trip switches as necessary
 - Clearing sink/bath blockages and gullies; carefully pour hot water from the kettle into the plug hole and gently plunge around the plug hole. If it still doesn't clear, report to the Housing Manager
 - Arranging for safe connection and maintenance of your own appliances such as dishwashers and washing machines
 - Repairing any damage to the property caused by your family or visitors (if we have to repair such damage you may be charged)
 - If you lose the keys to your SFA you are responsible for replacing the locks
 - If your heating system is fed by an oil tank it may have a 'bund' (a brick/concrete construction under the oil tank to catch any escaping oil). Bunds have no lids, you must keep it free from leaves, debris and keep all vegetation 800mm clear of the bund and oil tank
 - Maintaining tidy gardens and ensure hedges are kept to 1.8m in height
 - Respecting your neighbours by not dumping rubbish in communal areas and in flats by keeping stairs and hallways free from obstructions
 - Testing your central heating in September, before the onset of the cold weather, so that any faults are identified and can be fixed in advance
 - When you go on holiday, leaving the heating on low (15°C) during cold weather, turning the water off and arranging for a neighbour to visit the property periodically

- Allowing operatives safe access to your property by keeping pets in a separate area
 - If your SFA is equipped with a standby generator, checking the fuel level as lack of fuel may cause an airlock. You may be charged for call out fee for repairing of the generator
10. REPAIR PROCESS - When you report a fault, it will be assigned a priority, you will be given a job reference number and you will be sent written notification of your appointment (by email if requested). If you need to change the appointment, please call your local Housing Manager before the appointment date, quote your job reference number and they will arrange a new date and time. However, if you are not available for an appointment within the original priority timeframe the job priority may be downgraded. The operative will attend your property within the time slot indicated in your appointment details. As part of the visit, he/she will assess whether the fault is the result of fair wear and tear or not; and will attempt to resolve the problem 'right first time'. Should this prove difficult (for example if parts are required) these will be ordered, the item/environment made safe and a new appointment made with you when the parts are received. Once the job is complete, the operative will ask you to sign the job pack to record satisfactory completion of the job. If there is any aspect of the job with which you are not satisfied, please raise a complaint to your local Housing Manager.
11. There are a number of ways you can help us resolve your problem quickly and efficiently:
- Before reporting a fault, look through the diagrams available and carry out any suggested checks to see if you can resolve the problem yourself,
 - If you do need to report a fault, provide the Housing Manager with as much information as possible about the problem,
 - If the fault relates to a piece of equipment (such as a boiler or cooker) provide the Housing Manager with details of the type and model so the operative has the right parts,
 - Provide the operative with clear access to the property and the area where the fault is,
 - Particularly where there are Health and Safety implications, for example when we are performing gas safety checks or electrical safety inspections, please ensure the operative has clear access to the relevant areas,
 - To avoid missed appointments, try and be available within the timeslot of the appointment, or arrange for someone else to be there who is 16 years or over. If necessary, call Housing Manager before the original appointment date and time to re-schedule.

MAINTENANCE OF OUTSIDE AREAS

12. 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 Housing 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 March In, should be referred to the Housing Manager.

13. Pathways and pavements in front of, or bordering, houses are normally the compound management's responsibility. These must also be weeded, kept clean, and in Winter kept free of snow and ice. Rubbish is not to be swept into drains, as they are easily blocked.

DRAINS AND SEPTIC TANKS

14. 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 Turkish law. The products available in Turkey, in all supermarkets, which can be safely used with equal effect are those which have on the label the word:

“KANALİZASYONA ZARARI YOKTUR”

15. Blockages to drains not only cause distress and inconvenience to residents but can be time consuming and expensive to rectify. When such incidents occur they are invariably caused by a build-up of foreign bodies which have been flushed down sinks or toilets. Thoughtlessness can therefore inconvenience neighbours as well as you as an occupant and may be expensive to rectify. Charges for negligence may be raised if it can be shown that the fault of the blockage is that of a particular occupant.

DISHWASHERS/WASHING MACHINES/COOKERS (White Goods)

16. Dishwashers are generally installed by Turkish Landlords prior to the MOD taking over the property. These may be used at the occupant's discretion. If used they are normally to be maintained by the occupant, or, in exceptional cases, Landlords may agree to undertake some maintenance tasks. The use of MOD funds or personnel for the upkeep of dishwashers is not authorised. The plumbing in of privately installed White Goods is to be carried out under private arrangements. Privately owned cookers from the UK should not be connected for use in Turkey, although you may consult with your Housing Manager to ascertain the feasibility of installing your own Cooker.

ELECTRICAL ADAPTERS

17. 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

18. As SFA in TURKEY is rented by MOD from Turkish landlords, the Landlords have the right to prohibit the keeping of pets in their properties. Open communal and childrens play areas surrounding the Housing Estates 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 to Turkey must state this in the SFA Application form. Pets are not normally permitted in single living accommodation. 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.

19. It is to be noted in accordance with Turkish law, the following breeds are classified as dangerous and it is forbidden to import them into Turkey:

Pitbull Terrier
Fila Brasileiro
Tosa Inu
Dogo Argentino

20. 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

21. Infestations of mice or rats in SFA properties is extremely rare. However many SFA properties are in rural areas and the occasional rodent is observed. In such cases the Housing Managers will advise on the appropriate measures usually via the local commune, 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. Housing Manager advice may be sought as appropriate. It should also be noted that bats are a protected species in Turkey, as in the UK, and it is not permitted to disturb them or their habitat under Turkish Law.

CHIMNEY SWEEPING

22. Turkish law requires that all 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. Your Local Housing Manager will organise an annual programme of chimney sweeping through DIO/ LandLords.

PUTTING ISSUES RIGHT

23. Your Local Estate Manager Nihat.Oksuz100@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 Housing Manager Jurgen.Cauldwell101@mod.gov.uk

LEAVING ISTANBUL

24. Please contact your local Estate Manager within 10 days of receiving your assignment order to move. We will then confirm a date for a pre-move out advisory visit and ensure that your move out is planned efficiently.

Annex A – Works Services Order

SFA/SLA WORK ORDER	
Occupant	
Address	
Type of problem	
Fault Description (Occurrence)	
Date Found	
Report Date to Housing Manager	
Preferred dates for appointment	
Priority (See Housing Guide Prioritising Repairs Annex)	Emergency / Urgent / Routine
Remarks / Comments	
COMPLETED BY HOUSING MANAGER	
Date Received	
Reference/Log No:	
Action taken by HM	
Agreed Resolution Date	
Status	
Remarks / Comment	