



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

Your Estate Manager is Mrs Valerie Futerko and he can be contacted by telephone on **0032/ 65 44 2373** or by email on Valerie.futerko100@mod.gov.uk Valerie is the first DIO point of contact for any information regarding your house or apartment and the local area.

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

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

Lille SUPPLEMENTARY INFORMATION

UTILITIES - SHAPE FUEL AND LIGHT SCHEME

1. DIO pays your utility bills. The bills are paid by DIO SHAPE (after being forwarded by your local EJSU). If you receive a bill to your property, please pass it to your local EJSU for forwarding on to DIO SHAPE for payment.
2. Fuel and Light charges (X/Y charges) are levied at UK rates via the relevant Paying Authority directly from salaries. DIO inputs your actual consumption into the XY database and it compares these to the UK rates. You will be paid a refund or charged depending on your consumption compared to the allowances granted by MOD.
3. Requests for fuel supply and fuel and light queries concerning bills, are to be made via the DIO Business support office, Building 306, Room 212 on telephone: **0032 65 44 8154** or by email: DIO-ESGFinance@mod.gov.uk.

DEFENCE ACCOMMODATION STORES

4. Where furnishing is requested, it is provided as scaled and appropriate charges levied in accordance with current MOD instructions. 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.
5. The SFA Exchange Store is responsible for ensuring that you have curtain rail stops, door mats, toilet brushes and holders. It is located in the SHAPE industrial area, Building 202, (0032 65 44 5443) and is open Mon-Thu on normal working days, between 1300-1600 hrs. Personnel in isolated locations, or who may have difficulties in getting to and from the SFAES, may seek assistance from their Estate Manager. Refuse sacks are purchased locally by occupants and the costs can be claimed back using your receipt through the DIO Finance Office at SHAPE. Salt for water softeners is available from your Estate Manager, please contact him when you require a delivery of salt.

REFUSE DISPOSAL

6. Normal household refuse is collected weekly. 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 care must be taken therefore, to ensure that waste is separated appropriately.
7. Bulky items are collected periodically (normally 3/4 times per year); details are published in EJSU Routine Orders and in the on-line British Community News (BCN). 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. Your Housing Manager will provide details of recycling centres near to your SFA. Bulk rubbish is not to be left in SFA on Move Out and must be disposed of via the local disposal centre or the appropriate skip.
8. Occupants of hiring's in areas where only local authority refuse sacks are acceptable must purchase sacks and claim back the costs using the receipt via the DIO Finance Office at SHAPE. These sacks may also be utilised for garden waste.

WATER

9. Water supply provided for Married Accommodation is for normal domestic use only, excessive usage may result in charges being raised. The water in the Lille 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.
10. Some SFA are equipped with built-in water softeners and require topping up with the requisite type of salt periodically. Salt is available from your Housing Manager.

TV/TELEPHONES

11. Some UK purchased TVs will not operate in France without modifications. Landlord authority is required before affixing satellite dishes to SFA, failure to obtain such authority may lead to expensive remedial costs being raised prior or at vacation of the SFA. You should request permission through your Housing Manager.
12. Requests for the installation of private telephones, additional extensions and modems are to be made to the local telecom suppliers. Details of these suppliers will be given by your Housing Manager during your Move In appointment. These costs are covered via Disturbance Allowance.

MAINTENANCE OF OUTSIDE AREAS

13. 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 Move In, should be referred to the Maintenance Helpdesk. Compost heaps of a reasonable size are acceptable provided they are removed at Move Out.

14. Pathways and pavements in front of, or bordering, houses are normally the occupants' 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.
15. In accordance with French 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... Housing Managers may also raise charges (at local French rates) on Move Out if grounds/gardens/hedges have not been maintained to a satisfactory standard.

DRAINS AND SEPTIC TANKS

16. Most OSFA 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 French law. The products available in France, in all supermarkets, which can be safely used with equal effect are those which have on the label the words:

“SANS DANGER POUR LES FOSSES SEPTIQUES “

“WITHOUT DANGER TO SEPTIC TANKS”

17. Products such as DETERTRANT WC (GRANULES) or DETERTRANT WC (LIQUID) are readily available.
18. 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 an occupant.

DISHWASHERS/WASHING MACHINES/COOKERS (White Goods)

19. Dishwashers are sometimes installed by French 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 France, although you may consult with your Housing Manager to ascertain the feasibility of installing your own Cooker.

ELECTRICAL ADAPTERS

20. 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 prevents a serious hazard and additionally can cause damage to electrical items.

PETS

21. As OSFA in Lille are rented by the MOD from French landlords, the Landlords have the right to prohibit the keeping of pets in their properties. Open communal and childrens 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. Individuals who intend bringing cats, dogs or other such pets to Lille must state so on the SFA Application form. Pets are not normally permitted in single living accommodation. You are required to provide evidence at the 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.
22. It is to be noted in accordance with French law, the following breeds are classified as potentially dangerous:
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| American Staffordshire Terrier | Bull Terrier |
| English Terrier (Staffordshire Bull Terrier) | Mastiff (every kind of) |
| Pitbull Terrier | Rhodesian Ridgeback |
| Fila Brasileiro | Dog de Bordeaux |
| Tosa Inu | Band Dog |
| Akita Inu | Rottweiler |
| Dogo Argentino | Doberman Pincher |
23. Such dogs are subject to special registration procedures and controls. All the above breeds are to be fitted with a microchip identifier within 2 weeks of arrival. The owners of dogs listed above are to register their animals with the 80th ASG Veterinary Service, CHIEVRES and in the 'Potentially Dangerous Dog Register' at the PMO Police Desk. All breeds categorised as potentially dangerous are to be muzzled and kept on a leash whenever in public or communal areas. Dogs, irrespective of breed are not permitted in single living accommodation.
24. Cat flaps are not normally fitted in hiring's. 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

25. Moles are a common problem in the Lilles area. Deterrent measures are not MOD funded. Control is difficult, and a recommended deterrent is to place a minute amount ($\frac{1}{2}$ teaspoon) of creosote in the tunnel entrance under the mound other products are available at local outlets. Mole traps are sometimes available on loan from the Station Store at SHAPE or may be purchased locally. A Taupier (Mole Catcher) can be hired locally at private expense, Housing Managers are able to advise as appropriate.
26. 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 France, as in the UK, and it is not permitted to disturb them or their habitat under French Law.

CHIMNEY SWEEPING

27. French 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. DIO SHAPE will organise an annual programme of chimney sweeping.

ALARM SYSTEMS

28. There is no entitlement to the provision or maintenance of security alarms at MOD expense. Some of the SSFA are fitted with Intruder Alarm Systems, most systems are maintained by the Landlord that DIO lease the property from but not always. Details of your Alarm System and its maintenance will be provided by your Estate Manager at your Move-In appointment.

CURTAIN CLEANING

29. At your pre-Move-Out appointment your Estate Manager will give you details on the cleaning of curtains.

PUTTING ISSUES RIGHT

30. Your Estate Manager 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 Housing Manager on +32 65 44 3863.

LEAVING LILLE

31. Please contact the SHAPE Housing Allocation Assistant on **0032 65 44 4026** or by email: DIOSDOS-ESG-AllocAsst@mod.gov.uk 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.