



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

Your Estate Manager is Maria Costa and she can be contacted by telephone on (00351) 214404346 or by email at [Maria.Costa100@mod.gov.uk](mailto:Maria.Costa100@mod.gov.uk) . Maria is the first DIO point of contact for your house including for repairs.

Emergency repairs are to be reported to the DIO Housing Manager on **(00351) 916986513** in the first instance, or alternatively to the Lisbon Duty mobile **(00351) 916986572**, failing that, DIO SHAPE Duty Officer available on **(0032) 475753850**, email [DIOSDOS-ESG-HELPDESK@mod.gov.uk](mailto:DIOSDOS-ESG-HELPDESK@mod.gov.uk).

### LISBON SUPPLEMENTARY INFORMATION

#### UTILITIES

1. Due to Portuguese bureaucracy landlords agree to leave the utility bills in their name and the MOD, under the rental Contract, undertakes the responsibility for paying these bills. Therefore, occupants are requested to clear their mailboxes, and bring the utility bills into EJSU/NSE for payment. The bill is to be attached to the respective utility form (one form per utility) and handed in for payment to the EJSU Finance Clerk. These forms are held outside the Admin Office of the EJSU/NSE.
2. Lisbon is currently a Small Station Unit and therefore no charges are applied to you 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 will be provided to scale and in accordance with current MOD instructions. 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 DIO ESG DAS Manager.

#### REFUSE DISPOSAL

4. Refuse is collected everyday in Portugal. Refuse bins (green or black depending on the area) are found on your street for daily refuse. Recycling bins are found in the same area and these are emptied one a week. During the summer months refuse collection may not be so prompt due to block summer leave. A separate more detailed leaflet regarding recycling will be issued to you on Move In.

#### WATER

5. In the Lisbon area the Municipal water meets EU standards. You will be provided with an information leaflet of the condition of the water in your area when you move into your SFA.

#### REPAIRS AND MAINTENANCE

6. DIO provides a maintenance service to all SFA which is free to occupants. However, you are responsible for looking after these properties and protecting it from damage and in particular:
- Maintaining the garden
  - Changing domestic fuses and standard light bulbs (not on landings or high ceilings), contact Housing Manager to replace any fluorescent tube lighting
  - 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
  - Informing the Housing manager if you have trees in your property that are overgrown. Tree pruning is a landlord responsibility
  - Testing your central heating in September and making sure it's working so that when you turn it on in the Winter it is working. Reporting any deficiencies to the Housing Manager.

#### TV/TELEPHONE

7. 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 or at Move Out from the SFA. You should request permission through your Housing Manager.
8. TV/Telephone connections are obtained locally and a list of local providers will be made available to you by your local EJSU/NSE for personal choice. Please remember to read the small print as often these contracts are bound for a fixed period and it might not coincide with your period of stay in the country. Your local EJSU/NSE will be able to assist you in getting started and checking that contracts meet your needs. Please remember to cancel your contract at least 30 days before you leave and give a copy of this cancellation to your Housing Manager on Move Out.
9. You will be liable for any charges arriving after you leave if you have not cancelled the contract.

#### MAINTENANCE OF OUTSIDE AREAS

10. 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 your Housing Manager. Compost heaps of a reasonable size are acceptable provided that they are removed at Move Out.
11. 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 part of the apartment allocated to you.

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

12. White goods are often provided within SFA by Landlords prior to the MOD taking over the property. Please seek advice from your Housing 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

13. 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

14. As SFA in Lisbon are rented by MOD from Portuguese Landlords, the Landlords have the right to prohibit the keeping of pets in their properties. DIO will not vouch for the suitability of SFA for pets (eg. In terms of size, provision of or access to a garden/walking area etc) or invest funds into 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 to Lisbon must state this in the SFA Application form. Pets are not normally permitted in single living accommodation / flats.
15. Occupants are responsible for ensuring that pets are properly treated for fleas, ticks and other parasites, all of which can be particularly vigorous in Portugal. 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.
16. It is to be noted in accordance with Portuguese law that certain breeds are classified as potentially dangerous. You should seek advice from your local EJSU regarding the detail of bringing pets to Portugal.
17. 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

18. Infestations of mice or rats in SFA properties are extremely rare. In such cases the Housing Managers 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

19. 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 Housing Manager will organise an annual programme of chimney sweeping.

## PUTTING ISSUES RIGHT

20. 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 ESG Estate Manager Supervisor [Francis.Temple354@mod.go.uk](mailto:Francis.Temple354@mod.go.uk) or the DIO ESG Housing Manager [Jurgen.Cauldwell101@mod.gov.uk](mailto:Jurgen.Cauldwell101@mod.gov.uk)

## LEAVING LISBON

21. 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 and ensure that your move out is planned efficiently.