



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

The Estate Manager for your OSLA in SHAPE is **Mr David Yon** and he can be contacted by telephone on **0032/ 65 44 7074** or by email on David.Yon892@mod.gov.uk. David is the first DIO point of contact for any information regarding your OSLA 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**

SHAPE SUPPLEMENTARY INFORMATION

UTILITIES - SHAPE FUEL AND LIGHT SCHEME

1. DIO pays your utility bills, the bills are paid by DIO ESG SHAPE. If you receive a bill at your property, please pass it to your Estate Manager for forwarding onto DIO Business Support 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.
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 Email: DIO-ESGFinance@mod.gov.uk

DEFENCE ACCOMMODATION STORES

4. Where furnishing is requested, it is provided as scaled and appropriate charges are levied in accordance with current MOD instructions. Current charges are available from your local EJSU J1 Dept. 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 Estate Manager concerned.
5. The Exchange Store is responsible for ensuring that you have curtain rail stops, door mats, toilet brushes and holders, refuse sacks and salt for water softeners. It is located in the SHAPE industrial area, building 202, Tel: +32 (0) 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 Accommodation Stores, may seek assistance from their Estate Manager.

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 Estate Manager. The Refuse Collectors will not remove bags that contain prohibited items so care must be taken 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 Estate 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 Estate Manager will provide details of recycling centres near to your OSLA. Bulk rubbish is not to be left in OSLA at 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 may obtain the sacks free of charge from the Accommodation Stores.

WATER

9. Water supply provided for Accommodation is for normal domestic use only and excessive usage may result in charges being raised. The water in the SHAPE 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 OSLA are equipped with built-in water softeners and require topping up with the requisite type of salt periodically. Salt is available from the Accommodation Stores.

TV/TELEPHONES

11. Some UK purchased TVs will not operate in Belgium without modifications. Landlord authorisation is required before attaching satellite dishes to OSLA and failure to obtain such authorisation may lead to expensive remedial costs being raised prior or at Move Out from the OSLA. You should request permission through your Estate 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 can be obtained from your Estate Manager during your Move In appointment or via the Proximus / VOO offices in the SHIPPS building 210. 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 that 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 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) at Move Out if grounds/gardens/hedges have not been maintained to a satisfactory standard.

DRAINS AND SEPTIC TANKS

16. Most OSLA 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”

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 a particular occupant.

DISHWASHERS/WASHING MACHINES/COOKERS (White Goods)

19. Dishwashers are sometimes installed by Belgian 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 Belgium, although you may consult with your Estate 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 presents a serious hazard and additionally can cause damage to electrical items.

PETS

21. As OSLA in the SHAPE area are rented by the MOD from Belgian 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 pets to Brussels must state this in the OSLA 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.

PESTS

22. Moles are a common problem in the SHAPE 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 may also be purchased locally. A Taupier (Mole Catcher) can be hired locally at private expense, Estate Managers are able to advise as appropriate.
23. Major Infestations of mice or rats in OSLA properties is extremely rare. However, some OSLA properties are in rural areas and the occasional rodent is observed. In such cases, please call the help desk. Major infestation should not occur providing kitchen waste is double-wrapped and removed in appropriate bins or containers and not thrown onto compost heaps. Estate Manager advice may be sought as appropriate. 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.

CHIMNEY SWEEPING

24. Belgian 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

25. 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 although these can not be maintained by MOD. Details of your Alarm System and its maintenance will be provided by your Estate Manager at your Move In appointment.

CURTAIN CLEANING

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

PUTTING ISSUES RIGHT

27. 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 (0)65 44 3863.

LEAVING SHAPE

28. 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.