



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

Your Estate Manager is **Lucia Lumbreras** and she can be contacted by telephone on **+34 681 045 359** or by email at Lucia.Lumbreras100@mod.gov.uk. Lucia is the first DIO point of contact for your house, except for the moments that she is on leave, in which case repairs should be reported to the SHAPE repairs helpdesk on +32 6544 4620 or DIOSDOS-ESG-HELPDESK@mod.gov.uk

Emergency repairs are to be reported to the DIO SHAPE Duty Officer available on **+32 475 753850**.

SPAIN (TORREJON, ALBACETE, BETERA AND ROTA) SUPPLEMENTARY INFORMATION

UTILITIES

1. DIO pays your utility bills, the bills are paid by DIO SHAPE (after being forwarded by the NSE). If you receive a bill at your property, please pass it to the Local EJSU staff for forwarding on to DIO SHAPE for payment.
2. Spain 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 is 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. Your Estate Manager will provide you with the required information regarding refuse disposal (including bulky items) when you move in to your SFA.

WATER

5. In the Alcobendas (Torrejon housing) and Albacete area the Municipal water meets EU standards. You will be informed by the Estate Manager of the water quality or potential restrictions in your area when you move into your SFA. Water supply provided for Accommodation is for normal domestic use only, excessive usage may result in charges being raised.

TV/TELEPHONES

6. 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 Estate Manager.

7. Requests for the installation of private telephones, additional extensions and modems are to be made to the local telecom suppliers in Spain. These costs are covered via Disturbance Allowance. Your local EJSU will be able to advise you on potential suppliers

MAINTENANCE AND REPAIRS

8. DIO provides a maintenance service to all SFA which is free to occupants. However, you are responsible for looking after their 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 them. If you are locked out of your SFA then you are responsible for gaining re-entry and changing the relevant keys and locks (although we will assist with contacting contractors for you)
 - 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 ensuring hedges are kept to 1.8m in height
 - Respecting your neighbours by not dumping rubbish in communal areas and by keeping stairs and hallways free from obstructions in flats
 - 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 leave to go on holiday, leaving the heating on low (15°C) during cold weather, turning any external water points 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

REPAIR PROCESS –

General information regarding support on repairs to SSFA/SSLA in Spain:

It is DIO's intention to ensure that all our occupants have a pleasant tour serving in Spain and that housing faults are kept to an absolute minimum. When there is an issue with your accommodation that may result in seeking a repair, please don't contact the landlord; your first port of call is with the **Estate Manager (Lucia)** via E-mail or, in emergencies, by phone. The EM will then identify whether the issue is a Landlord responsibility or needs a contractor. To enable you to understand the timelines please see below a breakdown of the types of repairs. Please note our aim is to rectify any repair as soon as practicable, within the confines of our contractors/Landlord's timelines, which are shown below:

- a. Emergency Repairs** – Are considered an emergency, any problems which affect health or safety (e.g. flooding, total breakdown of the electrical installation, ...) and breakdown of the heating system. DIO shall endeavour to have this type of repair executed within **48 hours**. If this is not possible, DIO shall review the situation, keeping the occupant informed.

- b. **Urgent Repairs** – Urgent Repairs are considered to be any problem which may cause serious inconvenience or serious damage (e.g. water leak, blocked drains, blocked toilets, power cut, breakdown of the hot water supply or heating in Winter) and the like. **DIO** shall endeavour to have this type of repairs executed within **5 working days**.
- c. **Routine Repairs** – considered routine, any repair which may be deferred without causing inconvenience, discomfort or damage. **DIO** shall endeavour to have these types of repairs executed within **15 days**.

It would be extremely helpful for occupants if they could adhere to these timelines. Only once the timeline has exceeded the timeline or a date of repair has not been confirmed should the occupant re-highlight the issue. This will give all parties (DIO/Landlords/Contractors) the time to action these issues/repairs in a timely fashion. Your continued support on this issue is appreciated.

In absence of the Estate Manager, if you need to report a fault please either telephone or email, providing the information at Annex A, to the DIO SHAPE Helpdesk on 0032 6544 4062 or diosdos-ur2a3daccn@mod.uk. We will then pass the task to the nominated DIO or EJSU representative for completion.

9. 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 the Housing Manager before the original appointment date and time to re-schedule.

MAINTENANCE OF OUTSIDE AREAS

10. The MOD lease for your property includes grounds maintenance provision by the Landlord. The MOD licence to occupy that governs your use of your SFA requires 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 discuss with their Housing Manager if the grounds maintenance with the Landlord fails to achieve these standards.. 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 Estate Manager.
11. Pathways and pavements in the garden of your SFA 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.

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. Privately owned cookers from the UK should not be connected for use in Spain, although you may consult with your Estate Manager to ascertain the feasibility of installing your own Cooker.

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 Spain are rented by MOD from Spanish 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 within 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 Spain must state this in the SFA Application form. Pets are not normally permitted in single living accommodation / flats. 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.
15. It is to be noted in accordance with Spanish law certain breeds are classified as potentially dangerous. You should seek advice from your local EJSU regarding the detail of bringing pets to Spain.
16. 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

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

18. 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 Estate Manager will organise an annual programme of chimney sweeping.

PUTTING ISSUES RIGHT

19. 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 or the DIO ESG Housing Manager Jurgen.Cauldwell101@mod.gov.uk

LEAVING SPAIN

20. 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.

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 DIO	
Date Received	
Reference/Log No:	
Action taken by HM	
Agreed Resolution Date	
Status	
Remarks / Comment	