



European  
Joint  
Support Unit

# Welcome to SHAPE

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The HIVE would like to offer you a warm welcome to SHAPE.

The HIVE Information Service is available to all members of the British community including Serving personnel, dependents, MOD employees and civilians. The HIVE works closely with the Community Liaison Officers as part of the Community Hub Team.

The HIVE's aim is to provide a professional and friendly information and referral service.

If you've just arrived or been here a while, the HIVE endeavours to answer your questions, make enquiries or point you in the right direction for the best possible help and support.

We are here to offer information on a range of area's including;

- Housing
- Education, schooling and childcare
- Job vacancies and employment opportunities
- Discounts
- Health care and welfare services
- Relocation information
- Local area information and events.

Please feel free to contact the Hive Information Support Officer regarding any of the above topics and more. Moving to a new place, a new Country, people often have lots of questions and concerns. Come in for a chat, call or email.

I look forward to meeting and speaking with you.

SHAPE HIVE Information Officer (HISO) - Hannah Smith

The HIVE office is situated in Building 309, EJSU

Working Hours: Monday - Friday 08.45 –13.45

Tel:+ 32 (0) 471611678

Email: [shapehive@armymail.mod.uk](mailto:shapehive@armymail.mod.uk) / [hannahsmith174@mod.gov.uk](mailto:hannahsmith174@mod.gov.uk)

For up to date information visit the SHAPE HIVE Blog at; [www.shapehive.blog.com](http://www.shapehive.blog.com)

Keep your finger on the pulse and sign up for regular updates of current and local information. Visit [www.shapehive.blog.com](http://www.shapehive.blog.com)

The Blog is updated daily. If you would like updates to come to you automatically, please sign up by clicking 'follow by email' found in the top left hand corner of the home page on the Blog site. You can unsubscribe at any time.

For further information about SHAPE view [www.shape2day.com](http://www.shape2day.com)

## Community Liaison Team

Here in SHAPE we have 3 Community Liaison Officers for the British Military Community. The CLO's, as we are often referred to, all work as a team to help you to have the best tour you possibly can during your time here in SHAPE. We do this by acting as a link between the community and our Head of Location for the European Joint Support Unit (EJSU) in SHAPE. Together, we endeavour to make sure that the facilities, events and support provided is relevant to this community today. Our ultimate aim is to make this community **thrive**.

We do this in a variety of ways

- Welcoming new arrivals as they settle into this location
- Encouraging the community to organise regular events throughout the year
- Together with the HIVE, provide and distribute up to date information
- Being a point of contact for questions and suggestions
- Ensuring our dedicated community spaces like Shape House and the Brit Bar is being used to their full potential

Whether you are single or married, accompanied or unaccompanied, Civil Servant or support staff we are here for you and your family.

The CLO office is together with the HIVE and Host Nation Liaison Officer, located in Building 309 (next door to the British Post Office)

Working hours 0900 – 1600hrs

Email: [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk)

**Facebook:** Shape British Section is a dedicated and secure page used to communicate news, important info and events. It is the only FB page where you will find info from EJSU, British Forces Post Office (BFPO) and the CLO's. To join this closed group, 3 months prior to arrival, send CLO Mons a friend request. (Look for the Union Jack mug and teapot)





SHAPE House is a dedicated community space located on one of the housing patches known as 'Brissee' and hosts activities, groups and events for the whole community.

We have a weekly programme of events designed for early years (under 5's) including Rhyme Time, Craft & Play and a designated Bumps to Babies group.

Our volunteers run a variety of sessions for adults including sewing group, crafting sessions and book club.

We are always looking for new volunteers to help run sessions or share their ideas for new groups. We offer free training and DBS checks for all our volunteers as well as the opportunity to meet a great team of people.

You can contact us via;

Email: [GSO-EJSU-Belgium-CommunityHub@mod.gov.uk](mailto:GSO-EJSU-Belgium-CommunityHub@mod.gov.uk)

Phone: 0032 6533 6498

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Welcome to Belgium from Nadia El Hamdi....

As a HNLO (Host Nation Liaison Officer), I am here to help you with any questions you might have while living here in providing linguistic support. This could be post or email received in French from local authorities, administration, organisation, providers etc.

I am also here to assist the HIVE and the CLO team to help the community in various activities.

You can contact me via the Community Hub email address above or at [Nadia.ElHamdi329@mod.gov.uk](mailto:Nadia.ElHamdi329@mod.gov.uk) for any Belgium specific issues in your first few months, including (but not restricted to):

- **Control Technique (CT):** to arrange an appointment for your CT.
- **Proximus/VOO:** there are often issues with the internet/mobile phone providers, I will translate and help to set up with these companies.
- **Tax Forms:** you may receive various correspondence from the HN such as vehicle tax payment forms or personal tax letters, please forward these asap.
- **Bank Accounts:** sometimes there are issues with setting up a Belgium bank account, so do not hesitate to contact me if you have concerns.