



Saving energy is not only good for the environment; it also saves you money. DIO Service Delivery (SD) aims to procure properties that have good energy efficiency ratings or improve the energy efficiency of our own properties in the last few years; including installing energy efficient boilers, improving loft insulation and adding insulated exterior cladding. However, you can still do a lot yourself to save energy. Follow these simple tips to ensure you aren't wasting energy - and more importantly money.

ENERGY SUPPLY

DIO SD will pay the utility bills for your SFA. You will be charged the equivalent UK rate for the type of property that you require.

The Fuel and Light and XY schemes are designed to reward you for energy efficiency but ensure that any excessive use is paid back to the MOD.

If your property is supplied by Oil or LPG using local tanks then please ensure that you arrange for supplies to be topped up through your local repair helpdesk.

LOFT INSULATION

For safety reasons you should not access the loft to store personal possessions; and to ensure that you do not damage your loft insulation.

BEDROOMS

Close bedroom doors in the early evening so heat can build up a little within the rooms before you go to bed.

It is often more comfortable to have your bedroom temperature slightly lower than the rest of the house.

RETAINING HEAT

Open your curtains and blinds during the day to maximise the amount of sunlight to heat up your home.

Close them again to retain that heat as it starts to get dark.

WASHING AND DRYING

Use a lower heat setting for washing your clothes; filling the washing machine up or using the half load function (if available).

When weather permits, dry your clothes outside instead of using a tumble dryer.

HEATING

Turn your heating thermostat down a little, while staying warm and comfortable.

It may look nice but only use your gas or electric fire for short periods of time - your radiators are a far more energy efficient way of heating your home.

ELECTRICITY

Switch off appliances and lights in rooms you aren't using.

Replace standard light bulbs with energy efficiency bulbs.

Don't leave phone chargers and other equipment plugged in.

Should I leave the heating on all day in cold weather?

In cold weather you should always leave your heating on with the thermostat set at least to 15°C, or equivalent, to avoid extremes of temperature and ensure your home is fully protected and not adversely affected from the cold over the winter period – this applies even if you are away. You can then turn the heat up as and when required for comfort.

Think energy saving

- Look out for information about energy efficiency when buying new appliances and technology – and make that part of the decision making process.
- Replace light bulbs with energy efficient ones.
- Encourage everyone in the house to be aware of energy consumption – including any children. They may respond to incentives or if saving energy is fun.

Ensure that you use appropriate cleaning products for SSFA connected to septic tanks. Please see location specific advice.



Extremes of winter weather, and the flooding which can follow, can create a real mess in a property - and structural damage. The families affected can also lose valuable possessions and personal items, as well as having to cope with the inconvenience and stress of dealing with the situation. In addition, as outlined in your licence to occupy - if your actions or inaction are found to have caused the issue, you could be liable for some of the repairs.

Whether you are home or if you're going away, you are responsible for ensuring that your Service Family Accommodation (SFA) is protected from cold weather. So follow our tips to save yourself the hassle and heartache of dealing with a flood or other cold weather damage.

OUTSIDE

Isolate your outside tap (if you have one) during winter to ensure that it does not freeze during cold weather.

Check your guttering and roof for any signs of damage – and report them to your maintenance Helpdesk.

Report trickling overflow pipes to your maintenance Helpdesk.

LOFT INSULATION

For safety reasons you should not access the loft to store personal possessions; and to ensure that you do not damage your loft insulation.

INSURANCE

If the worst happens, and your actions or inactions are found to be the cause, you could potentially be liable for up to £20,000 of repairs.

Consider Licence to Occupy insurance, which is separate to building/contents insurance – go to www.siiap.org/l2o

PROTECTING THE WHOLE HOUSE

Leave your internal doors open, especially if you are going away so the heat can circulate around the house.

Keep all your radiators turned on throughout the house.

BOILER/STOPCOCK

Test your heating before the cold weather sets in, and report any problems/issues to your Helpdesk.

Find out where your main stopcock is located - so you can switch off the water in an emergency.

HEATING

Keep your house at a consistent temperature (at least 15°C in cold weather), in line with your fuel economy requirements.

This applies even if you are out during the day or if you go away for any period of time.

Keep all your radiator valves on.

WHEN GOING AWAY

Keep your heating on, all your radiators turned on, and internal doors open.

Leave your keys with a trusted friend or neighbour - ask them to check the house regularly and report problems that arise - you can always return the favour another time.

PREPARE, PREVENT AND PROTECT

In summary:

- Make sure you are prepared for winter by reporting issues with your heating or the fabric of your home to your maintenance Helpdesk - before the cold weather sets in.
- Take action to prevent problems, such as leaving your heating on all around your home and allowing heat to circulate.
- Actively protect your home and possessions – especially if you are going away.