



Defence
Infrastructure
Organisation

DIO Accommodation

**Service Family
Accommodation**

A guide to Loss of Entitlement to SFA

Reasons for Loss of Entitlement to occupy Service Family Accommodation (SFA)

Personnel who have lost their entitlement to occupy SFA are issued with a 93 day Notice to Vacate (NTV) unless noted below:

- **Discharge** - Normal Discharge from the military due to retirement or voluntary release
- **Estrangement** - No longer living together as a married couple or civil partnership
- **Medical Discharge / Compulsory Redundancy** - These personnel are entitled a further 93 days Continued Use & Occupancy at service rates in the SFA following their discharge date
- **Disciplinary discharge** - These personnel will only be entitled to 28 days' notice to vacate their SFA
- **Change of Contract** - For personnel joining FTRS including changing from Full Commitment to Limited or Home Commitment
- **Death in Service** - Following the death of a serving licensee the bereaved spouse will be offered an entitlement to remain in SFA for a period of 2 years

For further guidance regarding Personal Status categories or Loss of Entitlement issues please refer to: [JSP 464, Volume 1 Chapters 3, 7 & 8](#)

Duty To Refer

Under the Homelessness Reduction Act the MOD have an obligation to refer people to the Local Housing Authority where they believe that person to be in danger of homelessness.

NB: This applies to Service Personnel only and **NOT** Estranged Spouses. Consent from the individual is required before a referral can be made.

Important:

If there are any changes to a Personal Status category on JPA then it is the responsibility of the Serving Person and their Unit to notify the LOE Team straight away.

If there are any changes to the occupants' discharge date or Personal Status category during the NTV period, please notify the LOE Team straight away. This is especially important when occupants have reconciled following an estrangement.

Death In Service - Mrs Maz Martin is to be notified following the death in service of the serving licensee.

Visiting Officers - Queries from Visiting Officers regarding the entitlement for a Bereaved Spouse to remain in SFA should be directed to Mrs Maz Martin at Maz.Martin569@mod.gov.uk

For enquires about Loss of Entitlement to SFA please contact us on:

Military Tel. 94510 8000

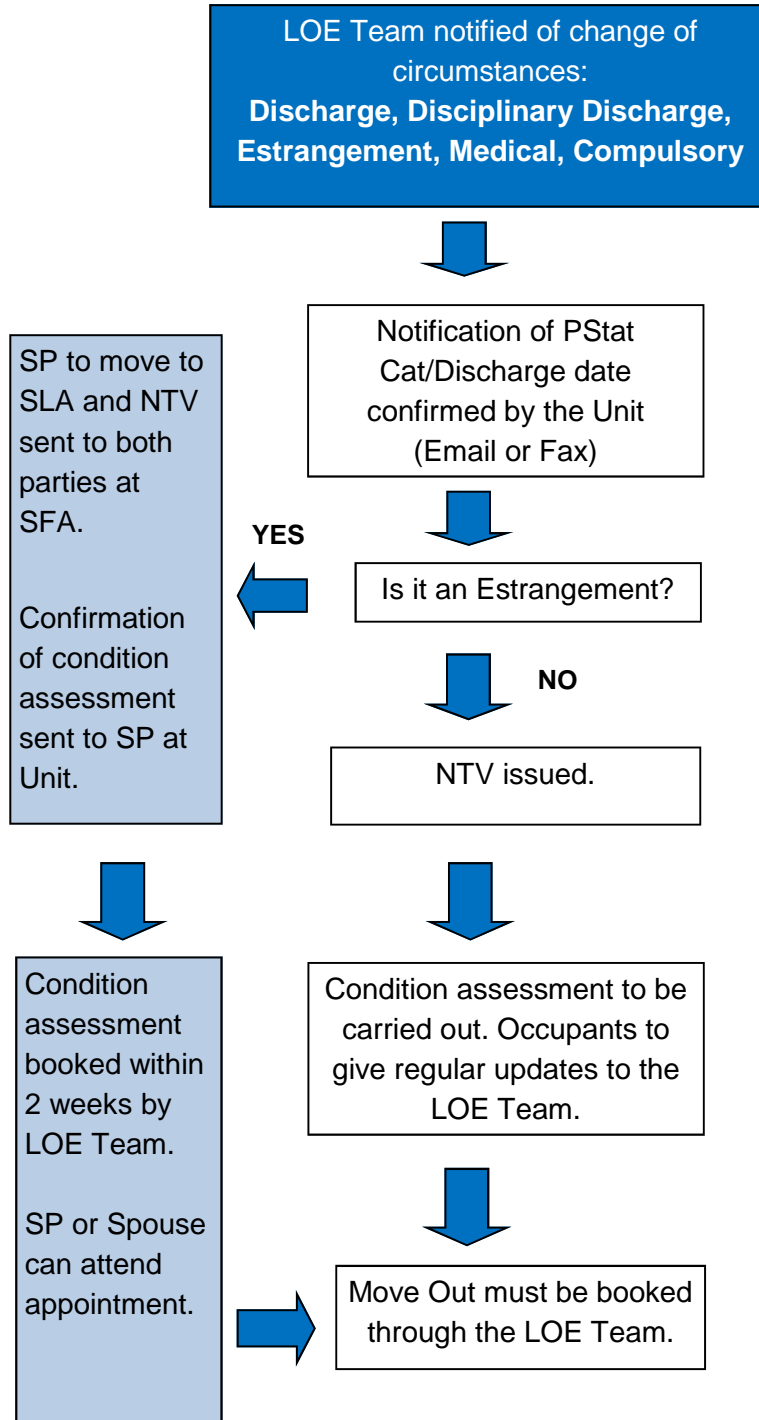
Civilian Tel: 01904 418000

Email: DIOSDAccn-LOETeam@mod.gov.uk

Fax: 01842 890975 / 94514 6318

**Telephone opening times are: Monday – Friday
09:00-12:00 / 13:00-15:00**

Loss of Entitlement Process



Frequently Asked Questions

Q. Who to contact for change to PStat Cat or discharge?

A. Please contact the LOE Team direct either by email, telephone or fax N001 form (Please refer to contacts list).

Q. Who is entitled to the additional 93 days continued use & occupancy, past the discharge date?

A. Only SP who are medically discharged or compulsory redundancy are entitled to the 93 days continued use and occupancy following their discharge date.

Q. Who is responsible for the charges and handing back the SFA in an estrangement?

A. The SP/ Licence Holder is liable for the SFA charges during the 93 day NTV period. From day 94 the spouse remaining in the SFA is liable for the charges at DFT rates. The remaining spouse is also responsible for arranging to hand back the SFA (this can be done via proxy).

Q. How to arrange or amend any appointments?

A. Please call or email the LOE team direct to make or amend any condition assessments or move out appointments. In the case of an estrangement only the remaining spouse can amend the appointments.

Q. Can I have retention to remain in the SFA beyond the NTV expiry date?

A. No you may not have retention. Retention is an extension of entitlement and therefore cannot be considered. However, a stay of legal action may be considered on provision of a completed proportionality exercise form along with supporting evidence and continued payment of DFTs

Q. Can I remain in SFA beyond the NTV expiry date on a Civilian Licence?

A. Serving Personnel leaving the Armed Forces can apply for Surplus SFA (at market rates) if availability allows for up to 12 months.

If you have any further questions, please contact the LOE Team on 01904 418000.

Useful Contacts

Loss of Entitlement (LOE) Team

Tel: 01904 418000

Fax: 01842 890975

DIOSDAccn-LOETeam@mod.gov.uk

Recoverables Team

DIOOpsAccn-RecoverablesTeam@mod.gov.uk

JSHAO (Joint Service Housing Advice Office)

Tel: 01252 787574

AWS-JSHAO-Mailbox@mod.gov.uk

Help4Heroes

www.helpforheroes.org.uk

SSAFA (Soldiers, Sailors, Airmen & Families Association)

Tel: 0800 731 4880

www.ssafa.org.uk

The Royal British Legion

Tel: 0808 802 8080

www.britishlegion.org.uk

Private Rental Scheme

For details on how to apply for a property with the Private Rental Scheme please contact Orchard & Shipman.

www.modpropertyrentalenquires@orchard-shipman.com