



Your Service Family Accommodation

Protect your family and your home in winter

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 are found to have caused the issue, you could be personally liable for paying for 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.

Protecting your home in winter

Prepare

- Test your heating before the cold weather sets in, and report any problems and other issues immediately to your Helpdesk.
- Find out where your main stopcock is - so you can switch off the water in an emergency.
- Consider arranging Licence to Occupy insurance as outlined in JSP 464 – go to www.siiap.org/l2o

Prevent

- Consider leaving your heating on permanently at a low setting during the coldest weather (but not below 15°C) – you can always turn it up for comfort when required.
- Isolate and empty outside taps for the duration of the cold weather.
- Report problems to the Helpdesk - such as trickling overflow pipes or if you cannot operate your stopcock.

Protect

- If you are going away:
- Leave the heating on full time and never set the thermostat below 15°C.
 - Turn all your radiator valves on, and leave all internal doors open.
 - Turn off your water at the stopcock.

Patch mates

- If you are going away:
- Leave your keys and a telephone number 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.

www.mod.uk/ServiceFamilyAccommodation