

What is the position for Service personnel or Service leavers planning to move out of SFA or SSFA, into privately rented or purchased property, but find they cannot because of Covid-19 restrictions? – PAYMENT OF SFA CHARGES:

DIO understands that there are a number of Service personnel or Service leavers who had planned to move into their own homes (either owned or privately rented) before the lockdown but are now unable to do so due to restrictions on movement and are understandably concerned about continuing to pay SFA charges while meeting either mortgage or rental payments in the new property.

Such cases are already being considered by DIO's Occupancy Management Team. **The general approach adopted is to provide concessions on SFA charges** where the serving person is able to demonstrate that a move had been planned before the lockdown but, due to circumstances beyond their control, they are no longer able to vacate the SFA fully.

DIO would like to reassure Service personnel that we will consider each case on its merits, once staffed through the CofC. Such cases should be referred to the Occupancy Management Team (DIORDAccn-OccMgtTeam@mod.gov.uk). It is important to note that the Service person must keep in touch with the Occupancy Management Team so that their situation can be reassessed when restrictions change.

In cases where a Service person/family cannot complete a physical handover of their SFA back to DIO because of Covid-19 restrictions, **arrangements can be made for a 'virtual' Move-Out to take place on, or as close as possible to, the agreed date. This can take place only if the SFA is vacant and in a ready state to be handed back.** However, where it has not been possible to move all possessions out of SFA due to the restrictions of movement, DIO will consider on a **case by case basis** whether a charge concession can be backdated to when the move-out was expected to take place.