




Loss of entitlement

Relationship breakdowns



This guide has been developed to help families better understand loss of entitlement to Service Family Accommodation (SFA) as a result of relationship breakdowns. You may hear these referred to as ‘estrangements’.



Working with



Defence
Infrastructure
Organisation

The serving person can lose the entitlement to SFA for a number of reasons.

This can be a really difficult time but there are plenty of organisations on hand to support you, including your welfare team.

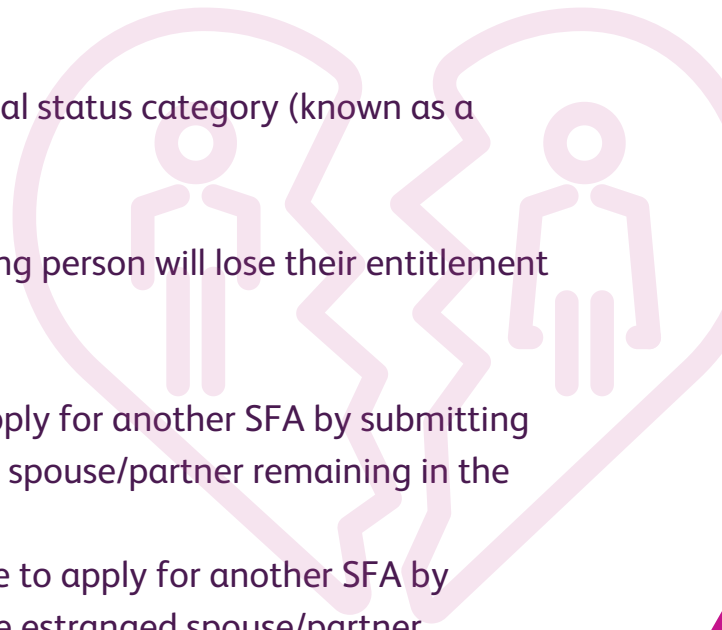
What should happen if a relationship breaks down?

If the serving person and spouse or partner decide to permanently separate, the serving person should let the Defence Infrastructure Organisation's (DIO) Loss of Entitlement team know as soon as they can.

The unit HR team will then amend the personal status category (known as a PStatCat).

Unfortunately, this generally means the serving person will lose their entitlement to SFA. However:

- If they are Pstat 2: they are entitled to apply for another SFA by submitting an e1132 application, with the estranged spouse/partner remaining in the original SFA.
- If they are Pstat 3, 4 or 5: they are eligible to apply for another SFA by submitting an e1132 application, with the estranged spouse/partner remaining in the original SFA. The SP will pay for the original SFA for 93 days and the new SFA from their move in date. This means they will pay for both if the move takes place within the 93 day notice period.



What happens after this?

The serving person, spouse / partner and anyone 17 and a half or over in the house will be issued with a Notice to Vacate (NTV) by DIO's Loss of Entitlement Team. Ordinarily, this gives 93 days' notice to leave the SFA.

The letter will also inform the family of the date a Housing Officer will attend to conduct a condition assessment of the SFA.

Usually the estranged spouse / partner will remain in the property during this period with the serving person moving to Single Living Accommodation (SLA) or making other arrangements.

What should happen once the Notice To Vacate is received?

At this point, if the family hasn't already moved, they should begin to make arrangements to move out of the SFA and find alternative accommodation by the end date on the NTV.

Who can provide support?

There are a number of options:

- Speak to the Unit HR about moving to SLA.
- Contact the local council for help in renting accommodation.
- Contact The MOD's Defence Transition Services (DTS) team for advice on civilian housing.

What if the family need to stay longer in the SFA than the NTV allows?

If a family can't move out by the NTV expiry date and are unable to provide supporting documents for firm future housing plans to apply for a stay of legal action, DIO's Loss of Entitlement team will start court proceedings. This can take up to 12 weeks after the NTV has expired depending on the area due to court availability.

What happens at the Condition Assessment appointment?

A Pinnacle Housing Officer will visit the SFA, assess the condition of the property and record any damages which will have charges raised for. They will also provide advice on how the process will continue to Move Out.

Any damage charges identified at the condition assessment will be the responsibility of the licence holder.

The damage charges will be shared with the DIO charges team at the point the property is vacated by all parties (Serving person and spouse / Partner)

Who should attend the Condition Assessment?

In an ideal world, it's best for both partners to be there. However, if this isn't possible, the serving person can arrange for a proxy to attend. The proxy contact name and number must be provided to Pinnacle Home Services in advance of the appointment.

Who's responsible for paying any damage charges?

Any charges raised for damages to the property notified at the condition assessment appointment will be the responsibility of the serving person and will be deducted from their pay via JPA after the property is vacated, assuming that the damages are not rectified prior to MO.

After the condition assessment, any further damage charges will be the responsibility of the person remaining in the SFA.

Who needs to hand the property back and how is a move out appointment arranged?

The person remaining in the property books the Move Out appointment with the DIO Loss of Entitlement team.

DIO Loss of Entitlement team can advise further on this point depending on your circumstances.

Who pays the accommodation charges?

The serving person pays the accommodation charges for the property up to the 93 day point.

If the spouse / partner stays beyond the 93 days they will become responsible for paying the property. The accommodation charges beyond the 93 days (Damage for Trespass) are detailed in the Notice To Vacate.





Key contacts & information

Further information on Loss of Entitlement can be found on [DIO's pages on GOV.UK.](#)

-
- The MOD's Defence Transition Services:
DBSVets-DTS-Central@mod.gov.uk
 - The DIO Loss of Entitlement team:
DIORDAccn-LOETeam@mod.gov.uk
 - [Separation and divorce guide for military personnel spouses and partners.](#)
 - Confederation of Services Charities:
www.cobseo.org.uk
 - Pinnacle Home Services Team:
homeservices@pinnacleservicefamilies.co.uk