




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’.



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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).

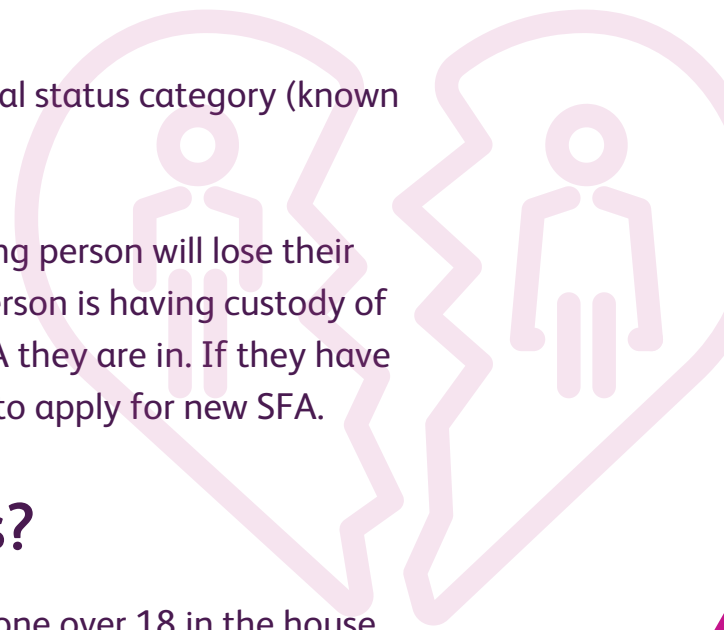
Unfortunately, this generally means the serving person will lose their entitlement to SFA. However, if the serving person is having custody of children then they will be able to keep the SFA they are in. If they have shared custody of 80+ days they are entitled to apply for new SFA.

What happens after this?

The serving person, spouse / partner and anyone over 18 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.

Often it is the spouse or former partner who remains 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, they should contact DIO's Loss of Entitlement team. They will be able to advise on next steps and how to apply for a 'stay of legal action' (which prevents you from being evicted).



What happens at the Condition Assessment appointment?

A Pinnacle Housing Officer will visit the SFA, assess the condition of the property and record any damage charges. 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 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's responsible for paying any damage charges?

Any potential damage charges arising from the condition assessment 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 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.](#)

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- 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