General

Q. We want to get married; does my soldier need to ask permission?

A. You no longer have to ask formal permission to get married but some units do retain the tradition of asking the Commanding Officer for permission. It is probably best the soldier checks the form at their unit. The soldier does have to ensure that they update their details on JPA to let the Army know they are married and any change of address. They should also update their Next of Kin details.

If you live on a camp within the wire, once you are married you should visit your Unit Welfare Office or Guardroom to be issued a dependant’s card so you can have access to and from camp.

Q. I am getting married soon but my soldier is currently based overseas. How can I join him and how do we apply for a quarter?

A. Ask your soldier to contact his Regimental Administrative Officer (RAO) for details on your entitlement to travel out there and removals cost. To apply for a house, you need to apply via the paper 1132 form, rather than online. Ask your soldier’s Unit Welfare Office for more details.

Q. I am nervous about moving to a new area that I don’t know. How do I meet people or know what’s going on?

A. The Unit Welfare Office are a great first point of call and can help signpost you to information about the area and let you know of any coffee mornings or socials coming up. The HIVE is an invaluable source of information. Details of your local HIVE are available here - HIVE Army website. They can provide you with information about houses, schools, nurseries, children’s activities and much more.

Q. We’re getting married soon and are starting to think about how we’ll deal with money and costs once we are married and living together. How do I find out what I’m entitled to and where do I get advice on financial issues?

The Money Force website provides some great advice on dealing with your finances, from planning for emergencies, entitlements, budgeting and saving.

Housing

There is lots of general information about housing available on the Housing section of the AFF website. There is also helpful information on the Defence Infrastructure Organisation (DIO) website.

Q. I am getting married soon, when can we apply for our quarter?

A. Quarters are referred to as Service Families Accommodation (SFA). You can apply for your SFA up to 4 months before your wedding date. The CarillionAmey Occupancy Services Team have 15 working days in which to offer you SFA. You need to ensure that you apply as soon as possible to allow time for them to make you an offer, for you to accept and then arrange removals and any required furniture.
Q. I am entering a civil partnership, are we entitled to SFA?

A. Yes, any Service personnel who are 18 or over and married or in a civil partnership and have at least 6 months left to serve are entitled to SFA.

Q. How do we apply for SFA?

A. All applications are made via the online E1132 form via DII or intranet enabled terminals. This means that the Service person needs to complete the form. If they are away, eg on operations, you can ask your Unit Welfare Office to assist you in completing the form or can potentially complete a paper version of the form. For more information on how to apply for SFA, click here. There is also helpful information on the Defence Infrastructure Organisation (DIO) website.

Q. When can we move into our SFA?

A. You can take possession of SFA up to 2 weeks before you are married to allow you to move belongings and kit in. You are not permitted to live in the property until after you are married.

Q. What type and size of SFA will we be allocated?

A. The allocation depends on the number of children you have if your spouse is an Other Rank (ie Private, Lance Corporal) and the rank of your spouse if they are an Officer. For further information on entitlement to SFA, click here.

Q. How do we pay rent and how much does SFA costs?

The rent comes directly out of your soldier’s pay.

A. You are entitled to challenge the grading of your SFA or SSFA within 3 months of move in. Click here for information on rates and charges.

Q. What if there is no SFA available in the area?

A. If when you apply for SFA, there is nothing available in the area, you will be given the option to accept a Non Availability Certificate (NAC), which means they will find a hiring for you (private rental). For more information on SSFA, click here.

Q. I have a question about housing, who do I speak to?

A. A good first point of call is the Unit Welfare Office, who should be able to help or tell you the right person to contact. The CarillionAmey Occupancy Services Team is the main point of contact for housing and allocation of SFA. For further information on the CarillionAmey Occupancy Services Team, click here.

Q. Will the Army pay for the removals for us to move into our first SFA?

A. No, the Army does not pay for your first move into SFA, you have to fund and organise this yourself. If you are moving overseas, your soldier should contact the RAO for details on removals funding.

Q. Do I have to provide my own furniture?

A. The Army can provide furniture for the house but you pay an increased rental price. This can be booked when you apply for SFA via the E1132 form. You do not have to have Army furniture and can bring your own. You can also order a Get You In Pack via the E1132 form. This only provides bedding items (blankets, pillows, duvets etc) but is designed to help you get started in your new home.
Q. Will there be white goods in the quarter, eg washing machine, dishwasher?

A. No, you have to provide these yourself. The Army do not provide them.

Q. What if I don’t like the SFA they have offered me?

A. You are able to turn down your first offer for personal reasons and will be offered a second property. However, if there is limited SFA available in the area, it may not be possible to offer you a different property at entitlement and you may not like your second offer. You cannot turn down your second offer for personal reasons unless they are exceptional.
Click here for more information about considering refusing your first offer and the implications of this.

Q. What is a ‘March In’?

A. March In’s are now referred to as Move In’s and is the appointment you have when you take over your SFA. You will be met by the local Accommodation Officer (AO). You will be able to look round and check the property is at the acceptable standard for you to move in.
For more details see the Moving In / Moving Out page.

Q. What is the 14 day report?

A. When you Move In, you should check the house is up to standard and report any issues or problems, including about the conditions of the property (eg marks on carpet) to the AO. At Move In, your Housing Officer should leave you with a 14 day Observation Report form to complete or you can download one here.
More information about the 14 day report is available on the Moving In / Moving Out page.

You should not use the 14 day report to report any repairs needed to the property, eg broken tap and the report will not generate any necessary repairs. If something needs fixing, you need to report to CarillionAmey on 0800 707 6000 (England & Wales), 0800 328 6337 (Scotland) or 0800 030 4651 (Northern Ireland).

Health & Welfare

Q. We are getting married soon but my spouse has a disability, can the Army help me?

A. Yes, if your spouse or child has a disability or additional need, you need to register this with the Army Personnel Centre. This is done through the Career Management Notification Proforma at Annex C of AGAI 108.
If the disability or additional need is such that adaptations to SFA are needed, please visit, http://www.aff.org.uk/army_family_life/health_additional_n/additional_needs.htm#anatosfa. There are more details in JSP 464, Chapter 7, Section 111.

Q. We are moving into our first quarter, can I use the Army doctor/dentist on camp?

A. Generally, no. The Defence Medical Services usually only provide medical and dental support to Service personnel. In some areas, you may be able to register with the Garrison Medical Centre, rather than the local NHS GP, if you wish to. Ask at your Unit Welfare Office or HIVE for more details.

Q. We are getting married and moving to a new area. We have a child who is on an NHS waiting list for treatment, what happens to their place on it?

A. The Armed Forces Covenant makes a commitment that families of members of the Armed Forces who are patients on an NHS waiting list have the time already accrued taken into account if they are posted elsewhere.
Q. We’ve just got married and I am having some problems, where can I get some support?

A. In the first instance, you can contact your Unit Welfare Office who can support you and signpost you to other organisations who can help. If you would rather not contact the Welfare Office, the Padre is also a good source of help.

The Army Welfare Service can also provide support and to contact the AWS Intake and Assessment Teams (IAT) call: 01904 882053 or 882054 (Mil: 99477 3053 or 3054) or email: AWS-HQ-IAT@mod.uk

SSAFA are a Military charity who support Service families and can be contacted via the SSAFA Forcesline on 0800 731 4880.

The Army Families Federation can also provide information and advice.

Schools & education

Q. We have children and are getting married and moving into a SFA. How do I apply for schools?

A. You need to apply to your Local Authority for a place at school. The OFSTED website can provide information and inspection reports for local schools.

More information on schools admissions and general schools issues is available on the AFF Admissions and Appeals webpage.

Q. What happens if the school I want to send my child to has no places?

A. You will need to apply in the usual way and if you are unhappy with your allocated place, you may consider an appeal. More information on this is available on the AFF Admissions and Appeals webpage.

Q. What is the Service Pupil Premium?

A. This is a scheme which provides pastoral support to schools with children from Service families. For more information, click here.

Q. How do I find out about childcare in my new area?

A. The HIVE is a great first point of contact. The OFSTED website can provide information and inspection reports about local childcare providers, as can the Local Authority website. More information is available on the Childcare page of the AFF website.

Foreign & Commonwealth families

There is lots of helpful information on the F&C section of the AFF website relating to all issues regarding Foreign & Commonwealth soldiers and their families.

Q. I am from a non-EEA country. I am currently in the UK and am planning to get married to a soldier. What do I need to do?

A. 1. You need to read the information about marriage in the UK for foreign nationals at this link https://www.gov.uk/marriages-civil-partnerships/foreign-national

2. Once married you will need to apply for a visa to remain here as the spouse of a soldier. Click here, http://www.aff.org.uk/army_family_life/foreign_commonwealth/visas.htm then click on ‘Visas to remain in UK (for applications on or after 1st Dec 2013)’ then ‘limited leave to remain’ for all information.
**You should be aware that being married to a serving soldier does not give you an automatic right to remain in the UK, you must meet all of the requirements listed at the link above.

Q. I am in a non-EEA country. I wish to come to the UK to marry my fiancée who is serving soldier. I wish to remain in the UK after our marriage.

A. 1. You will need to apply for a visa to enter the UK using the online application form at this link https://www.gov.uk/apply-uk-visa. You will need to select the ‘settlement’ option, then the ‘marriage’ option. You will granted a visa for 6 months. You will need to provide evidence that you will be getting married in the UK within 6 months. You cannot enter the UK on an normal ‘visit’ visa if you intend to remain in the UK, you need to apply for the correct visa to enter.

For information about getting married in the UK if you are a foreign national click here https://www.gov.uk/marriages-civil-partnerships/foreign-national

For further information about all of the requirements and the evidence you will need to provide for a visa for the UK, click here http://www.aff.org.uk/army_family_life/foreign_commonwealh/visas.htm#visastoenteramieligible. You will need to meet the minimum income requirement as well as the English language requirement.

2. Once married you will need to apply for a visa to remain here as the spouse of a soldier before your 6 month visa expires. Click here, http://www.aff.org.uk/army_family_life/foreign_commonwealh/visas.htm then click on ‘Visas to remain in UK (for applications on or after 1st Dec 2013)’ then ‘limited leave to remain’ for all information.

Please be aware that it is usually cheaper to get married in your home country and then to apply for the visa to enter as you would only need to apply for one visa.