



Defence  
Business  
Services

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## **The Joint Service Housing Advice Office is transferring to MoD's Defence Business Services on 1 October 2022**

Following a review as part of the MOD's Strategy for Our Veterans, the services provided by the Joint Service Housing Advice Office (JSHAO) will be transferred to Veterans UK's Defence Transition Services (DTS) team, part of MOD's Defence Business Services (DBS), from 1 October 2022. The transfer will enhance the tri-service transition offering provided centrally by Defence as a function of the holistic approach to transition. This will bring efficiency to the co-ordination and delivery of services, meeting the needs of the Service community now and in the future.

### **What does this mean for Service leavers and their families?**

From 1 October, Service leavers and their families who need information and support on civilian housing options should contact DTS who will work with them on a one-to-one basis to fully understand their needs and simplify and coordinate access to the information they need.

As well as the current transition services provided by [DTS](#), they will also be responsible for delivering the following:

- Virtual briefings that help Service personnel and their families, particularly those living military accommodation, understand what their accommodation options are once they leave the military.
- Responses to enquiries from Service leavers and their families about civilian housing. At present, this is done by JSHAO. The current JSHAO phone line will cease to exist and emails to the JSHAO multiuser email address will be re-directed to the DTS multiuser.
- The MOD Referral Scheme (RS) is a key responsibility for JSHAO 'as is' and will move across to DTS to administer. It is already used by DTS caseworkers, alongside other mechanisms, including direct engagement with local authorities and other social housing providers and landlords, and relevant charities to support clients with housing needs.
- Engagement with key stakeholders, such as Cobseo (Confederation of Service Charities), local authorities, housing associations, charities and MOD Defence Infrastructure Organisation (DIO) on civilian housing matters.

### **How do I contact DTS?**

If you need support and further information on civilian housing options, you can contact the DTS team from 1 October via: [DBSVets-DTS-Central@mod.gov.uk](mailto:DBSVets-DTS-Central@mod.gov.uk)

### **About DTS**

DTS was established in October 2019 as part of Defence's new Holistic Transition Policy or JSP100 as it is known internally.

DTS exists to provide information and support for those service leavers and their families who are most likely to face challenges as they leave the armed forces and adjust to civilian life. DTS delivers a full range of transition support and facilitates access to the support its clients need, whether that be from government departments, local authorities, the NHS or trusted charities.

The policies referenced will be updated in due course to reflect the transfer of JSHAO to DBS and the guidance will be made available on the [DTS GOV.UK pages](#) from 1 October.

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