



LOCAL CUSTOMER SERVICE CENTRE ADVISOR – ALDERSHOT Stacey Lyons

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Hello again to you all, it's that time of the month when you get your update from your friendly Local Customer Service Centre Rep. I hope you have all been coping well. Now that schools out, we have put the 'School of Mom' away but that isn't stopping us getting creative. As you can see we have been utilising our time baking and decorating biscuits – more fun to eat than bake. Only a bit of information to relay and a couple of small requests:

- **THEFT:**

Our Accommodation officers are proactive in their work and I have been asked to remind you about securing your property: Please always ensure that your car is locked, there are no valuables on show and to ring 999 if you see anything suspicious.

- **ABANDONED VEHICLES:**

We have had a number of customers inform us that there are some abandoned vehicles around the patches. Should you suspect that a vehicle has been abandoned, Please report to the DVLA www.gov.uk/report-abandoned-vehicle.

- **NEIGHBOUR DISPUTES:**

We are experiencing an increased number of customers contacting AMEY to report their neighbours for unreasonable behavior. It is worthy to note that the process in which to do this is to raise an Accommodation Officers Survey – the AO will NOT engage with your neighbour but is there to advise and take details to report to DIO and respective welfares depts.

My office is currently closed until further notice however I will still be working from home. Should you have a housing issue you would like help with please feel free to email me on

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and I will do my best to help where I can. **I will be on leave from 1500hrs Friday 21st August until 0900hrs Tuesday 1st Sept 2020.**

MARCHING OUT????

If you know you are posted and are soon to march out of your SFA, a Pre March Out should be booked. In the meantime if you want to know what the AO will be looking for please refer to the following url for the March Out Standard checklist and booklet: <https://www.ameydefenceservices.co.uk/housing/advice-support/guides-and-resources/>

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