



House Hunting Trip (HHT) Or Destination Inspection Trip (DIT)

United Kingdom

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GREETINGS FROM YOUR MFS(E) TEAM

Welcome to the United Kingdom! This guide has been written with the intention of providing you with useful information that you can use during your House Hunting Trip (HHT), your Destination Inspection Trip (DIT), when preparing for your move, or shortly after your arrival. Essentially, it contains all the information we would have liked to know earlier or find useful to know on our first move out of Canada.

For any additional questions, remember that you can always contact the MFS(E) Centre of your new location.

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MOVING AROUND IN THE GUIDE:

- To go to a Table of Contents entry or a website link, simply click on it
- To search for a specific word, use the Find tool by pressing 'Ctrl' then F

Several of the websites referenced in this guide will be in a language other than English. There are a couple of options to obtain the information in English:

- You can enter the address of the website directly into <https://translate.google.com/> and it will translate the entire website
- If you have Google Chrome, you can right click anywhere on the page and it will bring up a dialog box which often has a 'Translate to English' option. Due to website formatting, this option may not be available for all pages or for all text on the page.
- Some sites have the option to change the language. These sites will have either a drop-down menu listing multiple languages or flags symbolizing the language. Simply click on the language or flag (typically a British or American flag) to see a translated version of the website. Often this option can be found in the top right corner.

This guide is an ongoing work in progress, and we need your help:

- Please let us know of any errors or omissions and we will update them in the next edition.
- If there is a topic you'd like added to the next edition, do not hesitate to let us know.

You can contact us at:

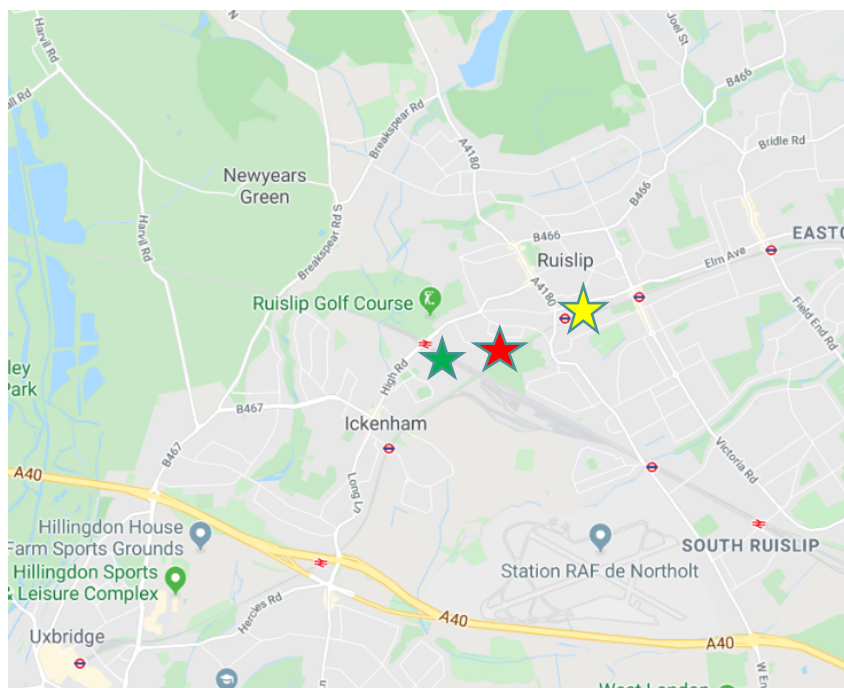
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DISCLAIMER: Due to ever-changing rules and regulations, please ensure you do your own research and consult with the resources provided for the most up-to-date policies and procedures before making any assumptions or relying on information provided here as accurate as policies and procedures change and could be different from the time this document was created and updated.
Thank you for your cooperation and attention in this matter.

OVERVIEW OF THE UK

MAPS



- ★ Det London, Ruislip
- ★ Metropolitan Line: Ruislip, 13 min walk, 0.6 mile
- ★ Central Line: West Ruislip, 7min walk, 0.3 mile

COST OF LIVING

In most cases, the cost of goods is very similar, but the exchange rate is the difference. It usually takes families 6-12 months to stop looking at the price of an item in £ (Great British Pounds) and convert the price in CAD \$. However, you will notice a difference in price in the hospitality industry, including hotels, meals, beverages, etc, from within Central London, and outside Central London.

CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

There is a similarity between Canadians and British culture, as Canada has so many British roots, but such a difference in simple dialogue. Don't be surprised if a local greets your hello, by responding with 'you alright?' This is common in the UK and is the equivalent of a Canadian asking someone 'how are you?' Furthermore, it is not uncommon for CAF families to not have the same type of relationship with their British neighbours, as we would typically have in Canada. There's nothing personal about this. Like Canada, the neighbours can be friendly, but not to the same extent.

Finally, it is worth mentioning that the British humour can be different than what you are used to back in Canada. For example, if socializing with locals, you may find they are teasing or joking with you often. This may seem unnatural, but it's actually their way of treating you just like one of their "mates" (friends), as different as this sign of acceptance might be.

BEFORE YOU LEAVE

WHAT TO BRING

- Passport, Visa, Military ID
- Travel Orders
- Driving Licence & International Driving Licence
- Health Card
- Marriage Certificate
- Power of Attorney
- Custody Documents
- Children's Vaccination & Immunization Records
- Last 2-3 years of School Report Cards
- Country Adaptor/Converter
- Phone, Tablet, Laptop Chargers
- Medication (Prescriptions)
- Extra Cash in new Currency (In case issues with Credit Cards)

EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

Here is the link to the Government of Canada's Emergency Assistance info, outside of Canada: <https://travel.gc.ca/assistance/emergency-assistance>

Here is the link to the British Government's Public Safety and Emergency site: www.gov.uk/topic/public-safety-emergencies

EMERGENCY CONTACTS

Police/Ambulance/Fire (Emergency) 999

General Emergency (in the rest of Europe_ 112

CFSU(E) Duty Officer +49 (0) 1725 345 900

CFSU(E) Chaplain +32 492 72 26 86

High Commission of Canada..... +44 (0) 207 004 6000

Consulate of Canada (Belfast) +44 (0) 2897-542405

When dialing 112, the operator should speak both the language of the country in which you are located, as well as English.

Please note: Check your local listings for direct contacts to Hospital Emergency (also known as Accident & Emergency: A&E), including non-emergency direct lines to police, poison control and all other local essential numbers.

CHAPLAINS

There are three Chaplains serving the families in Europe, and they are also available for consultation: +FE_Padres@forces.gc.ca

| | | |
|--|--|---|
| Lt(N) Warren Clapham Located in Ruislip, UK Responsible for the UK and Northern Europe (Norway, Sweden, Latvia, Lithuania, and Estonia) | Maj George Helou Located in Casteau, Belgium Responsible for Central Europe (Netherlands, Germany, France, Belgium, Luxembourg, and Poland) | Capt Megan Jones Located in Naples, Italy Responsible for Southern Europe (Italy, Romania, Turkey, Spain, Czech Republic, and Austria) |
| Warren.clapham@forces.gc.ca +44 (0) 787 064 1587 | George.Helou@forces.gc.ca +32 492 72 26 86 | Megan.Jones@forces.gc.ca +39 335 158 0472 |

CAF MEMBER ASSISTANCE PROGRAM

Military members and their families can also contact the CAF Member Assistance Program at +1 800 268 7708. This is a voluntary and confidential service that allows callers to speak with a professional counsellor and is available 24 hours a day, 365 days a year. Please note that Canadian toll-free numbers are not free when calling from another country, but the CAF Member Assistance Program will also accept collect calls at +1 613 941 5842.

COMMUNICATIONS

MAKING PHONE CALLS CALLING WITHIN EUROPE

There is no standard way to write a European phone number, which will lead to confusion. This is the same number, written different ways –

| | | |
|-------------------------------|-----------------------------|--------------------------------|
| <i>+44 - 89 - 343 80 - 14</i> | <i>+44 (89) 343 80 - 14</i> | <i>0044 (0) 89 343 80 - 14</i> |
| <i>(089) 343 80 - 14</i> | <i>089 / 343 80 - 14</i> | <i>089 343 80 14</i> |

The '+44' at the start is the exit code and UK country code. The '89' is the area code and the '3438014' is the phone number. There is no standard length for area codes (2-5 digits) or phone numbers (5-12 digits).

So, when dialing within the country you're in, you do not need the exit code and country code (+44).

If you're dialing within the same area code, you do not need to enter the area code, but you need to add a '0' before the number to call inside UK.

CALLING OUTSIDE OF THE UK

The exit code for calling out of the country in Europe is 00. You then follow that with the country code, area code, and telephone number. The '+' means to use the exit code for the country you're in – in Europe, that's 00; in Canada, it's 011. You can use the '+' on your mobile phone as the exit code, and your phone should pick up the right exit code, no matter what country you're in!

CALLING CANADA FROM THE UK

The country code for Canada and the United States is 1. Dial the exit code (00) then the country code (1) then the number.

00 - 1 - area code - seven-digit number

CALLING THE UK FROM CANADA

The exit code in Canada is '011'

011-44-1895-123-456

SUMMARY:

| | | |
|---|----|--------------------|
| To dial a number within the UK | | 0 711 1234567 |
| To dial a UK. number from elsewhere in Europe | | +44 711 1234567 |
| | or | 00 44 711 1234567 |
| To dial a number outside the UK | | +33 121 1234567 |
| | or | 00 33 121 1234567 |
| To dial Canada from the UK | | 00 1 613 5551234 |
| To dial the UK from Canada | | 011 44 711 1234567 |

TOLL FREE AND CHARGES FOR CALLS

0800

0800 and 0808 are the dialing prefix for Toll Free Calls in the UK

0900 and 0180 calls

0900 numbers are 'premium-rate' services, and 0180 numbers are for service-oriented calls and are billed per minute or per call. Costs will vary.

WHATSAPP

WhatsApp Messenger, or simply WhatsApp, is a cross-platform messaging and Voice over IP (VoIP) service owned by Meta, Inc. It allows users to send text messages and voice messages, make voice and video calls, and share images, documents, user locations, and other media over the internet for free, rather than using your mobile network, which costs you money.

WhatsApp is a free app for iPhones, Android smartphones, Windows Phone, and Mac laptops and Windows PC.

ON THE ROAD

GENERAL

Although the UK is much smaller than Canada, getting around will be greatly helped if you are comfortable driving as public transportation is not always readily available (or economical) depending on your location. While not required, it may be helpful to ask a neighbour for suggested driving schools in your area. Shop around to find an instructor who's a good fit for you. Being comfortable driving in the UK can mean a lot more flexibility and fun during your posting!

It is possible to do many great day trips just by taking a train as most train stations are right in the heart of towns.

London sidewalks (pavement) can be hard on shoes and feet. Many have sore feet at the beginning but get used to it, and it is soon forgotten. The pavement is often uneven, which can result in people sometimes tripping over some tiles - usually the newly arrived to London. For some reason, we adapt our walk and stop tripping over at some point.

If you have never driven in the UK before, you are in for a unique experience. Some have been known, after returning safely from their first foray into the English countryside, to fall on their knees and kiss the ground! Others have even been known to start attending church on a regular basis! In reality, however, it is not that bad. You will soon become used to driving on the '*wrong side*' of the road and negotiating '*roundabouts*'. With a bit of practice, a lot of caution and a dose of common sense, you will find driving in the UK no more difficult or dangerous than anywhere else. It is extremely important, however, that you familiarize yourself with the rules of the road, road signs and driving customs before you get behind the wheel (on the right-hand side).

All driving related questions can be directed towards the Det London Movements Section at: CFSUEDetUKF&E@forces.gc.ca

DRIVER'S LICENCE

Your Canadian driver's license is accepted in the UK during your entire posting. An International Driving Permit (IDP) is strongly recommended if you intend to drive on the Continent (Europe) or Ireland and is required in certain countries (i.e. Greece). If you are caught without an IDP in a country that requires one, you could receive a fine or even a mandatory court appearance. You can find further information as well as an application form directly from CAA at <https://www.caa.ca/services/travel/international-driving-permit/>

PARKING

The British Parking Association (BPA) outlines four different types of parking zones in the UK, namely:

Controlled Parking Zone (CPZ)

This is where waiting and loading is restricted for some or all of the time. Local authority websites will have details of CPZs in operation in their area, along with details of who's eligible for a permit and how to obtain one.

Restricted Parking Zone (RPZ)

This is where waiting and possibly loading restricted might be applied, even though there are no yellow lines. The times of operation will be stated on signs upon entry and within the zone.

Permit Parking Area (PPA)

This is an area in which you must have a stated type of permit to park during its hours of operation. You must display the permit, even though there are no parking bays or road markings.

Pedestrian Zones

These are areas that you must not enter during operational hours. Even outside these times, there might be loading and waiting restrictions, which will be stated on the bottom panel of the zone signs.

TOLLS & CONGESTION CHARGES

Driving in Central London can be challenging due to traffic, small roads and downtown congestion charges. However, if driving is a must, please visit <https://tfl.gov.uk/modes/driving/pay-to-drive-in-london> to find out about paying to drive in London and to see maps of the zones that incur fees, use this link: <http://www.tfl.gov.uk/roadusers/congestioncharging> for areas included in the congestion charges.

Presently, the Congestion Charge is £15.00 daily for driving a vehicle within the charging zone between 07:00 and 22:00, seven days a week (excluding Christmas Day). If you live in the charging zone or in a designated area next to the zone you may be eligible for a 90% discount. It is best to drive somewhere that is serviced by public transportation and then use public transport instead of driving to your destination.

As well as the Congestion Charge, you may need to pay other charges to drive within London if your vehicle doesn't meet specific emissions standards. You will need to meet the standards for the Ultra-Low Emission Zone (ULEZ) or Low Emission Zone (LEZ). Discounts

and exemptions may apply. See the above link for further details. Please ensure that you read through the website about these charges before travelling to the city. Some fees must be paid within as little as 3 days after incurring the charge, or you could be subject to a hefty penalty.

DROP-OFF FEES AT HEATHROW

Heathrow Airport now charges a fee (£6) to use their drop off zone. If you expect you will need to access this zone a lot, you can pay for multiple uses. Otherwise, you can pay per use. Find out more information from their website and the charge and how you can pay:

<https://www.heathrow.com/transport-and-directions/terminal-drop-off-charge>

ROADSIDE ASSISTANCE

The Automobile Association (AA) and The Royal Automobile Club (RAC) are the two main automobile associations, similar to CAA, but a bit more expensive. Both offer emergency roadside service, at home service and other services depending on the package you choose. Check prices and be attentive to 'occasional specials' offered through the media. Some insurance companies will add road side assistance coverage (or breakdown coverage) as part of, or in addition to your insurance plan. *Some families have purchased AA memberships online and they have been up to 20% cheaper by doing this rather than phoning.

IF INVOLVED IN A CAR ACCIDENT

If you have an accident causing damage or injury you must give the following to anyone with 'reasonable grounds for requiring them', for example an insurance company:

- your name and address
- the vehicle registration number

You also need to give the owner's name and address if the vehicle is not yours.

You must report the accident to the police within 24 hours if you do not give your details at the time of the accident.

You must also report the accident to your insurance company, even if you're not planning to make a claim.

Accidents with uninsured motorists

You should tell the police if you have an accident with someone who's not insured.

Your insurance company will also be able to give you more advice.

You might also be able to get compensation if you're the victim of an uninsured or hit and run driver, which can be found at: www.gov.uk/compensation-victim-uninsured-driver

The information above was taken from: www.gov.uk/vehicle-insurance/if-youre-in-an-accident

CAR RENTAL

Depending if you are living in a major city or a rural area, your choices will vary. However, you can visit all major bookings, such as through Expedia, or any of the major companies directly. Please note, that you will pay a premium for an automatic vehicle, and almost always the steering wheel is situated on what would be the right passenger side for us in Canada.

PUBLIC TRANSPORT

The London Underground (Tube) system consists of 11 different lines, stretching across the entire city. Do not be discouraged, the Tube is easy to use and very convenient. For example, hop on the Tube at West Ruislip Station, which is located directly behind the Ruislip Detachment and be downtown in less than 45min.

If you are planning on traveling within London often, it is recommended that you obtain an Oyster Card. The Oyster Card is a plastic smartcard you can use instead of paper tickets. You can put Travelcards, Bus & Tram Passes and pay as you go credit on it, which you use up as you travel. A £5.00 refundable deposit is required for the card. The HM Forces Rail Card can connect to your Oyster Card for further discount, or you can simply purchase a discounted day pass using your HM Forces Rail Card. You can also use a [contactless](#) card or mobile device for adult rate pay as you go travel on all TFL transport services.

Always remember to 'Tap out' when exiting the station.

Visit <https://tfl.gov.uk/> for information on London's tube and bus system. If you buy a ticket for the Tube you can use it on buses as well (and vice-versa).

For travel with a wheelchair or pushchair, a step-free tube map and tips can be located here:

- <https://tfl.gov.uk/transport-accessibility/wheelchair-access-and-avoiding-stairs>
- *There are also various smartphone apps that can assist your travels in London.*

TAXIS

Generally speaking, the famous 'Black Cabs' are the most expensive, but certainly offer an opportunity to experience a common site in the UK.

The best option for finding a taxi or minicab is visiting: <https://tfl.gov.uk/modes/taxis-and-minicabs/book-a-taxi>

HOUSING

LOCATION

The UK has over 40 locations where members are affected. This can vary from British and NATO bases, The High Commission, Det London, Universities, and other.

SUPPORT

As a result of having some families live on the local economy, while others may have on Base accommodations, families may have different housing experiences. Plus, you may be posted to a very rural and remote area, compared to someone living in Central London. As you can imagine, there are a number of vast differences been living in Central London or in one of the remote communities we have members posted to.

- *If you have any questions about housing, do not hesitate to contact the Det. London's Housing Coordinator at +cfsuedetukhousing@forces.gc.ca.*

AGENCIES & LETTING AGENTS

The main difference between a private landlord and a landlord who uses a letting agent has to do with the amount of distance between the landlord themselves and the person renting the property. A letting agent is somebody who manages properties on the part of private landlords. Because it's part of their job to ensure that all legal requirements are being met by the landlord, this can be a good way to outsource a lot of the tricky, bureaucratic aspects of the process.

In both cases, [the tenancy agreement](#) that sets out the legal terms and conditions of the tenancy will be in effect.

LANDLORDS

Some property owners will deal directly with tenants. There are pros and cons to rent directly from a landlord compared to an agency, but either way, [the tenancy agreement](#) that sets out the legal terms and conditions of the tenancy will be in effect.

CONSIDERATIONS

- *State schools rated Good and Outstanding (as per OFSTED) can be difficult to get into. When house hunting, it is important to consider the catchment area of the schools in your neighborhood as some of them can be quite small. Siblings of children already in a State School get first priority for state-funded nursery spaces and these are highly sought after.*
- *All children between 5 and 16 qualify for free school transport if they go to their nearest suitable school and live at least:
 - o *2 miles from the school if they're under 8*
 - o *3 miles from the school if they're 8 or older**
- *Public transport availability and access*
- *You can bring your current vehicle or buy a new or used one while here. It is suggested that in some remote locations, 2 cars are needed to avoid dependant/spouse isolation.*
- *Most Canadians living in London do not bring or use a privately-owned vehicle as it is possible to travel just about anywhere with a combination of bus, metro (a.k.a. the tube) or train. Parking in the city is also problematic as space is limited and can be very expensive.*

KITCHEN

Refrigerators are generally smaller than we are used to in Canada. The purchase cost of a new refrigerator is around £200 and a combined refrigerator/freezer is from £300 to £500. If 'opting-in' to the rent share, Canadians rent all of their appliances (this covers fridge/stove, washer/dryer, freezer – excluding dishwashers), which alleviates any problems of disposing of the appliances upon return to Canada. You may also be eligible for a small appliance subsidy through the Det (speak to Det staff for more information on this and the difference between 'opting-in' and 'opting-out').

Washing machines and dryers are small by Canadian standards and generally take at least an hour per load. Both may take a maximum load of 10 lbs., which is about half of the normal load in Canada. Washers may be front loading, operate on a tumble system rather than an agitator and use cold water, which heats inside the machine (rather than filling with hot water first).

Dryers can be either condensing (you must manually empty a water tank) or vented (like most Canadian dryers). Be sure to read your manuals to find any differences. In smaller houses and flats, you may find that you have a combination washer/dryer machine, which

does both the washing and drying. Please note that these are not very effective as dryers (by Canadian standards) and that you will likely have to hang your clothes to dry even after using the dryer function. Clothes lines and hanging racks over radiators are commonly used to reduce the cost of using electricity and as an alternative to drying clothes in a dryer. If your house doesn't have one, it is good to ask your landlord for one while house hunting.

BEDROOMS

Wardrobes

Most British houses do not have closets or other cabinets for storage; instead, they often have wardrobes where they store stuff.

Beds

You should note that sizes of beds and bedding differ between Canada and Europe. It may be helpful to purchase extra bedding prior to your move, or you may find that you have to have it shipped from Canada. If you plan on purchasing a bed while you are in the UK, do your research to ensure you will be able to find bedding that will fit upon your return to Canada.

| A Comparison of UK, EU & US Mattress Sizes | | | | |
|---|--|--|--|---|
| UK / EU / US Toddler 30" x 55" 75 x 142cm | UK Single / US Twin 39" x 75" 90 x 190cm | EU Single 39" x 80" 90 x 200cm | UK Small Double or Three-Quarter 47" x 75" 120 x 190cm | EU Small Double 47" x 80" 120 x 200cm |
| UK Double / US Full 53" x 75" 135 x 190cm | EU Double 55" x 80" 140 x 200cm | UK King / US Queen 60" x 80" 150 x 200 | EU King 63" x 80" 160 x 200cm | |
| UK Super King / EU Super King 70" x 80" 180 x 200cm | US King 76" x 80" 193 x 200cm | US California King 72" x 84" 182 x 213cm | | |

BASEMENTS

In the United Kingdom, almost all have no cellar or basement due to the extra cost of digging down further into the sub-soil and a requirement for much deeper foundations and waterproof tanking.

ELECTRICITY

Electricity in Europe differs from electricity in Canada, in that the voltage is higher and the frequency is lower. In Canada our electricity is 110V 60Hz, while in Europe, they have 220-230V and 50Hz. Some electronics are not compatible with European power and require transformers, while others are dual voltage and only require a plug adapter.

To find out if an electronic is dual voltage, look for the electronic information on the product. This information is often found on the bottom or back of the product, or on its battery pack. If the input gives a range such as 100-240V 50-60Hz, then the product **is** dual voltage and works with both Canadian and European electricity. If the input does not give a range and only says 110V 60Hz, then it is **not** compatible with European electricity.

Dual Voltage

If your product is dual voltage, then all you need is a plug adapter in order to use it. Since the product is already compatible with the local electricity, all the adapter does is allow the prongs to fit the electrical outlets. If you use an adapter with a product that is not dual voltage, you will not only damage your product, but you may also cause electrical damage to the building.

Lamps are considered dual voltage; however, you will need to replace the light bulbs with European lightbulbs.

Single Voltage

If your electronics only says 110V 60Hz, then it is not compatible with European electricity. In order to use it while in Europe, you will need to use a transformer. Transformers convert the local electricity to 110V 60Hz, so you are able to plug devices into it as if you were plugging them into a wall in Canada.



Most electronic devices have a prominent label that looks like this picture. On this device (a camera battery charger), you can see that after 'Input' it says '110 - 240 volt', which means that it can be used with any voltage within that range, including the 110 volt standard in Canada or the 220-230 volt standard in much of Europe. All you'll need is a plug adaptor.



On this next label, you can see that this coffee maker is **NOT** dual voltage. It lists simply '120 volts'. Other items may say '110' - anything in this range is a standard North American appliance. If you want to use something like this overseas, it will need to be on a transformer



In this final image, you can see that some appliances have a switch for use between higher and lower voltages. This can be used overseas with only a **plug adaptor**, but don't forget to flip the switch!

TRANSFORMERS

Transformers are created with different wattage ratings, so you will need to make sure you are using the correct wattage to handle what you are plugging into it.

The total wattage of appliances plugged into the transformer must be less than the wattage rating of the transformer. To find out the wattage of an electronic device, if it's not on the label, you can multiply the voltage of the item by the number of amperes (amps). For example, if the information on an item says 110V 60Hz 1A, you would multiply 110 (voltage) by 1 (amps) to get 110 watts.

There are also websites that have information on the approximate wattage of electronic and household appliances, for example:

- www.wholesalesolar.com/solar-information/how-to-save-energy/power-table

Research before choosing transformers. If in doubt, buy bigger. Some items (like TVs) need a big surge of power when switched on, so go with three times the wattage (a 500W appliance might need a 1500W transformer). Items that produce heat (iron, hair dryer) will require more wattage.

Transformers that do not have an ON/OFF switch, or have a switch and are turned on, will consume energy while plugged in, even if you do not have an appliance plugged into them. Therefore, you should always keep your transformers off or unplugged when not in use.

As part of your furniture claim, you can purchase and claim 50% of the cost of up to four transformers.

INTERNET/MOBILE PHONE

Internet Access

You will likely find a difference in internet capabilities in the UK. In larger centres, broadband may be available. In rural areas, where broadband may not be available you may be required to use a dongle. Dongles are small USB receivers for a wireless internet signal (called mobile broadband). A few recommended Internet providers are:

| | | |
|-----|--------------|------------|
| Sky | TalkTalk | T-Mobile |
| BT | Virgin Media | 3 (dongle) |

A great online resource can be found at www.thinkbroadband.com, which has an up-to-date list of providers and their packages and client reviews.

While you are waiting for your internet services to be connected, you can access pay as you go WI-FI at www.btopenzone.com.

Mobile Phones

Most Canadians will use a mobile phone while in the UK. If your Canadian mobile works on a GSM network, you will be able to use it. A CRTC law bans cellphone unlocking fees and orders that all new devices be unlocked. Canadians no longer have to pay to have their cellphones unlocked. When your phone is unlocked you will be able to use it with any mobile company simply by switching the SIM card in the back. There are many options to choose from; whether you are looking for a plan or for pay-as-you-go. Cheap basic unlocked phones can be purchased from ASDA or Tesco stores for approximately £10. It would be helpful to check the coverage in your area as not all locations within the UK have equal coverage and it can be sporadic, especially in rural areas. You may also have to contact your mobile service provider for a 'home signal', which will enable you to use your mobile phone in your home if you cannot get a signal.

Popular Plans

Orange

O2

Popular Pay-As-You-Go

Lebara mobile (4p/min Canada, 10 p/min UK.)

Tesco

Three

*Note: Plans change frequently. Please contact companies for their best deals. We have been advised by Canadian families currently in the UK that some companies require you to be a resident for three years to get a phone on a contract.

THE COMMUNITY

LOCAL CFSU(E)

Depending on where you are located in the UK, you may only be visiting the Detachment (Det) during In and Out Clearance or you may be visiting often.

The Det is the administrative centre for all CAF members and their families posted in the UK. Please see below for important contact information or visit:

<https://cfmws.ca/europe/locations/united-kingdom>

| | |
|---------------------------|----------------------|
| Administrative Assistant | +44 (0) 1895 613 025 |
| Chaplain Services | +44 (0) 787 064 1587 |
| Admin O | +44 (0) 1895 613 026 |
| HR Supervisor/Chief Clerk | +44 (0) 1895 613 028 |
| Pay & Records | +44 (0) 1895 613 029 |

THE HIVE

The HIVE - for people who are posted to a UK base serving in a UK position or as NATO personnel, you may have the ability to access services through the UK's equivalent of the MFS. The RAF HIVEs Service provides an information and welfare referral service to the Armed Services community, including serving Personnel, their families, veterans, Reservists, and 38 civilians on Station. This includes support to our CAF members and their families posted to their station.

The HIVEs can support you on:

- *relocating*
- *local station and civilian facilities*
- *schools and further education*
- *housing*
- *healthcare facilities*
- *employment and training opportunities*
- *places of interest*

RAF HIVE Information Officers are not trained in welfare counselling, however, they are able to offer initial support to individuals and can make referrals to appropriate professional services. All HIVE staff are bound to a Code of Confidentiality.

If posted to a RAF unit, make sure to inquire about the services available to you.

<https://www.raf.mod.uk/community-support/serving-families/hive-finder/>

CITY HALL

Many parts of England have 2 tiers of local government:

- county councils
- district, borough or city councils

In some parts of the country, there's just 1 (unitary) tier of local government providing all the local services. The 3 main types are:

- unitary authorities in shire areas
- London boroughs
- metropolitan boroughs

County councils

These are responsible for services across the whole of a county, like:

- education
- transport
- planning
- fire and public safety
- social care
- libraries
- waste management
- trading standards

District, borough, and city councils

These cover a smaller area than county councils. They're usually responsible for services like:

- rubbish collection
- recycling
- Council Tax collections
- housing
- planning applications

Unitary authorities and London and metropolitan boroughs

In some parts of the country, 1 tier of local government provides all the local services listed above.

In London and metropolitan areas some services, like fire, police and public transport, are provided through 'joint authorities' (in London by the Greater London Authority).

HOSPITALS

Hospital treatment is free if you're ordinarily resident in the UK.

If you're visiting England or recently moved to England, look up the relevant information about accessing the NHS, as charges may occur.

The services and treatments listed below are free to all in NHS hospitals in England, including overseas visitors:

- A&E services – but not emergency treatment once you've been admitted to hospital
- family planning services – but not termination of pregnancy or infertility treatment
- treatment for most infectious diseases, including sexually transmitted infections (STIs)
- treatment required for a physical or mental condition caused by torture, female genital mutilation, domestic violence or sexual violence – this does not apply if you've come to England to seek this treatment unless you've applied for, or have been granted, asylum status

SCHOOLS

In the UK, 3-4 year olds receive 570 hours of free early education (pre-school); this can be claimed after your child turns 3, and more information can be found here:

- www.gov.UK./free-early-education
- As stated earlier, state schools rated Good and Outstanding (as per OFSTED) can be difficult to get into. When house hunting, it is important to consider the catchment area of the schools in your neighborhood as some of them can be quite small. Siblings of children already in a State School get first priority for state-funded nursery spaces and these are highly sought after.

If you live in England contact your local council to find:

- state-funded schools in your area
- admission criteria for the schools you're interested in

If you live in Scotland contact your local council. Please note:

- If you're a parent, you must make sure your child either goes to school or is taught at home.
- You don't decide which school your child is given a place at. It's your local council's choice.
- You can request a place at another school, but whether this request is granted depends on whether there are available places.

If you live in Wales contact your local authorities for further information. Please note:

- There are some important differences between England and Wales when applying for a primary school place.
- The first decision is whether to choose Welsh-medium or English-medium education for your child.

CHILDREN'S EDUCATION MANAGEMENT (CEM)

CEM EUROPE

CEM Europe's role is to manage the education-related compensation and benefits programs. CEM manages the payment of school tuition fees. CEM also facilitates access to education

allowances such as (but not limited to) tutoring, family reunion travel, special education programs and the post-secondary shelter allowance.

For queries with CEM Europe, for assistance with your allowances and claims, or for an updated List of Compatible Schools for this posting location, please contact

the team at P-SFK.76ECEM@forces.gc.ca.

CEM CANADA

CEM's Ottawa team offers guidance counselling services to all CAF families serving outside Canada. CEM's guidance counsellors can provide feedback regarding schooling at post, eLearning courses, high school graduation requirements and special education.

Understanding and applying Children's Education Management policies can be complex.

Both CEM's Europe and Ottawa offices may be involved in supporting your children's education journey. To speak about your educational options with a guidance counsellor, please contact the team at CEMGEE@forces.gc.ca.

Please access CEM's website at:

Children's Education Management - Canada.ca

Gestion de l'éducation des enfants - Canada.ca

CHILDCARE

Childcare (a.k.a. childminding) in the UK can be a struggle for parents with children not registered in school. There are likely to be nurseries and childminders available within your local area. Doing your research for available space is crucial if you plan on having your children cared for outside the home. Ask a friend or neighbour for a recommended childcare provider.

Due to MFS(E) UK being a virtual centre, we do not provide any localized childcare. We would, however, assist with finding the right childcare options in your area.

Some websites that may be helpful to locate appropriate child care are:

- Tinies Nanny Agency – available across the UK. Registration is free. Visit www.tinies.com for more information.
- Sitters Babysitting Agency – available across the UK. Quarterly membership fee for access to service. Visit <https://www.sitters.co.uk/> for more information.

RESOURCES

CFMWS WEBSITE

<https://cfmws.ca>

Check our website regularly to learn about the programs and services offered!

CFMWS EUROPE FACEBOOK PAGE

<https://www.facebook.com/CFMWSEuropeSBMFC>

CFMWS EUROPE YOUTUBE CHANNEL

<https://www.youtube.com/@CFMWSEuropeSBMFC>

MY VOICE/MA VOIX

MyVoice is a place for you to communicate with Military Family Services (MFS). The group is a safe place to discuss your experiences as a military family and offer feedback about your military lifestyle. You can find out more at: www.facebook.com/groups/MyVoiceMaVoix/

FAMILY INFORMATION LINE

The Family Information (FIL) is a confidential, personal, bilingual and free service offering information, support, referrals, reassurance and crisis management to the military community. We serve Canadian Armed Forces members, Veterans and their families- immediate and extended. You can find out more at: <https://cfmws.ca/support-services/family-information-line>

TRAVEL ADVISORIES

<https://travel.gc.ca/travelling/advisories>

USEFUL TRANSLATIONS & PHRASES

| British | Canadian |
|-------------------------|---|
| A-Levels | More advanced than O-Levels. Students take 3-5. Four are required to enter university. |
| Astonishing | Cool or nice |
| Bar (In Hotels) | Cocktail Lounge |
| Barrister | Lawyer |
| Bath | Bathtub |
| Bathing Costume | Women's Bathing Suit |
| Bird | Girl or chick |
| Blowy | Windy |
| Board Rubber or Duster | Blackboard Eraser |
| Bottom Cover | Bed Mattress Cover |
| Braces | Suspenders |
| Call | Visit |
| Car Boot Sale | Garage or Yard Sale (but done out of the trunk of your car, large field or parking lot) |
| Carrier Bag | Shopping Bag |
| Cash Point | ATM or bank machine (Brits may also refer to it as a 'hole in the wall') |
| Chav | 'Trailer Trash' (not PC, but you're bound to hear it!) |
| Cheap Day | Travel Discount |
| Chemist | Drug Store |
| Cinema | Movie Theatre |
| Cloakroom | Half Bath (in house) or Coat Check (in theatres) |
| Consultant— Mr, Mrs, Ms | Surgeon |
| Consultant—Dr | Specialist (not Surgeon) |

| British | Canadian |
|---------------------|---|
| Cooker | Stove, Oven |
| Cot | Baby Crib |
| Council Housing | Low Income Housing |
| Cream Tea | Afternoon Tea with Scones |
| Cupboard | Closet |
| Cuppa | Cup of Tea |
| Curate | Associate Pastor |
| Daily Help | Cleaning Person |
| Dinner | Lunch |
| Draughts | Checkers (game) |
| Drawing Pin | Thumb Tack |
| Dress Circle | Balcony (theatre) |
| Dressing Gown | Robe, Bathrobe |
| Dust Bin | Garbage Can |
| Ex-directory | Unlisted Phone Number |
| Face Cloth, Flannel | Washcloth |
| Fag | Cigarette |
| Fancy Dress | Costume Party (and the Brits LOVE to 'fancy dress') |
| Father Christmas | Santa Claus |
| Fire Brigade | Fire Department |
| First Floor | Second Floor |
| Flat | Apartment (one level) |
| Fortnight | Two Weeks |
| Free hold | Ownership of House and Land |
| Fringe | Bangs (hair) |

| British | Canadian |
|-----------------------|---|
| Frock | Dress |
| GCSE (O-Levels) | Taken in grade 11 |
| Games | Sports |
| Garden, Back or Front | Yard, Back Yard, Front Yard |
| Grammar School | Prep school |
| Ground Floor | First Floor |
| Gutted | Sad, very upset |
| Hair grip, Kirby grip | Bobby pin |
| Half term | School break |
| Headmaster/mistress | Principal (School) |
| Hire Shop | Rental Shop |
| Hire Purchase | Installment Plan |
| Hoarding | Billboard |
| Hob | Top cooking surface on the stove |
| Homely | 'Homey', Comfortable, Warm |
| Hoover (to) | Vacuum (to) |
| Independent School | Private School |
| Infants | Kindergarten—2nd Grade |
| Inland Revenue | British equivalent of Canada Revenue Agency |
| Jumper | Pullover sweater, V-neck |
| Kit | Gym Clothes, Uniform |
| Knickers | Ladies' Underwear |
| L.E.A. | Local Education Authority |
| Ladder | Run in Pantyhose |
| Loo | Toilet |

| British | Canadian |
|---------------------------|-------------------------------------|
| Lounge | Living Room |
| Lounge Suit | Business Suit |
| Lower Ground Floor | Basement |
| Maisonette | Apartment (2 stories– own entrance) |
| Mate(s) | Friend(s) |
| Middle | Grade 3-6 |
| Minger | Ugly |
| Nappies | Diapers |
| Naught | Zero |
| Naughts and Crosses | Tic Tac Toe |
| Newsagent | Corner Store |
| Nursery | Pre School |
| Off-License | Liquor Store |
| Packed Up | Broken, Not Working |
| Pants | Underwear |
| Paraffin | Kerosene |
| Pavement | Sidewalk |
| Pillar Box, Post Box | Mail Box |
| Pinny | Apron |
| Plaster, Sticking Plaster | Band Aid, Bandage |
| Power Point | Wall Socket |
| Pram | Baby Carriage |
| Prep School | Private School |
| Primary | Kindergarten-6th Gr. |
| Pub | Bar |

| British | Canadian |
|---------------------|---|
| Pudding | Desert |
| Pushchair | Stroller |
| Queue | Line-Up |
| Reception Year | Similar to kindergarten (age 4) |
| Removal Company | Moving Company |
| Return | Round Trip Ticket |
| Revise | Study |
| Ring Book | Loose Leaf Notebook, Binder |
| Rubber | Eraser |
| Rubbish Bin | Garbage Can |
| Rubbish Tip | Garbage Dump |
| Secondary | Grades 7-11 |
| Shattered/knackered | Very tired |
| Single | One Way Ticket |
| Sixth Form | Final two years of secondary school – preparation for A-Level exams |
| Snog | Kiss |
| Solicitor | Lawyer |
| Spectacles | Glasses |
| Stall | Booth at Bazaar, Stand, Orchestra Seats |
| Sterling | British Money |
| State School | Public School |
| Stone | Weight measurement that equals to 14 lbs |
| Subway | Underpass for Pedestrians |
| Surgery | Doctors' Office |

| British | Canadian |
|-------------------|----------------------------|
| Sweet/Sweeties | Candy |
| Swimming Trunks | Men's Bathing Suit |
| Ta or cheers | Thank You |
| Ta-ta | Good Bye |
| Take-away | Take-out or food to go |
| Tapestry | Needlepoint |
| Tartan Socks | Argyle Socks |
| Taxi Rank | Taxi Stand |
| Tea | Early Supper |
| Theatre | Operating Room |
| Ticket Collector | Train Conductor |
| Tights | Pantyhose |
| Tin | Tin Can (soup, beans) |
| Torch | Flashlight |
| Tram | Street Car |
| Trolley | Shopping Cart |
| Trousers | Pants |
| Tube | subway train |
| Turf Accountant | Bookie |
| Turn-ups | Pant Cuffs |
| Tyre | Tire |
| Underground, Tube | Subway |
| Vest | Men's or Baby's Undershirt |
| Vestibule | Lobby |
| Vicar | Anglican Pastor or Cleric |

| British | Canadian |
|----------------------------|---------------|
| WC (Water Closet) | Toilet |
| Waistcoat | Vest |
| Wardrobe | Closet |
| Wellies (Wellington Boots) | Rubber Boots |
| Y-Fronts | Jockey Shorts |