



Defence
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Families First Newsletter

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Welcome to DIO's fortnightly newsletter designed to provide families living in SFA with useful updates and information on their homes.

Landlord Gas Safety Inspections (LGSIs)

DIO and its suppliers are undertaking an important programme of works to carry out Landlord Gas Safety Inspections (LGSIs) across the SFA estate. This programme of works started on 22 May and is scheduled to complete by the end of June.

You will be notified via letter if you are impacted. Families with short notice appointments during week commencing 22 May 2023 may also receive a telephone call and email from the suppliers.

It is vital that VIVO/Amey and their sub-contractors are allowed access to your home to carry out these inspections to ensure your family and neighbours remain safe. The Chain of Command across all three Services are supporting this programme and have agreed for Service personnel to make their SFA their place of duty on the day of appointment, except where they are on essential duty elsewhere. DIO staff and unit staff have worked together to ensure that visits are planned around unit commitments wherever possible.

Families normally receive a one-hour slot for LGSi appointments. However, this has been temporarily paused for this important programme and engineers will attend between the hours of 08:00 AM and 8:00 PM. We understand this may inconvenience some families and we are sorry for this, but we need to maximise engineers' time in your area to allow them to visit as many homes as possible throughout the day to complete the LGSIs.

Update on Damp & Mould taskforce

Tackling the issue of damp & mould across the Service Family Accommodation estate continues to be a critical priority for DIO and its contractors.

Following the initial process of assessing all homes with a reported damp & mould issue, remediation works have begun. Over the next 12 months, thousands of homes will receive a tailored package of work as part of a major programme to tackle damp & mould across the SFA estate.

Please be assured that the worst cases are being prioritised and any family with a particularly severe damp & mould issue will be offered alternative accommodation.

Investment across the SFA estate: New homes for Cyprus Service families

New homes in Cyprus

Service families in Cyprus will benefit from brand new, seismically compliant homes following the completion of 34 houses at RAF Akrotiri.

The homes, which were completed under the first phase of a £20m project, have been specially designed to be seismically compliant, meaning that safeguards against earthquakes, including reinforced concrete frames, have been incorporated into their construction.

The new buildings boast a number of features which make them more sustainable, including solar water heating systems, photovoltaic panels and Air Source Heat Pumps.



Investment across the SFA estate: New homes for UK Service families

Capital Purchase Programme

423 modern homes have been purchased for Service families across the UK in a £173 million investment, as part of the Capital Purchase Programme (CPP).

The CPP works in partnership with major developers to identify where there is a need for SFA and determines the best way of delivering high-quality, energy efficient homes for Service families.

To replace some of the MOD's oldest housing stock and reduce the use of substitute accommodation, 310 brand new homes have been purchased in the last 12 months, in areas including Aldershot, Brize Norton, Lossiemouth and Portsmouth. All are due to be occupied by the end of 2023 and will have a minimum energy performance certificate (EPC) rating of B.

DIO has also bought 113 homes that it previously held on long-term leases, to secure their tenure for future use; and has agreed to purchase a further 176 new homes, all designed to be net-zero carbon in occupation, over the next three years to support Imjin Barracks in Gloucestershire, at a cost of £78 million.

Alongside the new homes, DIO also invested £185 million last financial year in improving existing Service Family Accommodation, with around 20% of homes receiving an upgrade in the last 12 months. This includes a £73 million programme of works to improve the thermal efficiency of homes, which provided 600 homes with new boilers, 1,200 with new roofs, 1,740 with new doors and windows, and 900 with full external wall insulation.



Planning for Move-in, Move-out and Removals this Summer

Summer is always the busiest period of the year for housing allocations and removals activity. The last week in July and first week in August are particularly popular dates and are usually fully booked several months in advance. Whilst our suppliers will always attempt to meet families' preferred Move-in, Move-out and removals dates, it may not always be possible to achieve this against the significant volume of requests received. This is due to the removals industry experiencing staff shortages.

To help us manage this particularly busy time and to ensure families' needs are met:

- We would be grateful if families only request services during this period if they are unable to move at any other time.
- Where circumstances allow, please could accompanied personnel without children avoid planning for a move within the school summer holiday window.
- Please ensure removals are planned as soon as Assignment Orders via the [Agility portal](#) are received. Families do not need a confirmed delivery address to start this process but knowing the location will allow Agility to plan for the summer moves.
- Once families have been allocated SFA, please confirm availability for removals **before** booking a move in and out appointments.

If families have any questions or concerns, then please contact Agility directly: [Agility GRMS](#).

Key Dates to Note

23 May – Local housing surgery (VIVO), Aldershot Garrison Community Hub

20 June – Local housing surgery (VIVO), Aldershot Garrison Community Hub



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Useful Links

[Contact Pinnacle](#)

[Make a request for compensation](#)

[Reporting damp and mould](#)

[Join the SFA Defence Connect page](#)

[Forces Help to Buy is here to stay](#)