



Defence
Infrastructure
Organisation

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Home front

Information for Service families from
DIO Service Delivery Accommodation



Your new Defence Housing service

What is it?

The new Defence housing service, delivered by CarillionAmey on behalf of the Defence Infrastructure Organisation, provides an end-to-end service for Service personnel and their families living in UK Service Family Accommodation.

Services include: managing allocations; move appointments; SFA furniture; maintenance; and improvements.

UK Service Family Accommodation CALL

0800 707 6000 or 0151 728 1630
Repairs – Maintenance – Applications –
Allocations – Furniture (after 1 December)

APPLY FOR SFA

<http://apps01.domis.r.mil.uk/e1132/>

MOD systems only to protect your information

INFORMATION

www.carillionamey.co.uk
www.gov.uk/dio/sfa
[www.twitter.com/mod_dio](https://twitter.com/mod_dio)

Who is CarillionAmey?

CarillionAmey is a joint venture joint venture between Carillion and Amey. Both companies have many years of experience working with the UK Armed Forces – including the construction of buildings and infrastructure, as well as facilities management and maintenance.

CarillionAmey Helpdesk

From 1 November there will be a single telephone number for all Service housing enquiries - **0800 707 6000** (or 0151 728 1630 which is the suggested number for Overseas and mobiles - although charges will apply).

The maintenance helpdesk is open 24 hours a day, 7 days a week and the occupancy services helpdesk, for queries such as allocations, is open Monday to Friday, 0800 to 1800 hours.

Guidance

A new CarillionAmey Housing guide is being sent or delivered to all Service homes in the UK. They have also published a short leaflet to introduce the new service and CarillionAmey logo. Please take some time to read this information and keep your guide in a handy location for future reference.

A new website (www.carillionamey.co.uk) provides practical guidance about services and contact information. The website will continue to be developed.

When is this happening?

New arrangements to support Service housing across the UK are being introduced, with the changes taking effect on:

1 November 2014 - Scotland and Northern Ireland In Service Date (ISD) and UK allocations service.

1 December 2014 - England and Wales ISD, and SFA furniture.

It is important that you inform yourself about the new contact so you understand more about changes in the way the service is delivered, how to continue to access services, and what your responsibilities will be to help the contract function effectively – details below right.



What are the benefits?

The new contract had to offer better value for Defence, and greater efficiency. However, there are benefits for customers, for example:

- End to end service from application, through to allocation, Move In (including furniture), maintenance, improvement and Move Out.
- One telephone number and one website for all housing enquiries and information.
- CarillionAmey will have greater flexibility to deal with problems and prepare empty properties for families.
- Properties are prepared at Move Out and maintained at that standard - making more properties available for allocation.
- Longer opening hours for the occupancy services helpdesk.

Your responsibilities

All customers should be aware of their responsibilities whilst living in UK SFA including: looking after your home; avoiding damage; and being a good neighbour.

You should also be aware that, like many services you receive day to day, you are expected to check and sign off work or services undertaken, such as accepting that your property meets the correct standard at Move In or that a repair has been completed satisfactorily.

Further information is available on the CarillionAmey website and Housing guide.

How to access services

All occupancy management and maintenance services will be managed by the CarillionAmey Helpdesk in Speke, Liverpool.

There is one telephone number for all housing enquiries, and the CarillionAmey website will continue to be developed to offer more services online – such as being able to report maintenance issues.

If you have any enquiries about Service Family Accommodation in the UK, please use the e-1132 system, which allow you to track your application and book move appointments, check the CarillionAmey website or call the dedicated Helpdesk – details above.

Where can I find out more?

Further information has been published in a Defence Instructions and Notices (DIN 2014DIN04-212) and will be provided in service publications or broadcasts and on Defence websites.

As well as this, information is also available through your chain of command, Families Federations and HIVE.

Finally, the following websites have news and information about the services available.

www.carillionamey.co.uk
www.gov.uk/dio/sfa