



Defence  
Infrastructure  
Organisation

April/May 2014

# Home front

Information for Service families from  
DIO Service Delivery Accommodation



## The next generation of housing support

DIO continues to change with the aim of improving the way it supports infrastructure for people in Defence, and to support defence capability. DIO has now taken a huge step forward in these efforts, with the award of contracts valued at £1.1 billion for the Next Generation Estate Contracts (NGEC).

> The new housing contract will not come into effect until late 2014, so for the time being there are no changes. However, information about the contract is below. <

### REPAIRS

England and Wales  
0800 707 6000

Scotland  
0800 328 6337

Northern Ireland  
0800 030 4651

See handbooks for PFI,  
BLH and SSFA

### APPLY FOR SFA

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

MOD systems only

### INFORMATION

[www.gov.uk/dio/sfa](http://www.gov.uk/dio/sfa)

### ALLOCATIONS

Housing Allocations  
Service Centre (HASC)

You can track your application using the e-1132 system or contact the HASC by email – <https://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#applying-for-and-allocation-of-sfa>

0800 169 6322  
01904 418000  
Mil 95410 8000

### INTERACTION

[www.twitter.com/mod\\_dio](http://www.twitter.com/mod_dio)

### Making it easier to contact DIO

Two new contact lists have been created to help customers and members of the public contact DIO for services or to request information.

A new [DIO contact list](#) has been created on the Defence Intranet (MOD systems only) and a further list of DIO contacts is available on the [DIO Contacts section](#) of the GOV.UK website.

A full list of contact information for SFA services continues to be published on the [SFA website](#).

### JSP 464 revised

The overarching policy document for Service accommodation has been updated.

[www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars](http://www.gov.uk/government/publications/jsp-464-tri-service-accommodation-regulations-tsars)

### About NGEC

This first tranche of contracts has been awarded and include the National Housing Prime contract (NHP). The contract, which is valued at £626m, has been awarded to CarillionAmey (Housing Prime) Ltd.

Again, for the time being there are no changes, but DIO and CarillionAmey will keep you informed, to ensure that you understand the transition arrangements, and how the contracts are different from the existing contracts. In service dates and any changes to contact details will be promoted in advance to ensure that you can continue to access DIO services.

[DIO has written an open letter for all SFA customers about the contract](#)

### A brief introduction to the National Housing Prime

The NHP will be a UK wide contract, so it will replace existing contract arrangements to support Service Family Accommodation in England and Wales, and separate arrangements in Scotland and Northern Ireland. This contract has greater scope than previous maintenance contracts, as it provides additional services for managing move-in, move-out services, housing allocations and the installation of furniture and fittings.

The intention is that a new IT system will give customers improved access to services, such as the ability to report maintenance issues online.

The NHP will be implemented through a phased mobilisation programme by December 2014, although some elements will continue into 2015.



### DIO Strategic Business Partner update

DIO continues to make progress with the procurement of a Strategic Business Partner (SBP) and after announcing Capita (working with URS and PA Consulting) as the Preferred Bidder. The idea is that the SBP will be able to inject further specialist resources to help DIO perform even better.

Whilst Capita has not yet been awarded contract it is expected the Department will move to contract award during late spring.

A Defence Infrastructure Governance Authority (DIGA) stood up on 1 April 2014. This body is part of the DIO and will oversee the activity of the SBP. During mobilisation they will ensure that the SBP has met all criteria and targets before the contract can go live.

### NHP - what happens now?

Until advised otherwise, customers should continue to ring the normal telephone numbers and use the existing email addresses – the usual contact details are above right and continue to be published on the SFA website and contractor's website.

A great deal of work has already been undertaken to plan for a smooth transition to the new contract later this year. Now that the contract has been awarded, the new contractor will now begin a period of mobilisation to prepare for the introduction of the new arrangements.

At the same time each existing contractor will be preparing for demobilisation, to ensure that the existing contracts and work are correctly brought to a close, with relevant information and equipment returned or transferred.

### Please use the correct complaints process

DIO and its contractors have a strong customer focus to provide the best service possible. But sometimes things do go wrong - and if you wish to make a complaint then following the correct procedure means that we can deal with the issue more efficiently and help resolve any problems as quickly as possible.

There's a set three stage procedure for complaints to make sure that they can be fully investigated and promptly put right. If you are dissatisfied by the response at any stage, you will be given the opportunity to go to the next one. Full information is available on the SFA website:

[www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#making-a-complaint](http://www.gov.uk/defence-infrastructure-organisation-service-family-accommodation#making-a-complaint)

### DIO presents Master-plan for Salisbury Plain

DIO has published its latest development plans for the Salisbury Plain area following the public consultation exercise held earlier this year at [www.gov.uk/government/news/salisbury-plain-area-development-masterplan](http://www.gov.uk/government/news/salisbury-plain-area-development-masterplan). This document is also available at Salisbury, Tidworth, Ludgershall, Amesbury and Durrington libraries.

A public meeting will be held on 28 May 2014 at Tidworth Garrison theatre where DIO will present the content of the Master-plan. Representatives from Wiltshire Council and the Army will also be available to answer questions.

[www.gov.uk/dio/sfa](http://www.gov.uk/dio/sfa)