

# Home front

Information for Service families from  
DIO Service Delivery Accommodation



## New Defence housing service

All personnel and their families living in Service Family Accommodation (SFA) should be aware that the Defence Infrastructure Organisation (DIO) has introduced new arrangements to support SFA in the UK.

On behalf of DIO, CarillionAmey now provide an end-to-end service, including application, allocation, furniture, Move appointments, maintenance and improvement.

## UK Service Family Accommodation

### Call

**0800 707 6000**

Repairs – Maintenance – Applications –  
Allocations – Furniture

### Apply for SFA

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

*MOD systems only to protect your information*

### Information

[www.carillionamey.co.uk](http://www.carillionamey.co.uk)

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

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

## ----- FINAL EDITION -----

The new Defence housing service is being delivered by CarillionAmey on behalf of the Defence Infrastructure Organisation. CarillionAmey now provides information for customers, and therefore DIO will no longer be producing this customer newsletter.

CarillionAmey messages can be found on their website at

▶ <http://www.carillionamey.co.uk/service-family-accommodation/our-communications.aspx>

We would like to thank everyone for reading Home front over the years.

*The SD Accn Communications team*

## Helping you access these services

We have used the final edition of Home front to provide some key information about the new arrangements and contact details.

## CarillionAmey news

There is a newsflash section of the CarillionAmey website to tell you about events, alerts and important messages - such as power outages and extraordinary weather conditions that may impact on CarillionAmey's ability to provide a normal service.

▶ <http://www.carillionamey.co.uk/service-family-accommodation/newsflash.aspx>

## 1 Contacting CarillionAmey

There is now a single telephone number for all UK Service housing enquiries - **0800 707 6000**. If you are overseas or using a mobile you can call 0151 728 1630 (however charges will apply). The opening hours of the helpdesk are:

**Maintenance helpdesk** - open 24 hours a day, 365 days a year.

**Occupancy services** - for allocations - open Monday to Friday, 0800 to 1800 hours or email: [occupancyservices@carillionamey.co.uk](mailto:occupancyservices@carillionamey.co.uk)

**Compliments or complaints** - open Monday to Friday, 0800 to 1800 hours or email: [customercare@carillionamey.co.uk](mailto:customercare@carillionamey.co.uk)



## 2 Guide to living in SFA

All Service family homes in the UK should have received a CarillionAmey guide.

The guide explains what services are available, how to access them, what you can expect, and offers general advice. For example there is advice about your responsibilities and the response times for maintenance.

We recommend that you read the guide, and keep it somewhere safe.

The guide is also available on the ▶ [CarillionAmey website](http://www.carillionamey.co.uk), which provides information about the services provided and contact information.

## 4 Loss of entitlement team

DIO has retained responsibility for managing enquiries about loss of entitlement to SFA resulting from retirement, redundancy, discharge or estrangement.

Please contact the Loss of Entitlement Team by telephoning 01904 418000 or 94510 8000. Alternatively, you can contact the team by email: [DIOSDaccn-LOETeam@mod.uk](mailto:DIOSDaccn-LOETeam@mod.uk)

If you believe that you will lose entitlement to SFA in the future, or find yourself in this situation, advice is available from a variety of sources. As well as the ▶ [Joint Service Housing Advice Office](#), other sources of information and advice are: service charities; Families Federations; housing advice centres; and local authorities.

## 3 Customer service centres

There are a number of local CarillionAmey Customer service centres throughout the UK which provide an opportunity for you to drop in to discuss face-to-face, any issues or concerns you may have about the services provided.

To find your nearest customer service centre please visit the CarillionAmey website:

▶ <http://www.carillionamey.co.uk/service-family-accommodation/local-customer-service-centres.aspx>

Alternatively your local HIVE, Unit or Families Federation may be able to offer advice and assistance.

## 5 Where can I find out more?

Further information has been published in a Defence Instructions and Notices (▶ [DIN2014DIN04-212](#)), which is only available on the Defence Intranet.

As well as the websites listed below, and the DIN, information is also available through your chain of command, Families Federations and HIVE.

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