



Defence  
Infrastructure  
Organisation

## Your Service Family Accommodation

# Find out more about

new arrangements to support your Service housing

### About your new Defence housing service

The National Housing Prime (NHP) contract will support Service Family Accommodation (SFA) across the UK. **CarillionAmeY** will provide this service on behalf of the Defence Infrastructure Organisation (DIO). It will be an end to end service, providing all related services such as allocating, move appointments, furniture and maintenance.

The changes take effect on **1 November 2014** for SFA in Scotland and Northern Ireland, and UK allocations; and on **1 December 2014** for SFA in England and Wales, and SFA furniture.



### Five things you should know about the contract

- 1** CarillionAmeY will deliver a full range of housing services, including managing Move In and Move Out appointments, managing allocations, and the provision of furniture – in addition to maintenance and improvement work. The aim is to make the service more efficient, joined up and responsive.
- 2** SFA customers will have a greater role in checking and signing off work – for example you will be given guidance about the Move In standard and by signing the Move In documentation you will be agreeing that CarillionAmeY has provided a property that meets that standard.
- 3** The new contract gives CarillionAmeY greater flexibility to deal with problems, as there will be far fewer instances when they will need to seek approval from DIO to undertake work.
- 4** There will be one national helpdesk and telephone number for all Service housing enquiries, as well as 27 local customer service centres providing a face to face service.
- 5** You will be able to opt to receive text messages about appointments, and online services will be developed, including reporting maintenance issues via a new website.

### Do I need to do anything now?

No. Please continue to use the existing allocations and maintenance arrangements until advised otherwise. But keep an eye out for further messages.

### Where can I find out more?

You will receive further information about the new arrangements in leaflets from CarillionAmeY, in Service publications/broadcasts and on Defence websites – as well as through your chain of command, Families Federations and HIVE. This will include any new contact details, further information about your responsibilities and how the contract will work.