



Defence
Infrastructure
Organisation

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To all customers living in Service Family Accommodation

12 May 2014

**CONTRACT AWARD: NEXT GENERATION ESTATE CONTRACT (NGEC)
NATIONAL HOUSING PRIME CONTRACT**

Today, the Ministry of Defence announced that CarillionAmey (Housing Prime) Ltd has been awarded the National Housing Prime (NHP) contract for the support of UK Service Family Accommodation (SFA) and related services.

The NHP is a new UK wide contract that will replace the existing separate arrangements to support Service Family Accommodation in England/Wales, Scotland and Northern Ireland. **However, the new arrangements are not being introduced immediately – the existing arrangements remain in place until advised otherwise.**

Due to the size and complexity of the MOD SFA estate the new contractor will first have to mobilise. The new contract will be introduced in a phased way, by region, taking over from the existing arrangements. You will be informed in advance of the changes so you can continue to access services and understand any differences, and further detailed information will follow throughout the transition period.

Broadly, when the NHP contract is introduced there will be some changes such as:

- The NHP has a greater scope than the previous maintenance contracts, as they include additional services and requirements. These include managing Move appointments, managing the allocation of properties and the provision of furniture.

This document was archived on 1 December 2014 and is now out of date following the introduction of the National Housing Prime contract for Service Family Accommodation (SFA) in the UK. New details can be found at: <http://www.carillionamey.co.uk/>

- The new contract is set up differently and will also operate differently, with both MOD and contract staff expected to embrace new ways of working.
- New IT systems will be required and customers will eventually be able to access services in different ways, such as reporting maintenance issues online.

Whilst more services will be delivered by the contractor in future, the Defence Infrastructure Organisation will continue to monitor and scrutinise the performance of the contract.

Whilst there is always more to do, there has been a great deal of progress made in the delivery of accommodation services to Service personnel and their families such as: improving the standard of accommodation; the introduction of an online application system; patch management; and using survey data to improve our customer service. Our aim is that the NHP will build on these successes over the lifetime of the new contract.

Yours Sincerely

Brigadier Martin Boswell
Head Service Delivery Accommodation