**Your Service Family Accommodation**

**Charges for Damage and Deficiencies for Pinnacle SFA - Recovery from Pay Process**

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| On Move Out of your UK Pinnacle managed Service Family Accommodation (SFA), you are deemed liable for damage and deficiencies charges by the Accommodation Officer (AO).  *Charges for damage and deficiencies are raised because you have either failed to prepare the property to the correct Move Out standard or damage is not deemed as fair wear and tear.* | |
| At the move out appointment should you disagree with the charges raised; it is your responsibility to resolve the disputed charges with the AO at the appointment.  Should you be unable to resolve the dispute at your move out appointment, you should advise the AO to record on the Move Out Occupancy Form which charges you are disputing and the full dispute reason.  You should then keep a record of your supporting evidence and if possible, take photographs to support your dispute.  The Move Out Occupancy Form is sent to the DIO RD Accn Damage Charging Team for scrutiny and you will be notified by post with **one letter** the charges which you are deemed liable for to be recovered from your pay. A copy of the Move Out Occupancy Form will also be attached. | If you agree with the charges assessment and consider that you **ARE** responsible for the damage, or that the damage is not a result of fair wear and tear, then you need take no further action.  The charges will be recovered by DIO directly from your pay via the Joint Personnel Administration (JPA) system.  *Any payments taken would depend on the size of the charge and your monthly income (using existing MOD guidelines to ensure that deductions do not exceed a set limit of pay).* |
| If you then wish to dispute the charges further, you can raise an official Stage 1 dispute of the charges by completing and submitting a Stage 1 Disputed Charges form.  *You can only dispute the charges further using the* [*Stage 1 Disputed Charges form*](https://modgovuk.sharepoint.com/%3aw%3a/r/sites/defnet/DIO/Documents/Disputed-Charges-Form.docx) *– which is available online.* |
| Once you have completed the Stage 1 Disputes Charges form and provided as much detail as possible/photographs to support your case, you should email the form to the Pinnacle Team via:  [customersolutions@pinnacleservicefamilies.co.uk](mailto:customersolutions@pinnacleservicefamilies.co.uk) |
| Your Stage 1 Dispute form is logged and investigated by the Pinnacle Team. |
| You will be notified of the Stage 1 Dispute decision in writing by letter via email.  **NB: If the charges are deemed valid and appropriate by DIO, then the charges will be recovered directly from your pay via the Joint Personnel Administration (JPA) system.**  *Any payments taken would depend on the size of the charge and your monthly income (using existing MOD guidelines to ensure that deductions do not exceed a set limit of pay).* |
| Should you still disagree with the charges raised and Stage 1 Dispute decision, you can submit a Stage 2 Dispute to the DIO RD Damage Charging Manager.  *You can only raise a* [*Stage 2 Dispute using the form*](https://modgovuk.sharepoint.com/sites/defnet/DIO/Documents/Stage-2-Disputed-Charges-Form.docx) *available online.*  **NB: Damage and Deficiencies charges have two levels of dispute, Stage 1 and 2 only.** |  |
| Once you have completed the Stage 2 Dispute form and provided additional evidence/photographs to support your case, you should email the form to:  [DIORDAccn-DamageDisputesStage2@mod.gov.uk](mailto:DIORDAccn-DamageDisputesStage2@mod.gov.uk) |
| You will be informed of the Stage 2 Dispute decision made by the DIO RD Damage Charging Manager in writing by letter via email.  **NB: If the charges are still deemed valid and appropriate by DIO, then the charges will be recovered directly from your pay via the JPA system.**  *Any payments taken would depend on the size of the charge and your monthly income (using existing MOD guidelines to ensure that deductions do not exceed a set limit of pay).* |