

Families First Newsletter

Welcome to DIO's monthly newsletter designed to provide families living in SFA with useful updates and information on their homes.

Winter Performance

Throughout Winter 2023/2024, DIO is working closely with our suppliers to increase our resilience during the colder months. Recent highlights include:



No significant escalations in calls or cases despite 9 storms, severe cold, snow, floods and gale force winds.



Call wait times have typically averaged less than 30 seconds over the last 6 months. Storm Isha created a lot of wind damage and led to a significant uplift in call volumes. The NSC had 728 calls between 8-11am on 22 January, the busiest day since the 979 calls between the same time on 16 December 2022. The average speed to answer on 22 January was 193 seconds compared to 2,985 seconds on 16 December 2022



On the 25th December 2023, faulty or broken cookers were replaced within 2 hours, ensuring families could still cook Christmas dinner.



Amey and VIVO's established Winter Techsee Team provided remote, weekend and bank-holiday support for 718 families from the end of November 2023 to the end of January 2024.



In December 2023, all compensation claims were processed within 20 working days.

Investment across the SFA Estate Update

As you may be aware, DIO has received an investment of £400m over the next two financial years as part of the Defence Command Paper refresh 2023.

As part of this investment, DIO and its suppliers have completed Damp and Mould remediation works in over 1,670 homes and over 3,000 works have been scheduled and are due to be completed by the end of this financial year. This has included the installation of new doors, windows, roofs and external wall insulation to homes to improve their energy efficiency.

Alongside these works, DIO and its suppliers have been utilising innovative technology such as the installation of temperature and humidity sensors. These sensors (examples pictured below) provide alerts when humidity levels exceed recommended thresholds, allowing us to take action to manage the situation. This allows DIO and our suppliers to identify potential problems before they impact families' homes.



DIO is also investing in upgrading kitchens and bathrooms and the pictures below show the new, higher quality specification that has been recently installed in 13 homes in Plymouth. These works are part of a trial which will inform the final updated spec for all future kitchen and bathroom upgrade projects.



Annington Homes External Estate Valuations

The MOD leases the majority of its housing stock from Annington Homes who regularly survey the housing stock for accounting reasons and this year it has appointed CBRE to undertake these surveys.

CBRE will be carrying out valuations during February & March and families may see surveyors on the estates.

Surveyors will not require access to any property, internally or externally. They may take photographs but have strict protocols in place to ensure no personal information is recorded, including vehicle registration details. All CBRE surveyors will have the necessary forms of identification.

DIO would like to reassure families that the valuations are solely for accounting purposes and are not related to accommodation charges - which are determined independently by the Armed Forces Pay Review Body - or to SFA being identified for potential hand back to Annington Homes.

Have your say!

**Do you have any suggestions on how we can improve
*Families First?***

Send us your [feedback here](#) so we can make this newsletter as relevant as possible for you and your family.

Key Dates to Note

New Accommodation Offer Roadshow –
RAF Wyton, 5 March (was 7 February)

Local housing surgeries:

Warminster Community Centre:
15 February, 09:00-12:00

Innsworth Community Centre:
26 February, 09:00-12:00



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Useful Links

[Contact Pinnacle](#)

[Make a request for compensation](#)

[Reporting damp and mould](#)

[Join the SFA Defence Connect page](#)

[Forces Help to Buy is here to stay](#)