



Families First Newsletter

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

A Message from Luke Smith, Client Director at Pinnacle Service Families

Dear Families,

I was really pleased to be asked to write to you as part of DIO's newsletter and update you on Pinnacle's work on Service Family Accommodation.

By way of introduction, I'm Luke Smith and I'm Client Director at Pinnacle Service Families. As many of you will know, Pinnacle took on the National Accommodation Management Services (NAMS) contract two years ago.

Being part of the military, you'll be used to hearing lots of acronyms flying around – and it's no different in Service accommodation. So, what does NAMS actually mean in practice, and what is Pinnacle's role in SFA?

Well, we run the contact centre where you call up to report issues with your home, such as repairs. We're also responsible for allocating homes in line with MOD policy, carrying out move ins and move outs with our team of housing officers, dealing with in-occupancy requests and administering the complaints and compensation system on behalf of DIO.

While we don't do the actual repairs ourselves, we work closely with DIO's other contractors, VIVO and Amey, to arrange appointments and drive improvements.

We know things were far from perfect at the start of the contract, but we've been working hard to continually improve the service. I'm pleased to report that calls into our contact centre are now answered in an average of 9 seconds (and have been under 30 seconds on average for the last 12 months) and compensation payments are now made in an average of 2 working days thanks to a new system we developed and introduced last year.

Alongside this, we've also been working on how we further support the military community. We're now partnered with Combat Stress, with our colleagues working to raise as much money as possible. Currently we're at over £9,000 raised, and members of our team are taking on new challenges each week.

Additionally, our social value team – who run a programme of career coaching and mentoring for military families – has plugged into Combat Stress to help veterans leaving treatment to plan their career futures. You can find out more about how you or your family members can get involved here, with our career mentors contactable on psv@pinnaclegroup.co.uk

Looking to the future, we're working closely with our partners to drive further improvements. For example, communicating better with those who are new to service family accommodation and improving the photos and floorplans available for those looking to move home.

We always welcome your feedback and suggestions as part of our plans so please do drop us a line at customer.solutions@pinnacleservicefamilies.co.uk if you'd like to put forward your views. We also look forward to meeting many of you at the Town Halls over the coming months.



Luke Smith, Client Director at Pinnacle Services Families

Double Utilities Charges for “Knock Through” properties

DIO has recently been made aware that some families may have been charged double standing meter charges by their utility companies, whilst occupying “knock through” Service Family Accommodation (SFA), where two properties have been joined together by DIO to form a single house to meet requirements of larger families or Additional Needs and Disabled Adaptation (ANDA) requirements.

DIO is keen to remedy this by reimbursing those families for one of the standing charges.

If you live, or have previously lived, in a knock through property and think you might have been affected by this issue during your Service then please email DIO directly before 30 June 2024 at DIORDAccn-NAMSNCC@mod.gov.uk with the subject line: Dual Meter Refund.

Where possible, please include the following supporting documentation in your email:

- Your full name
- Address your refund request relates to
- Pictures/scans of all energy bills relating to the occupancy period.

Following the submission of supporting documentation, we will review your case to see if you are eligible for a refund (which will cover the period of your supporting documentation only). We will endeavour to issue any refunds by 30 August 2024.

If you currently live in knock through SFA which is a double metered, please make this clear in your email to us.

We will advise further on the process for regular submission of supporting documentation for the refund process which will remain in place until you move out.

Sign up to an SFA Town Hall near you

ATTEND AN SFA TOWN HALL NEAR YOU

DIO and our suppliers are hosting a series of accommodation town halls across the SFA estate. We are inviting service personnel and your families to attend a local town hall to talk to senior representatives from DIO, Amey, VIVO and Pinnacle. We want to share updates about our work in homes across the estate and hear about your experiences of living in SFA.

Catterick - 13/06/24

Waddington - 16/07/24

Portsmouth - 03/09/24

Tidworth - 14/10/24

Aldershot - November TBC

Leuchars - December TBC

Session times at each location:

13:00-14:30

17:30-19:00

Places are limited. To register, please email us with your chosen location and time at:

DIO-CorporateComms@mod.gov.uk



VIVO

Amey

Working with



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](#)

Summer safety in your SFA

Summer is on its way and DIO has worked with Pinnacle, Amey and VIVO to create a new guide with advice on how to prepare for the summer months in your Service Family Accommodation, and how to respond should any issues arise.

For more summer SFA tips visit: <https://www.pinnacleservicefamilies.co.uk/in-my-home/summer-tips/>

Any summer-related issues? Contact Pinnacle on 0800 031 8628 or via their website: <https://www.pinnacleservicefamilies.co.uk/contact-us/>



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