



UK SERVICE FAMILY ACCOMODATION CUSTOMER SERVICE CHARTER

A commitment to decent living standards and excellent customer service.



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The Customer Service Charter is DIO's commitment to Service personnel and their families to provide decent living standards and excellent customer service. We are committed to improving the condition and standard of the Service Family homes and community spaces; sustaining current improved levels of maintenance and repair performance; and enhancing customer service.

CUSTOMER CHARTER SERVICE STANDARDS

Through an easy to use on-line allocation system and a free National Service Centre, we will provide you with:

- A safe home, meeting the Government's 'Decent Homes Standard'
- A single point of contact for all enquiries about your home
- Convenient move-in and move-out appointments
- A 24/7 response maintenance service



OUR RELATIONSHIP WITH YOU

- We have agreed a 'Families First' approach with our industry partners and will place the needs of families at the heart of what we do. You can view the Families First Commitment [here](#)
- Every family will have their individual housing requirements recognised, and we shall do our best to meet these
- Whenever you contact us, you will be treated fairly, with respect and in a professional way
- Every family will receive the information they need about their home, including the services provided
- Every family will be able to influence future service delivery by providing feedback
- Personal data and information will be protected.



YOUR RESPONSIBILITY FOR YOUR HOME

We expect you to:

- Look after your home by reporting any problems in a timely manner and taking steps to help prevent maintenance issues
- Ensure contractors have access to your home to carry out mandatory inspections, especially gas safety
- Arrange a Pre Move-Out appointment and then prepare your home to the defined Move Out standard
- Engage with Customer Satisfaction surveys to help us improve our service
- Treat our staff with respect. We understand how important your home is to you and that it can be stressful when things go wrong, and this can affect how you communicate with us. However, we still expect you to behave appropriately and treat our staff with consideration. We are doing our best to support you and will not tolerate abusive, threatening, or violent behaviour and will take action where appropriate.



WHAT YOU CAN EXPECT FROM US

Allocation Of SFA

On receipt of an online application within 4 months of the required by date, we will make an offer of a suitable home within 15 working days in line with policy ([JSP 464](#)). If SFA is not available for any reason we will issue a Non-Availability Certificate and start the process for identifying a comparable home to entitlement from within the private rental market. In either event, you will then have 14 days to accept or reject the offer.



Move-In

We will ensure that your allocated SFA home meets all statutory and mandatory requirements, the Government's Decent Homes Standard, and the agreed [move in standard](#). The intention of the move-in standard is to ensure your allocated home is clean, tidy and in a good state of repair.

Response Maintenance

Any problems with your home should be reported to the National Service Centre on 0800 031 8628 - open 24/7, 365. Response times will depend upon the nature of the failure/issue, as follows:

- **Emergency:** respond and make safe within 2 hrs.
- **Urgent:** respond as soon as possible and within 48 hrs.
- **Routine:** respond as soon as possible and within 12 working days.

We aim to complete 85% of repairs on the first visit at an appointment date/time that suits you, and to complete all repairs within the above timescales.

Complaints

We will endeavour to resolve complaints as quickly as possible. You can raise a Stage 1 Complaint within 28 days of an incident, either online or via telephone. You will receive a response, or an update, within 10 working days.

If you remain dissatisfied with the outcome of your complaint response at Stage 1, please refer to [JSP 464, Volume 1, Part 3, Chapter 2](#) for details of Stages 2 and 3 of the Special to Type Housing Complaints process.

How to contact Pinnacle's National Service Centre

www.pinnacleservicefamilies.co.uk

Tel: 0800 031 8628 or if calling from overseas: +44 161 605 3529

Email: hello@pinnacleservicefamilies.co.uk



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