



DIO ACCOMODATION EUROPEAN SUPPORT GROUP CUSTOMER SERVICE CHARTER

A commitment to high quality homes and excellent customer service.



Defence
Infrastructure
Organisation

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

CUSTOMER CHARTER SERVICE STANDARDS

We will provide you with:

- A safe home, meeting host nation standards.
- A nominated point of contact for all enquiries about your home
- Convenient move-in and move-out appointments
- A responsive maintenance service



OUR RELATIONSHIP WITH YOU

- We have a 'Families First' approach and will place the needs of Service Personnel and families at the heart of what we do.
- 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 application within 4 months of the required by date, we will make an offer of a suitable home if we have a property within our current stock. The majority of homes provided are long term leased properties. We will only acquire new properties where stock on the existing portfolio does not meet entitlement or where there is no availability to meet demand. Whilst every effort will be made to source a new property to meet assignment dates, this cannot be guaranteed, and the Service Person may need to occupy temporary accommodation initially and serve unaccompanied until a property becomes available.



Move-In

We will ensure that your allocated SFA home meets all statutory and mandatory requirements 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

You will be provided with the details of how to report any problems with your home when you move in. As a general guide, response maintenance times are as follows:

- **Emergency (immediate risk to life/property)** - within 5 hours.
- **Critical** - within 12 hours.
- **Urgent** - 5 working days.
- **Routine** - 20 working days.

These times cannot be guaranteed due to the availability of landlord contractors, parts, and the nature of the failure/issue.

Complaints, stages and timings

DIO Accommodation ESG are committed to delivering a high standard of service to our customers and endeavour to resolve complaints as quickly as possible.

You can raise a Stage 1 Complaint within 28 days of an incident to DIOSDOS-ESG-Feedback@mod.gov.uk stating the full details of your issue and your desired outcome. You will receive a response a response within 20 working days.

If you remain dissatisfied with the outcome of your complaint at Stage 1, you can submit a Stage 2 appeal within 28 days and the Appeals Office will respond within 20 working days.

If you are not satisfied with the response you receive at stage 1 and stage 2, you can escalate your complaint to the Accommodation Complaints Review Panel by writing to People-Accom-ACRP-Stage3@mod.gov.uk.

Further information

Additional information for personnel assigned to locations covered by DIO Accommodation ESG can be found:

[Global Support Organisation Overseas Guides](#)

[2023DIN01 091 Detailed support to UK Service Personnel in Europe and Turkey](#)