



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.

Being a Repair Liaison Officer (RLO)

Hello everyone,

I'm Dawn White, and I work part-time for VIVO as a Repair Liaison Officer (RLO) for Surrey and Hampshire. The RLO's role was first introduced by VIVO so that military families living in Service Family Accommodation (SFA) could have a named individual that families can relate to on a local level. We are the key points of contact for families when they have housing repair issues, and we also hold monthly local drop-in clinics. In this piece, I want to share with you more about the work that I do and the impact that it has on service families.

As a military spouse of 13 years that lives in SFA, this role is very important to me. I can completely relate to the families I speak to on a daily basis, so I always try and get the best result for them.

A normal week for me can mean attending up to three housing clinics per week, as well as arranging drop-in meetings across my patch. When I am not travelling to them or attending these, I am trying to solve the problems that I have picked up from the families I've met. Sometimes the family just want to speak with a friendly face and be updated on outstanding repairs. It may not always be the answer they're hoping for, but they are happy when they are kept informed.

As a quick taster to a usual week as an RLO, I have written down some tasks that I have done over the past week to help families on the patch I have lived in for several years.

- I attended a Coffee Morning where I dealt with two separate cases. Both were repairs on houses that needed following up. I contacted the office and was able to give the two families the update that they needed.
- I spent some time with a lady who needed a betterment move to a bigger house as her family was growing and her current house was too small. I directed her to Pinnacle, who worked alongside me, and we helped her through the process of applying for a larger house.
- Finally, I attended another coffee morning in Pirbright. One person I spoke to had been waiting for an update from Pinnacle regarding an outside tap that needed to be fitted. As we're waiting for confirmation of funding for this from DIO, I spoke to my contact in Billable to get an update on the status to inform the family.

Each day, when I return from my meetings, I update my tracker with the notes I have taken from the session. I put as much information down as possible and then flag it for two days time to see what the update is. Once I have that update, I make sure to call or email the family with any news or confirmation of a booking.

What's important in this role is empathy, so I am always happy to sit, listen and help in any way that I can.

Haven't met your own local RLO yet? [Click here to get in touch.](#)



The work of an RLO at RNAS Culdrose

Sam Wimsett, a colleague of Dawn White and Repair Liaison Officer, organised the funding of a volunteer day at RNAS Culdrose. The day included a makeover for a popular community centre for families in the area. The Culdrose Community Centre, which is next to housing at the Cornish Base, provides a range of fun activities and playgroups for hundreds of families.

The volunteering day was attended by VIVO workers, workers from partner organisations like Pinnacle, the RNFPS (Royal Navy Family and People Support) and military families

Find out how the day went by [clicking here](#).

Summer safety tips and tricks

Summer is currently upon us, (we hope the weather will soon agree) so Pinnacle have put together some Summer Safety Tips for you and your family:

- 1. Check your window restrictors** - these stop a window opening too far so accidents can be avoided. If they're missing or broken, contact the National Service Centre to arrange for them to be fitted or fixed.
- 2. Keep your garden tidy** - Overgrown lawns, litter, food and pet waste can increase the chance of pests in or near your home.
- 3. Practice barbecue safety** - Make sure your BBQ is on a flat surface away from any shed, trees and bushes
- 4. Watch out for wasps and bees** - If there is an active wasp or bees nest inside your property, call the National Service Centre. This will be dealt with within 48 hours.
- 5. Take action when going away** - Reduce the risk of going away by placing a few measures beforehand. This can include unplugging electricals, turning your water off or giving your keys to a trusted neighbour or friend.

Any summer-related issues?

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

Click here to sign up to your Town Hall

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.

Portsmouth - 03/09/24

Waddington - 01/10/24

Tidworth - 14/10/24

Aldershot - 06/11/24

Leuchars - 28/11/2024

Session times at most locations:

13:00-14:30

17:30-19:00

Aldershot evening session:

16:00-17:30

Places are limited. To register, 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](#)



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