



Families First Newsletter

Issue: 19 | Date: September 20, 2024

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

The critical role of Amey's Customer and Community Engagement Officers (CCEOs)

Hello, I'm Sadie, one of the Customer and Community Engagement Officers (CCEOs) for Amey and my role is to help local Service families settle into their new homes and community.

I know how hard it can be to move around a lot, especially when you have kids or other dependants. I've been there myself, as a military wife and now a widow. I understand the challenges and sacrifices families can face every day.

That's why I love my job as a CCEO. I get to support and empower families by connecting them with the resources and opportunities they need to thrive. I also get to work with some amazing people, like the Defence Infrastructure Organisation (DIO), Pinnacle, and our suppliers, to make sure I provide the best advice I can.

So, what exactly do I do as a CCEO? Well, I wear many hats, but my main focus is on community engagement and social value.

Community engagement is all about building relationships and trust with families on the estate. I organise regular meetings and events where families can share feedback, concerns, and ideas with me and each other. I'm also able to advise on the progress of any repairs or improvements to their properties, and I can help them to access local services and support if needed, such as schools, health care, and employment.

Social value is all about making a positive difference in our communities. Our engagement with families and other stakeholders helps us to identify and address the issues that matter to them, such as road safety, mental health, and wellbeing. We strive to collaborate with local businesses and organisations to create programmes and activities that benefit local families and the wider community.

My goal is to create a sense of community and belonging for all the families in my area. I know how lonely and isolated it can feel when you move to a new place, especially if your partner is deployed or away for training. I want them to feel welcome and supported, and to make friends and connections that last.

Being a CCEO is not just a job for me, it's a passion. I care deeply about Service families, and I want to make their lives a little easier and happier. I'm always here if I'm needed, whether it's a friendly chat, a shoulder to cry on, or a helping hand. Families can contact me anytime, and I'll always do my best to assist.



Reminder to test your boilers

Many of us will have already noticed the chill in the air, so we urge our families to check whether your boilers are working properly before things get even colder.

The best way to be prepared is to go through some of the questions on the [Pinnacle Boiler and Heating page](#). There you can find out how to troubleshoot any issues you could face such as blocked condensate pipes, cold radiators or fault codes you may see on your boiler.

Should your boiler need fixing, contact Pinnacle by calling 0800 031 8628 or fill out the [Repair Form](#) on Pinnacles website.

Gas safety week

Last week was gas safety week, so we are amplifying our supplier s messages to keep you and your family safe:

1. Be home for safety checks

- Gas safety checks are compulsory and should be carried out once per year. Once you receive your appointment, please allow our contractors access to carry out the inspections. If you cannot make the appointment, call Pinnacle to rearrange as soon as possible.

2. Check your gas appliances

- Do you have lazy yellow flames instead of crisp blue ones? Can you see black marks or stains on or around your appliances? This could be a sign your appliance is not working properly.

3. Regularly test your CO alarm

- Press the 'test' button on your carbon monoxide (CO) alarm to make sure it's working properly.

4. Do not attempt DIY repairs

- If you have gas appliances that require repair, do not attempt them yourself. Instead, contact Pinnacle.

5. Know the signs of CO poisoning

- Carbon monoxide poisoning symptoms include: headaches, dizziness, breathlessness, nausea, collapsing and loss of consciousness.

If you notice something doesn't look right, or your CO alarm isn't working, contact Pinnacle straight away on 0800 031 8626.

[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.

Waddington - 01/10/24

Tidworth - 14/10/24

Aldershot - 06/11/24

Leuchars - 28/11/24

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



Virtual Outreach Day

Pinnacle will be hosting their first Virtual Outreach Day on 2nd October 2024 on Microsoft Teams.

Representatives from Customer Solutions, Repairs, Home Services and Housing Officers will be available to listen to any questions or concerns you may have to help you resolve them.

The Virtual Outreach Day will be from 08:00am to 20:00pm. To book your place, [click here](#).

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](#)



Defence
Infrastructure
Organisation