



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.

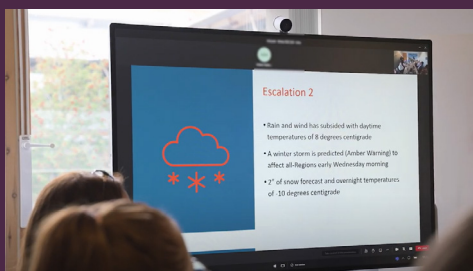
Winter preparedness

Building on lessons learned over past winters, we recently carried out a scenario planning exercise with Amey, Pinnacle and VIVO to help us to better respond to adverse weather events.

We have collectively reviewed our preparedness through a series of worsening weather scenarios. Our plans for winter include, increasing the number of staff available to handle calls, having increased operators on the ground, using remote technology to help to diagnose and fix problems more quickly, and ensuring that we have enough equipment available in the right place and readily accessible at the right time.

Through the testing of our preparedness, we wish to assure families that robust measures are in place to ensure that you receive the best possible service this winter.

Hear more from DIO Head of Accommodation, Leah Griffin, about our [winter scenario planning exercise](#).



Revised move-in and move-out specification

There are significant pressures on Defence funding, and it is vital that we continue to manage our allocated funds carefully to ensure we can meet the requirements of Defence. After careful assessment, we have reviewed the specification to which homes are prepared for move-in, and the works undertaken are being reduced.

Please be assured, the revised specification will continue to ensure that homes are safe, clean, habitable, and fully functional. However, families will be less likely to move into homes with new carpets, curtains, and extensive redecoration. As such, the revised specification also includes specific allowance for fair wear and tear upon move-out, such that families will not be held to account for handing back a property in a better condition than they inherited.

The revised specification will be updated on the Pinnacle website [here](#).

Please be assured, we will continue to work to minimise the impact on families and to drive best value from the funding available.

New triage system

We are introducing a new triage system to ensure that funding is available for the highest priority works that could impact upon the health and safety of Service Personnel.

Local DIO teams will use this system to prioritise works including the replacement of boilers, damp and mould related work, remediating storm damaged homes, supporting families with Additional Needs and Disabled Adaptations, and other critical health and safety issues. DIO staff will interrogate the solutions provided by Pinnacle, Amey and VIVO, assessing them for value for money and ensuring that any health and safety matters are promptly addressed.

Local support for families

Over the last few months, we have been engaging with Service Personnel and families at our SFA Roadshows in locations across the UK, and we are already acting on the feedback they've shared; one initiative is to stand up Joint Area Offices.

We recognise it's not always been easy for families to contact their local housing officers for the support they need. We are committed to ensuring our housing teams are more visible and accessible across the estate, making it easier for families to reach local points of contact for support, in person.

Our first Joint Area Office, bringing together local welfare and housing teams, opened at Leuchars on 13 November, and Larkhill also opened on 18 November, with plans to open more at other locations including Brize Norton and Catterick before Christmas. Opening times for each office will be advertised locally, with more venues opening in the new year.



Damp and mould progress

Tackling damp and mould in SFA remains a top priority for DIO and our suppliers. Over 8,000 homes have already benefited from the delivery of damp and mould works since the damp and mould taskforce stood up in 2023. In response to the works delivered, reoccurrence of the issue has been prevented in over 80% of cases.

For those homes where the initial works have been unsuccessful, it is key that they are revisited to resolve the most stubborn cases. Please continue to let us know if this is the case and continue to report all damp and mould concerns to [Pinnacle](#).



Online e1132 password process change

The password process for the online e1132 system is changing on Monday 9 December 2024.

To ensure your online details are kept as securely as possible, we are changing the way we record, store and provide users with their details (when requested).

All users of the online e1132 system will need to reset their own passwords the next time they login to the system. Once the reset is completed, the user's new chosen password will remain unchanged until the user chooses to change it. There is no deadline for users to change their password, the change is only triggered the next time they go to login into the e1132 system.

Before the change on Monday 9 December, we encourage users to log into their e1132 accounts to check that the email address linked to their account is valid. You can [do this here](#).

What to expect in December

In the final edition of Families First 2024, we will look back at the series of SFA roadshows we've delivered this year and share the feedback we've received from service families who have attended. We will also be sharing the locations for our SFA roadshows in 2025.

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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