



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.

We want to wish all our Service Personnel and their families a Merry Christmas and a Happy New Year in the last edition of Families First for 2024.

Please be assured that DIO, Pinnacle and our suppliers will still be available over the festive period for any emergencies. You can contact Pinnacle through the National Service Centre by calling 0800 031 8628.

MOD update for Service families

Earlier today, a Written Ministerial Statement was published, announcing that the MOD has reached a formal agreement with Annington Property Ltd to repurchase more than 36,000 Service Family homes in England and Wales.

This means that the homes that were previously privately owned will return to public ownership. This deal not only delivers long term value for money for the taxpayer but also means future improvements to the SFA estate will benefit Service families directly.

We hope this will be welcome news as DIO will now have the freedom to embark on a substantial programme of redevelopment and improvement of the estate.

DIO Head of Accommodation, Air Commodore Leah Griffin said:

"I pleased with today's announcement that we have reached a formal agreement with Annington, meaning more than 36,000 SFA homes will return to public

ownership. We are committed to providing the quality homes our Armed Forces and their families rightly deserve, and this will give us the freedom to accelerate programmes of work to substantially improve the SFA estate."

CEOs of the Families Federations, said:

"We are all excited about the potential of this announcement. The need to do something differently to improve the quality of and access to military housing has been clear for some time, and this is a key step in freeing up the scale of resources needed to make this happen. Given the size of opportunity that this deal represents, we recognise that this will not be an immediate fix for our families and inevitably, it will take some time before we see improvements to military housing at scale. We would also urge all current contractors to focus on improving their current maintenance services to our families - they deserve the very best provision in their home now, whilst the future improvements are rolled out. We look forward to communicating these changes to our families in due course."

While we are focussed on the benefits this deal will bring, it is too early to discuss the specifics of future works. We will continue to update you through our Families First newsletter and our continuing series of SFA Roadshows in 2025.

Full details of the announcement can be found [here](#). We appreciate you may have questions and we will update you in due course with further information.



Service Family Accommodation at Beacon Barracks

SFA Roadshows

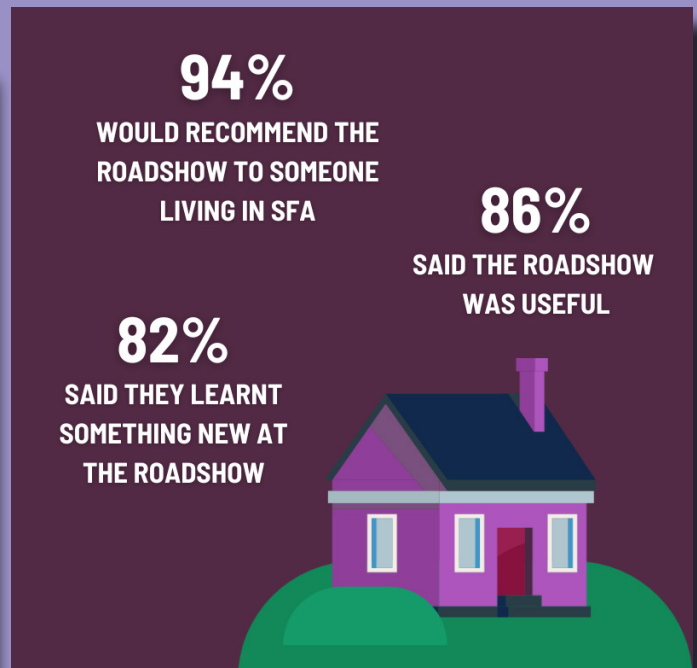
In 2024, we kicked off our series of SFA roadshows across the UK. These sessions are an opportunity for families to engage with senior representatives from DIO, Pinnacle, Amey and VIVO about local investment and share any feedback about your SFA.

We held afternoon and evening sessions at: Catterick; Portsmouth; Waddington; Tidworth; Aldershot and Leuchars.

Following the SFA roadshows, we captured feedback from the attendees across these sessions. You can see some of the results of this survey in the infographic to the right.

The Q&A session with our senior representatives at the end of the presentation was ranked the most useful element, as this provided families with an opportunity to voice their opinions and experiences about living in SFA.

In 2025, we will be holding more roadshows in locations across the UK. More information about the 2025 locations will be shared in January.



SFA roadshow session at Portsmouth

Wishing you a safe Christmas

For those who are not serving on deployed operations over the festive period, Christmas is a time for family and friends to come together and celebrate, to keep you all safe during this period, please remember to:

1. Keep candles out of the reach of children and pets, and do not leave them unattended, especially overnight.
2. Keep open flames or hot appliances like portable heaters away from flammables such as Christmas trees, cards, paper ornaments and garlands.
3. Avoid leaving the cooker or other appliances, like air fryers, unattended. Most fires happen in the kitchen.
4. Do not overload electrical sockets or extension leads as they can overheat. It's also recommended to switch Christmas lights off and unplug them before going to bed.

How can we improve Families First?

We want to ensure Families First continues to be a useful source of information for anyone who lives in SFA. Please answer the survey linked [here](#) to let us know what you think we are doing well and how we can improve.

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](#)