



Families First Newsletter

Issue: 24 | Date: February 26, 2025

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

Introducing Jane Sutton, Operations Director North

Dear Families,

I am delighted to have taken up the post of Operations Director North. I join DIO after a long career in the Department of Work and Pensions and more recently the Home Office.

Since I started in December, I have visited several estates across the UK and met with many families at townhall meetings and the SFA Roadshows at Stafford and Cosford. Spending time with families has given me the opportunity to listen to your experiences of living in SFA to understand what we're doing well and consider how we can improve the quality of homes and the level of service we provide. In January, I met with many of your SFA Community Support Officers and Military Housing Liaison Officers. Both of which are a key link between families and the accommodation teams. They do an excellent job of holding us to account, on your behalf, and making sure we remain focussed on improving our services.



This is an exciting time to have joined DIO. The recent deal enabling the [MOD to buy back over 36,000 SFA homes from Annington Homes Ltd](#), creates an opportunity to deliver much needed improvements to our housing stock through the purchase and building of new homes and the redevelopment of many of our existing homes. This will enable us to provide homes fit for modern living and grow communities where families can thrive. I look forward to being part of this journey.

Whilst there are exciting times ahead it is important in the meantime that we continue to ensure our current homes are well maintained and safe. We will continue to deliver this with our suppliers whilst improving the quality of our homes and the service provided to our families.

I am looking forward to meeting more of you over the coming months at roadshows and townhall events. Please do try to come along if you can as we really value your feedback.

Reporting damp and mould

Tackling damp and mould in SFA remains a top priority for DIO and our suppliers. Over 9,000 homes have already benefited from the delivery of damp and mould works since the taskforce stood up in 2023. In response to the works delivered, reoccurrence of damp and mould has been addressed in circa 85% of cases.

It is important that you report all cases of damp and mould and to let us know of any reoccurrence of the issue so that we can continue to tackle this. Please also see [our guide](#) for families that outlines helpful tips to prevent damp and mould developing in your homes.

We are aware of a recent IT issue which may have affected your ability to log damp and mould issues using the online repairs form on Pinnacle's website. This has now been resolved; however, if you have used the online form to log an issue and have not yet received a follow up call, please call Pinnacle on 0800 031 8628, selecting option 1. Any issues of damp and mould can also be reported by calling Pinnacle on 0800 031 8628 or emailing: repairs@pinnacleservicefamilies.co.uk

Additional Needs and Disability Adaptations (ANDA)

We know that family circumstances can change and during those times, we want to ensure that your home is suitable to support you or your loved ones. Adaptations to your home can be made by filling out an Additional Needs and Disability Adaptation Request Form through Pinnacles National Service Centre or by sending an email to HomeServicesConfidential@pinnacleservicefamilies.co.uk

To ensure you receive an adaptation that meets your needs, Pinnacle requires a copy of your Occupational Therapist (OT) report, which will contain your housing requirements along with other supporting medical documents. If you do not have an OT report, or your circumstances have changed, you will need to ask your Local Authority for a new OT report.

You can do this by downloading the ANDA Assessment Form [here](#). This form will need to be completed by an OT or other qualified medical professional, like a doctor. Once the form has been filled in by the medical professional, it needs to be sent to HomeServicesConfidential@pinnacleservicefamilies.co.uk

When the form has been received, a member of staff from Pinnacle will be in touch regarding which adaptations can be made to your home.

Utilities

Water bills

We are aware of instances where water providers have written directly to your homes, requesting payment of water bills. Families in SFA are not responsible for water charges as a contribution is included in your accommodation fee and so this is paid by DIO. These letters have been sent in error and we apologise for any concern they may have caused. DIO is engaging with water and energy providers to resolve this issue.

If your water provider mistakenly sends you a bill directly to your SFA address, do not make any payments. Please scan or take a picture of each page of the letter and forward to: DIORAdminPFI@mod.gov.uk, as soon as possible. DIO will then work with the water provider to ensure the account details are updated.

DIO has received questions regarding credit ratings concerning these bills. Please note, a credit history relates to an individual, rather than an address. Therefore, any letters that are not addressed directly to yourself, should not impact your credit report.

Gas and electricity bills

As a reminder, you are responsible for sourcing your own gas and electricity providers when moving into a new home and must close the existing accounts at move out. Unfortunately, DIO and its suppliers cannot do this on your behalf.

If you receive a gas or electricity bill for a period of time in which you did not live at the address, please scan, or take a picture of each page and forward this to the appropriate departments:

- For homes located in the North, Central region or Northern Ireland forward to Amey;
Utilitybill@ameydefenceservices.co.uk
- For homes located in the South forward to VIVO;
Utilites@vivodefence.com

If you are unsure what area your home falls under, please refer to [this map](#) on the Pinnacle website.

More information on utilities, including the Fuel Subsidy Scheme, MOD fuel supplied properties and SFA occupied by Virtue of Appointment is available on the Pinnacle Service Families page.

SFA roadshows 2025

Please look at the page below to see a list of all our current SFA roadshow locations, dates and times for 2025.

You can click on the poster to sign-up.

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](#)

SFA ROADSHOW 2025



Your opportunity to ask questions about your SFA to senior leaders from DIO, Pinnacle, Amey and VIVO. Share your experiences, your ideas and hear updates about what the future of SFA looks like.

Have your say, on SFA!

4 MAR * BRIZENORTON

1PM & 5.30PM

3 APR * BOSCOMBE DOWN

1PM

3 APR * YEOVILTON

5.30PM

21 MAY * COLCHESTER

11AM & 6PM

18 JUN * NORTHOLT

1.30PM

18 JUN * NORTHWOOD

5.30PM

16 JUL * CULDROSE

1PM

16 JUL * ST MAWGAN

6PM

17 JUL * PLYMOUTH

1PM & 5.30PM

15 SEP * CLYDE

1PM & 5.30PM

23 OCT * CHEPSTOW

12.30 PM

23 OCT * IMJIN

5.30PM

24 NOV * KENDREW

1PM

24 NOV * WITTERING

5.30PM