

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 Kom's and the level of service we provide. In January, I met with many of your Start Community Support Officers and Military Housing Liaison Officers. Both of which are a key link between families and the accommodation learns. They do an excellent job of holding us to account, on your behalt, and making sure we remain focussed on improving our services.



This is an exciting time to have joined DIO. The scent feal enabling the <u>MOD to buy back over 36,000 SFA homes</u> from Annington Homes Ltd, creates an coponent, to deriver much needed improvements to our housing stock through the purchase and building of new forms and the redevelopment of many of our existing homes. This will enable us to provide homes fit for mode in Infig and grow communities where families can thrive. I look forward to being part of this journey.

Whilst there are exciting times a yeal it is important in the meantime that we continue to ensure our current homes are well maintained and safe. We do 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 <u>our guide</u> 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 <u>HomeServicesConfidential@pinnacleservicefamilies.co.uk</u>

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 <u>HomeServicesConfidential@pinnacleservicefamilies.co.uk</u>

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 mike only payments. Please scan or take a dicture of each page of the letter and forward to: <u>DIOR: A cn PFI@mod.</u> <u>gov.uk</u>, as soon as possible. YO will the work with the water provider to ensure the occount 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.

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.

Gas and electricity bills

As a reminder, y_k v are responsible for sourcing your own gas and succincity providers when moving into a net the velocite and must close the existing accounts at move out, infortunately, DIO and its suppliers cannot on this on your behalf.

'yca receive a gas or electricity bill for a period of time is 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; <u>Utilites@vivodefence.com</u>

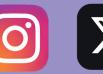
If you are unsure what area your home falls under, please refer to this map on the Pinnacle website.

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.

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







Your opportunity to ask questions about your SFA to senior leaders from DIO, Pinnacle, An ey 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 * BRIZE NONTON IPM & C3OP.M 3 APR * BOSCOMBE DOWN IPM 3 APR * VEOVILTON 5.30PM 21 MAY * COLCHESTER IIAM & 6PM 18 JUN * NORTHOLT I.30PM 18 JUN * NORTHWOOD 5.30PM 16 JUL * CULDROSE IPM

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