



Defence Infrastructure Organisation

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Defence Infrastructure Organisation
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Dear Family,

I am sorry that the level of service that some of you are receiving under the new accommodation contracts is below that which we had promised and that you deserve. Both myself and Defence Ministers are actively engaging with suppliers on this issue. The situation is still not satisfactory. It is improving in some respects, but a great deal more needs to be done. Therefore I wanted to write to you to update you on the actions that we are collectively taking to make sustained improvements in the key areas that I know are concerning you. Getting the service right for you is our highest priority and we are actively holding our suppliers to account over their progress.

We are focusing improvements on the following priority areas:

- **Missed appointments:** Missed appointments have significantly reduced since the summer and we will continue our efforts to reduce these further.
- **Call wait times:** Pinnacle has increased resource in the National Service Centre (NSC) and we are hoping this will have a positive impact on call wait times.
- **Repairs and maintenance:** VIVO has increased its resource by an additional 88 staff and taken on seven additional subcontractors. Amey has increased its internal resource by 15 staff and has increased its sub-contractor capacity by 60%. This has resulted in some reduction in average response times, but these are not yet at acceptable levels and a considerable backlog remains to be cleared.
- **Complaints:** Staffing levels have been increased in Pinnacle's National Service Centre (NSC) from 14 to 56 staff, and Amey and VIVO are working to complete outstanding works. The backlog of complaints has now begun to reduce, which is a promising improvement, but efforts will continue to drive the numbers of open complaints down. Fixing this process is an absolute priority.
- **Preparation of homes for Move-In:** The pass rate for preparation of homes for Move-In has notably improved since July and August but we still have some way to go to meet the contracted Acceptable Level of Performance of 95%. Considerable effort is being made to hit, sustain and then exceed that level.
- **Communications:** New email addresses have been set up to enable families to go directly to the department they need to contact, they can be found via; [Contact Us - Pinnacle Service Families](#).

- **Heating failures:** The recent cold weather has led to some families being without heating and hot water, and we are immediately implementing the following measures in response:
 - Following their call to the NSC, families will be contacted by a qualified engineer to support the swift diagnosis of faults and enable remote fixes if possible.
 - The numbers of heating engineers have been increased across all regions.
 - Access to temporary heaters for families without heating is being improved, with the aim of heaters being made available as soon as possible and within 24 hours.
 - Increased use will be made of temporary accommodation e.g. hotels, to support families with vulnerable people or where some form of heating cannot be restored in a reasonable time.
 - Compensation will be issued to families to cover increased energy costs caused by the use of temporary heaters.

Over the festive period, the National Service Centre www.pinnacleservicefamilies.co.uk will be open 24/7 to respond to emergency and urgent repairs. DIO has published information for families who require additional assistance beyond that provided by the NSC [here](#). We have also issued information to unit duty staff with additional contact numbers should your case need to be escalated.

Getting this service right for you and your family is my priority and I will continue to work with suppliers to make improvements that are sustained.

Yours sincerely,



Mike Green
DIO Chief Executive