

Families First Newsletter

Issue: 02 | Date: February 10, 2023

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

Included in this issue of Families First:

- Performance update on Accommodation contracts, with a focus on tackling damp and mould
- Key dates to note
- Current and future SFA investment
- Useful links

Tackling Damp and Mould

In response to a recent increase in reports of damp and mould, a task force has been formed to identify and tackle the issue, with the worst affected homes to be prioritised and dealt with as quickly as possible.

To ensure this, one of the immediate actions we are taking is calling all families who have previously logged a report of damp and mould with the NSC. This call will allow us to ask a series of questions to further understand the level of damp and mould present at your home. From this conversation, we will then be able to communicate next steps with you and provide a realistic timeframe for scheduling a visit to your home.

Moving forwards, for families who are logging a new report of damp and mould, you will now also be asked a series of questions to allow us to assess the situation in your home and ensure we are prioritising worst cases first.

Update on Performance Against Accommodation Contracts

Compensation



7,461 requests
resolved to date

A customer centric process is being worked through with our suppliers to reduce the backlog

Repairs & maintenance



Following an increase in resource from our suppliers, as of 9th February, the current backlog including works in progress stands at 9090

Complaints update

As of 9th February, active complaints have fallen to 2779



The percentage of homes prepared to Move-In Standard has improved from 42% last summer to 68%



Call wait times

For week commencing 30 January, average call wait time for Pinnacle's National Service Centre was 18 seconds

Future Investment in the SFA Estate

- The Capital Purchase Programme will see a spend of £88m this financial year on purchasing around 200 new SFA homes. The aim is to acquire high-quality, modern homes with an EPC rating of at least A. These new homes will replace those in the poorest condition.
- The Electrical Vehicle Charging Point (EVCP) scheme is now being rolled out nationwide. Families whose home has off-road parking or a dedicated garage within its immediate vicinity will be eligible to have an EVCP installed. To request an EVCP, please contact Pinnacle.

SFA Investment across the Estate: A Snapshot

Thermal Efficiency Improvement



£73m has been spent this year to improve the thermal efficiency of homes, including providing 1,740 homes with new doors and windows. As an example, we have worked with VIVO to complete the refurbishment of a property in Salisbury. Work included replacing the windows and doors, improving energy efficiency while keeping true to the aesthetic.

The family living in the home said, *"This is an old house, and it wasn't just a case of replacing rotting window frames, we hoped the work would improve the energy efficiency and it has! The contractors were extremely professional, tidied up after themselves, and were good company to have while the job was done. We appreciate the problems that Army housing is facing at the moment with the intense demands on your time and budget, but this was a job really well done."*

New Kitchen Specification



We are currently trialling new kitchens based on a specification put together last year. One such kitchen was installed by Amey in a house in the North region. This design has been shared with VIVO and trialled in the SE and SW with plans to roll out this style of kitchen from 1st April 2023. The kitchens will also be included in the High Intensity Refurbs highlighted in the previous Families First newsletter.

One family whose home has had this refurb said, *"Thank you for the opportunity to take part in the trial of the new kitchens being fitted when we are still living in the MOD accommodation. The kitchen is so much more than what we expected. A big bonus is that the problems we had also got fixed. We very much appreciated this opportunity. Thank you."*

Important Safety Note: Carbon Monoxide Detectors and Gas and Electrical Safety Inspections

To keep your family safe, it is very important that you check the carbon monoxide detector in your home regularly to ensure it is working and the battery does not need changing. If you have any concerns about the detector, then please contact Pinnacle immediately on 0800 031 8628.

It is a legal requirement to undertake gas and electrical safety checks in your home to reduce the potential for a carbon monoxide incident or an electrical fire, and to keep you and your family safe from harm. If gas appliances are not serviced regularly, they can lead to leaks and carbon monoxide poisoning. This is a highly poisonous gas that you can't see, taste or smell and in extreme circumstances, leaks can also cause major explosions.

If your home is due a gas or electrical check, you will be contacted by Pinnacle or your regional contractor (VIVO or Amey) to inform you when the inspection will take place. If you receive an email with an appointment, it is extremely important that you respond promptly to advise if the appointment date and time is not suitable and to rearrange a convenient time. It is vital for your safety that you allow the contractor access to your home to carry out these safety checks.

Please help us keep you safe by being present when your appointment is booked, or by rearranging the appointment with Pinnacle.

Key Dates to Note

20 February – Local housing surgery (VIVO), 52 Norton Road, Southwick

27 February – Local housing surgery (VIVO), Community Centre, RAF Brize Norton

23 March – Local housing surgery (Amey), Lossiemouth



Defence
Infrastructure
Organisation

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](#)