

Families First Newsletter

Issue: 03 | Date: March 3, 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 an update on tackling damp and mould
- Key dates to note
- Current and future SFA investment
- Useful links

Damp and Mould – an Update

Since the standing up of the damp and mould task force, DIO and our suppliers have been focused on clearing the backlog of damp and mould reports. This includes:

- Pinnacle training additional staff at the National Service Centre, including in the overnight team, to operate damp and mould calls ensuring all reports can be dealt with 24/7
- Amey and VIVO building dedicated, specialist teams to promptly attend homes following a report of damp and mould. These teams will:
 - Provide a quick initial response to clean & treat mould
 - Collect before & after photos
 - Assess the property to verify the telephone assessment and decide next steps including instructing professional surveys and/or scheduling any other works required
 - Trigger a move-out in serious cases

Update on Performance Against Accommodation Contracts

Repairs & Maintenance



As of 24 February, the current backlog for repairs and maintenance stands at **8,322**, down from the December peak of **21,100**

Active complaints



As of 26 February, the number of active complaints is **2,494**.

19 additional staff from Pinnacle, Amey & VIVO are being recruited to assist with the handling of complaints

Preparation for Move-In



Since January, the percentage of homes prepared to Move-In Standard is **72%**, up from **42%** last summer

Compensation

Following feedback from families, we are working to implement a system where more claims are paid via bank transfer instead of vouchers



Call wait times

For week ending 26 February, average call wait time for Pinnacle's National Service Centre was **11 seconds**

Future SFA Investment – Capital Purchase Programme

The Capital Purchase Programme is part of a wider investment plan to improve existing SFA as well as provide new homes. This year we are purchasing an additional 387 new homes across the country at a cost of £153m

In addition, planning permission has been granted for the construction of 176 new homes at Imjin Barracks, with building works starting in Spring 2023 and finishing by 2026. The new homes at Imjin Barracks have been designed to be Net Zero Carbon ready in occupation. Each home includes photovoltaic panels to generate green energy, low carbon heating systems, smart heating controls and electric vehicle charging points. For the homes being purchased this year, these features will be fitted wherever possible.

SFA Investment across the Estate: A Snapshot



DIO is starting the fourth phase of work at Culdrose (with the first three already completed). The project has helped transform the poorly insulated and non-traditional houses in Culdrose to get rid of 'cold spots' by replacing important features like doors and windows. So far, many of the houses have seen major improvements which include building new bathrooms, replacing boilers, rewiring electrical systems, adding loft insulation, and upgrading the heating system.



DIO has also made a high-level commitment to making these homes environmentally friendly. This includes fitting bat boxes, bee bricks, bird boxes and hedgehog highways into some of the properties.

Fast Feedback Rollout Announcement

Amey will soon be following VIVO in the implementation of a new tool used to measure service family satisfaction, called Fast Feedback. This is the first iteration of this tool, and the feedback will be used to identify areas for improvement. SMS messages will be sent 30 minutes after a home visit to test a customer's satisfaction against three criteria. These key criteria have been chosen to allow VIVO and Amey to score and rate their operatives, trade, suppliers, and estates.

Once you receive the SMS on your mobile, you can click the link to an online survey portal. You will be asked to rate the following criteria from a scale of one (low) to five (high):

1. Punctuality and timekeeping
2. Quality of work and tidiness
3. Attitude and behaviours

There will also be an option to leave comments if you would like to give detailed feedback.

To ensure customers can fill out the survey if they miss a text or have not supplied their phone number, VIVO and Amey will be creating physical cards which include a QR code for families to access the same survey.

Key Dates to Note

14 March – Local housing surgery (VIVO), Chivenor

15 March – Local housing surgery (VIVO), Windsor

23 March – Local housing surgery (Amey), Lossiemouth



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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](#)