



Families First Newsletter

Issue: 05 | Date: April 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:

- 'TechSee' technology rollout
- Performance update on Accommodation contracts
- Key dates to note
- Current and future SFA investment
- Useful links

TechSee technology rollout

TechSee enables families to send videos and images of technical issues to remote operatives who are then able to virtually assess the job ahead of attending the property. This helps Amey and VIVO to ensure that the correct engineer is sent to your home with the right tools to fully resolve the issue.

Amey has been using TechSee since the beginning of the year and is already starting to see benefits in service delivery. Initially, TechSee was used on heating related tasks and the team saw significant improvements, with 39% of calls being resolved using the technology. Since the end of January Amey has also been using the application to better assess damp and mould issues in homes.

VIVO has now also started to roll out TechSee in their regions. The tool is fully secure, and we would like to encourage families to cooperate with Amey & VIVO when prompted to use TechSee.

Update on Performance Against Accommodation Contracts

Repairs & Maintenance

As of 27 March, the number of overdue repairs and maintenance tasks has fallen to **5,202**, down **75%** from the December peak of **21,100**.



Preparation of homes for Move-In

In February, the percentage of homes prepared to Move-In standard rose again to **74%**, up from **68%** in December, and **42%** in July 2022.



Damp & Mould

A Damp & Mould 'First Responder' process is now in place.

As part of their visit, the First Responder may clean and treat areas of damp & mould. However, the main purpose of their visit is to:

- Assess the property to verify the telephone severity assessment
- Collect additional details about the issue
- Decide next steps including instructing professional surveys and/or scheduling works
- Provide advice on how to prevent or reduce damp & mould
- In severe cases, trigger a move-out

If the First Responder decides that either a professional survey or remediation works are required, Amey/VIVO will contact you directly to arrange a follow-up appointment.

So far, 72% of cases have had a professional survey instructed.

Active complaints



As of 27 March, the number of active complaints has reduced to **1,945**

Considerable work continues to resolve complaints and this has led to a **54%** fall in open complaints since the peak in November.

Call wait times

For week commencing 20 March, the average call wait time for Pinnacle's National Service Centre was **12 seconds**.



Future SFA Investment - Net Zero Housing Pilot

Planning has been approved for nine military homes in Catterick to receive fabric improvements including rendering, insulation, windows and roofing plus renewable energy sources such as air and ground source heat pumps.

The pilot project will aim to reduce carbon emissions by over 90% and if successful, it can be used as a blueprint for additional properties across the MOD estate.

It is hoped that works will commence in the summer and once complete, these improvements will not only reduce carbon consumption but will also reduce energy costs for the residents.

SFA Investment across the Estate: A Snapshot



In Dartmouth, Devon, 42 homes have had replacement roofs put on, new soffit and fascias fitted with new rainwater pipes and guttering, new windows and doors, external wall insulation and new canopies. New external lights have also been put in place and pea shingle has been placed at the front as a rain protector.

Some work is still to be completed on these homes (such as side gates, shed roofs and external wall painting) but the project has helped to make these homes more comfortable, energy efficient and warmer for the families who will live in them.

These works are another example of the £73m programme of investment this financial year to improve the thermal efficiency of Service family homes.

Useful information

Gas and Electrical Statutory and Mandatory Inspections

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.

It is vital for your safety that you allow the contractor access to your home to carry out these safety checks

- If you live in the South East or South West Regions, VIVO will contact you directly by letter.
- If you live in the Central or North regions, Pinnacle will email you to book an appointment on behalf of Amey.

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

Fast Feedback

Amey has now joined VIVO in the implementation of 'Fast Feedback' - a tool used to measure service family satisfaction with repairs & maintenance work. SMS messages will be sent 30 minutes after a home visit to test a customer's satisfaction against three criteria:

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

There will also be an option to leave comments and the feedback will be used by Amey & VIVO to ensure that you are receiving the level of service you were promised.

Key Dates to Note

17 April – Local housing surgery (VIVO), Community Centre, Invicta Park Barracks

26 April – Local housing surgery (VIVO), Millennium Amenity Centre, Carterton

23 May – Local housing surgery (VIVO), Crabtree Community Centre, Hermitage



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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](#)