



Families First Newsletter

Issue: 08 | Date: June 26 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
- Broadband boost for Service Personnel and their families
- Summer Safety Notice
- Key dates to note
- Useful links

Update on Performance Against Accommodation Contracts

Active complaints



As of 24 May the number of active complaints has reduced to **1,520**

The number of complaints older than 10 days (the target timescale for closure) has also dropped to **1,265** as at 24 May from **1,443** on 25 April.

Preparation of homes for Move-In

In April, the percentage of homes prepared to Move-In standard was **69%**. Work continues in order to make further improvements.



Damp & Mould

Since the start of the FDIS Accommodation contracts, 5,642 cases of Damp and Mould have been raised with the National Service Centre.

Thus far, the focus has been on understanding the severity of reported cases and implementing the First Responder process, which includes cleaning down and treating the affected areas.

Repairs & maintenance

The number of outstanding repairs and maintenance tasks largely flatlined from late April to 24 May when it stood at **5,097**.



VIVO and Amey have further increased their sub-contractor capacity in an effort to reduce this further.

Call wait times



During April, the average call wait time for Pinnacle's National Service Centre was **14 seconds**.

As of the start of June, 4,670 cases have either received a visit from a First Responder, or other early intervention such as a visit from a local Project Manager.

Professional surveys continue to be arranged for more severe cases. To date, 2,123 surveys have been completed.

Safety Notice Regarding Checking Window Restrictors in SFA

The safety of families living in Service Family Accommodation (SFA) and Substitute Service Families Accommodation (SSFA) is a top priority. With warmer weather meaning more windows will be open in homes, we would like to remind families to check that all window safety catches/restrictors are working correctly.

If restrictors are not working or windows can be opened more than 10cm when restrictors are engaged, then please report the fault to the [National Service Centre](#) immediately on 0800 031 8628 to ensure a repair is carried out. If you live in SSFA, please contact Mears on 0800 032 4547.

Please note that window restrictors must not be disengaged for any reason where children or vulnerable members of your household are at risk from falling.

For more advice about preventing accidents in your home visit the [Child Accident Prevention Trust](#) website.

Broadband boost for Service personnel and their families

Better broadband is on the way for Service personnel and their families. Teams across Defence, working with industry partners have already improved broadband speeds and reliability for Service Family Accommodation (SFA).

Front Line Commands (FLCs), Defence Digital (DD) and the Defence Infrastructure Organisation (DIO) are driving improvements. 97% of SFA now has access to a high-quality broadband service, which is up from 79% a year ago.

Good broadband is no longer just a nice-to-have - it's now recognised as key to the welfare of our people. Defence is determined to provide access to modern, reliable, and secure broadband that's cost-effective for military staff and their families.

Initial studies showed that at the start of last year 15,000 of our 48,000 SFA were considered 'disconnected' — unable to satisfactorily connect to or use the internet consistently.

In under a year, a small, agile DD and DIO team, supported by the FLCs, successfully increased SFA access to better broadband, which is now at 97% coverage.

This is a huge improvement, however there is more to do. The FLCs, DD and DIO continue to work with industry partners to develop solutions. Plans are in place to connect the remaining homes and get all SFA better broadband by 2025/26 at the latest.



How can families living in SFA report a broadband issue?

If you live in an SFA home and suffer from poor download speeds, please take a screenshot of your speed test along with the time and day of the reading and send this to ukstratcomdd-cis-fc-brdbnd@mod.gov.uk.

Investment across the SFA estate

New playpark at Cunningham Close, Boulmer



42 homes in Dartmouth to benefit from new roofs, upgraded External wall Insulation and new doors & windows. The project will also include replacing over 20 boilers to improve the thermal efficiency of these homes.



Key Dates to Note

28 June – High Impact Day, Catterick Garrison, CASTE Building 9:00-16:00

29 June – High Impact Day, Catterick Garrison, CASTE Building 9:00-16:00

13 July – Local Housing Surgery (VIVO), Odiham, 16:00-18:00



**Defence
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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](#)