



Families First Newsletter

Issue: 26 | Date: May 1, 2025

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

Defence Secretary commits to improving homes for Service families

On Friday 18 April, Defence Secretary John Healey announced a new Consumer Charter to improve SFA for personnel and families. This forms part of the Defence Housing Review that is underway following the MOD's landmark deal to bring 36,000 UK SFA homes back under our ownership. The Charter outlines a list of commitments we will be making to improve our accommodation service offering for you.

UNDERSTANDING YOUR NEW CONSUMER CHARTER

A **more robust move-in standard** so that you can have confidence that the home you are moving into will be ready on time and will be clean and functional.

Providing you with **improved, clearer information ahead of your move**, including photographs and floorplans when you apply for SFA.

More reliable repairs, including a **requirement to complete urgent repairs within a set timeline** consistent with Awaab's Law, and an **online portal for service personnel to manage repairs**.

Raising the minimum standard of SFA with a **new programme of works targeted at the worst homes, with up to 1,000 refurbished**.

Better and clearer communication for you, including a **named housing officer for every service family** who you can contact for specific housing related queries.

A new, **simpler complaints process** that will shorten the process to two stages to provide you with a quicker resolution.

Modernising our policies to allow more freedom for you to make improvements, giving you a greater sense of pride in your home.

Meet the new Housing Strategy Review Team

A new independent review team of housing experts has been appointed to ensure the Defence Housing Strategy meets the needs of Service personnel and their families.

INTRODUCING THE HOUSING REVIEW TEAM



CHAIR: Natalie Elphicke Ross OBE
Director and Head of Housing at the Housing & Finance Institute



Nigel Holland
Former Divisional Chair of Taylor Wimpey and Non-Executive Director of the Riverside Group



Bill Yardley
Chair of McCarthy Stone Shared Ownership Limited and Non-Executive Director of DIO



Alex Notay
Chair and Commissioner of Radix Big Tent Housing Commission



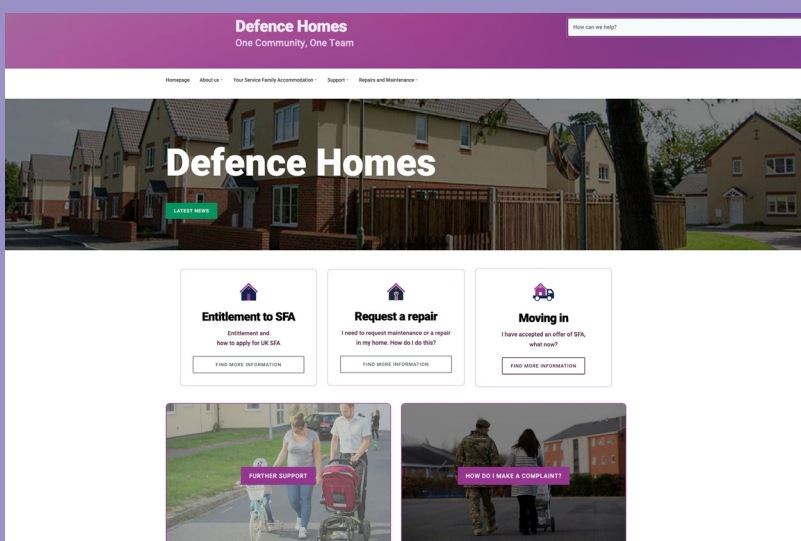
Cat Calder
Housing Specialist at the Army Families Federation - representing the tri-service families federations



James Hall
Housing and Land, Greater London Authority

Introducing Defence Homes

This month, we have launched a new website called Defence Homes for Service personnel and their families as part of our commitment to enhance the overall SFA experience. This site hosts the latest SFA news such as the Families First newsletter, upcoming events like the SFA Roadshows and information and guidance to support you throughout your time in SFA. This website will replace the Service Family Accommodation pages on the GOV.UK site, so please visit [Defence Homes](#) for all the latest updates.



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](#)



Click on the poster to sign up to your local SFA Roadshow



VIVO Amey

SFA ROADSHOW 2025



Your opportunity to ask questions about your SFA to senior leaders from DIO, Pinnacle, Amey and VIVO. Share your experiences, your ideas and hear updates about what the future of SFA looks like.

Have your say, on SFA!

4 MAR * BRIZE NORTON

1PM & 5.30PM

3 APR * BOSCOMBE DOWN

1PM

3 APR * YEOVILTON

5.30PM

21 MAY * COLCHESTER

11AM & 6PM

18 JUN * NORTHOLT

1.30PM

18 JUN * NORTHWOOD

5.30PM

16 JUL * CULDROSE

1PM

16 JUL * ST MAWGAN

6PM

17 JUL * PLYMOUTH

1PM & 5.30PM

15 SEP * CLYDE

1PM & 5.30PM

23 OCT * CHEPSTOW

12.30 PM

23 OCT * IMJIN

5.30PM

24 NOV * KENDREW

1PM

24 NOV * WITTERING

5.30PM