

Families First



Defence Secretary announces significant investment to support the future of SFA

On Saturday 31 May, the Defence Secretary Rt Hon John Healey MP announced a significant investment uplift in Defence housing. The government has promised a £1.5bn investment over the next five years, allowing us to make long-term improvements to UK Service Family Accommodation (SFA).

Mike Green, DIO Chief Executive said,
"This announcement of increased investment in SFA, is brilliant news. It means we can plan effectively and progress with the improvements we all know are much needed – and deserved – by the Armed Forces personnel and their families. Having pressed for this ever since I joined DIO, I am confident we are heading in the right direction and with real momentum behind us. We have a strategy; we have expertise both in-house and within our collaborative industry partners; and now we have the investment to start making things happen."



Defence Secretary John Healey (front middle) on a tour of newly refurbished accommodation.

Future Defence Housing Questionnaire

Cat Calder, of the Army Families Federation and a member of the Defence Housing Strategy Review team, invites you and your family to take part in the Future Defence Housing Questionnaire.

The questionnaire, which is being run by the Tri-Service Family Federations, is an opportunity to share your views on how we can change the future of military housing and improve the standard of homes for thousands of families. Responses to the questionnaire will directly inform future recommendations to Ministers and the MOD leadership team.

To complete the questionnaire, please click the following link:
www.surveymonkey.com/r/FutureDefenceHousingQuestionnaire

The questionnaire closes on 22 June.

SFA News

Business from Home: Update

Applications to run a Business from Home in your SFA were paused in January 2025, to allow a review of the policy and associated processes to take place.

DIO has confirmed that the processing of applications to run a Business from Home has resumed with immediate effect. The existing guidance and application form for running a Business from Home is available [here](#).

DIO is working with Pinnacle to finalise some adjustments to the application process, form and policy. Once these changes are finalised, the policy will be updated and shared on the [Pinnacle website](#) in the near future.

Under the changes, those operating a Business from Home can expect to receive better and clearer communication from a named Housing Officer who can help answer their specific housing related queries.

Early adopters of HomeHub

DIO in collaboration with Pinnacle, Amey and VIVO, has invited a small group of personnel and families as early adopters of HomeHub – a new online platform for UK households to easily manage repairs, appointments and their SFA in general.



Early adopters include representatives from all three services and a mix of ranks, locations and property types – with the aim of gaining a broad representation of our SFA community and estate.

Those participating have already been contacted with instructions on how to take part. From this month until August, they will have access to an early version of HomeHub where they can feedback their honest thoughts and experiences through surveys.

For those families supporting the development of HomeHub as early adopters, your help in gathering feedback will be invaluable in helping us refine the portal into a seamless and user-friendly platform that really meets the needs of our families. A finalised version of HomeHub will be rolled out to all SFA later this year.

SFA News

AFCAS results

On 22 May, the results of the 2025 Armed Forces Continuous Attitude Survey (AFCAS) were released.

This survey is one of the main ways the MOD gather information on the views and experiences of Service personnel and the results can help shape policies for training and support.

We are pleased to say that satisfaction with responses to requests for repairs and maintenance works within SFA has increased for the second year in a row. It is now at its highest level since 2022 at 34%, however we recognise we still have some way to go to improve this satisfaction even further. These signs of improvement are testament to the hard work and drive for improvement by DIO and industry partners: Pinnacle, VIVO and Amey.

Satisfaction with the overall standard of SFA has remained unchanged since last year at 51%.

DIO regularly monitors the performance of its industry partners as they enter the fourth year of the accommodation contracts to ensure we continue improving our services and your satisfaction levels.

We have also published our new [Consumer Charter](#), which sets out further plans to transform SFA across the country for the better.

You can [read the full survey results on GOV.UK](#).

ARP leaflet

A new informative leaflet called 'welcoming our new neighbours' has been created to help you understand more about the Afghan Resettlement Programme (ARP) and our eligible Afghan allies. [Read it on the Defence Homes website](#).

Window restrictors

As it gets warmer, you may want to open windows wide to let in a cool breeze. However, window restrictors that are not operating correctly can be a risk to children and vulnerable adults.

Please check your window restrictors are working properly and [contact Pinnacle](#) immediately on 0800 031 8628 if they are not working, or your window can be opened more than 100mm when restrictors are engaged.

SFA News

A new look for your Housing Officers

Pinnacle's new Housing Officers are sporting a bright new uniform to ensure they are instantly recognisable to you and your families if you need their assistance. Your Housing Officer will have a magnet attached to their car to make you aware they are in the neighbourhood. They will also have a vehicle 'on call' sign that will include their phone number in case you cannot find them nearby but require their support.

"Wearing the new uniform and displaying the car signs has made me instantly recognisable on the estates. On one particular day, several families approached me with questions and issues which I was able to help them with. One resident even came out of her house after spotting the purple shirt and I've had families wait by the car after spotting the new magnetic signs. It's created a real sense of presence and accessibility – I sometimes feel like I'm operating a pop-up housing surgery, which is great! The feedback on the new look has been really positive, and it's clear these changes are helping us connect even more effectively with the communities we support."

- Lindsey Sharp, Senior Housing Officer in Catterick.

Housing Officers are the local contact point for you and your family, providing support to you and the wider community.



Housing Officers from the Colchester team modelling their new uniforms.

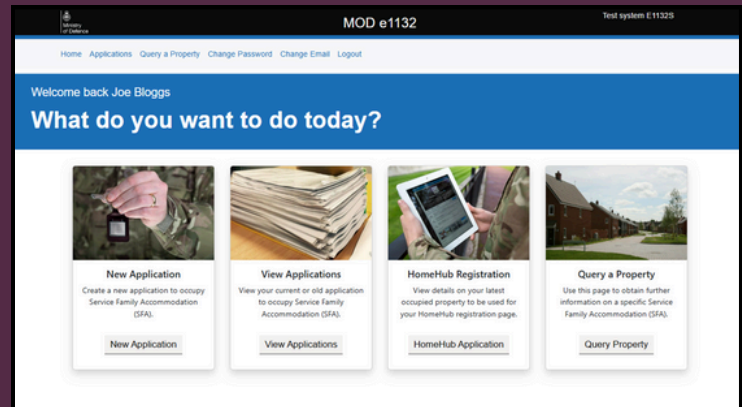


Leni McKendrick, Senior Housing Officer in Scotland, shows off new magnetic car signs outside an SFA in Rosyth, Fife.

e-1132 form improvements

Applying for your new SFA home can be both an exciting and daunting time. To make the process of applying easier, DIO has updated the design of the e-1132 form – making it simpler for you to navigate the online system and locate the information you need quickly.

On receipt of a new assignment order or if you are entitled to SFA, you must apply for your new home at your next duty station using the e-1132 form. You can access the [online system here](#) after logging into the Defence intranet. The updated e-1132 also includes maps for each property with the ability to zoom the location of the property.



An image of the new e-1132 form.

Bringing wildlife to your street

In April, volunteers from DIO, VIVO, Pinnacle, Amey and Gavin Jones, came together to add wildflower meadows and bee banks to improve the beauty and wildlife in a Service family estate in Warminster. The project was supported by [Meadow in my Garden](#) and [Garden on a Roll](#) as part of a DIO initiative to support charities and give back to the military community called #DIOGivingBack.

“This is not just about playing our part to support sustainability and the local ecology, we want to create an environment for those living here that helps them to feel connected to nature and invested in the community.”

– Warminster Garrison Commander Lt Col Roy Jones.



A #DIOGivingBack volunteer.

Upcoming SFA roadshows

Northolt - 18 June - 1:30pm

Northwood - 18 June - 5:30pm

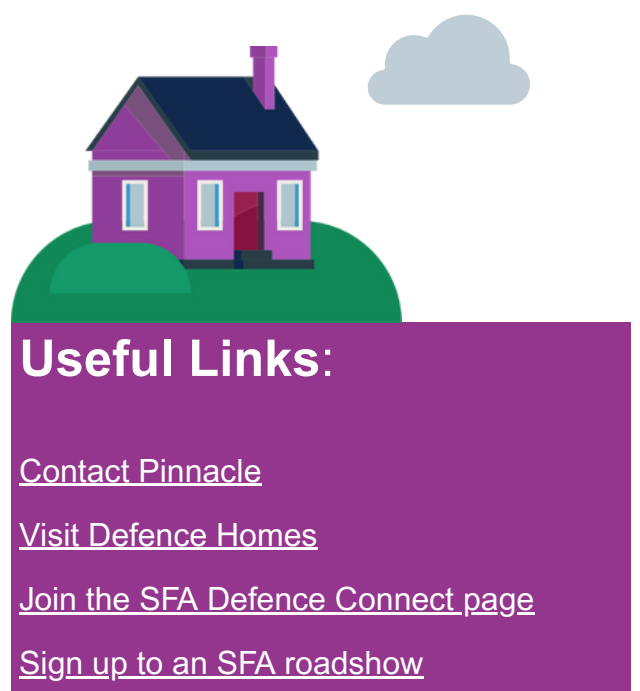
Culdrose - 16 July - 1:00pm

St Mawgan - 16 July - 6:00pm

Plymouth - 17 July - 1:00pm

Plymouth - 17 July - 5:30pm

[Sign up here](#) or on the [Defence Homes website](#).



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