

Families First



Meet Trish Jakeman, Defence Families Champion

Trish Jakeman, Head of DIO Corporate Affairs has recently been appointed the Defence Families Champion. Her role is to listen to Service families and the challenges they are facing, acting as an active voice for family networks and trying to find solutions for families who are struggling with military life.

Click on the image to the right to find out why Trish is so passionate about being the new Defence Families Champion and what the role entails. You can contact Trish [directly on LinkedIn](#).



[Click here to hear from Trish Jakeman.](#)

Summer safety tips

[Click here for further advice](#) to help you prepare for the summer in your SFA.



Keep your garden tidy

Overgrown lawns, litter, food and pet waste can increase the chances of pests in or near your home.



Check your window restrictors

These stop windows opening too far so accidents can be avoided. If they're missing or broken, please [contact Pinnacle](#) to arrange for them to be fitted or fixed.



Turn off your water when away

Hot weather can cause burst pipes so locate your stopcock and turn the water off while you're away.

Stock condition surveys

DIO has commissioned Jones Lang LaSalle (JLL) to continue the Stock Condition Survey on an additional 1,000 UK SFA homes across 20 sites from July to September 2025. The homes selected will be of different types, age and condition. If your home is selected, you will receive a notification letter from JLL at least 2 weeks before the intended date of the inspection, requesting your availability to allow the surveyor access to your property. The surveys will take a maximum of 1 hour.

We greatly appreciate your cooperation where you are able to provide access to your property, as this will allow the surveyor to successfully carry out the survey and inform a detailed assessment of the condition of each home. Please note your home will not be selected if you have already taken part in a previous survey (from January 2025).

SFA News

FAMCAS results released

The results of the 2025 Tri-service Families Continuous Annual Survey (FAMCAS) show a steady increase of satisfaction with accommodation services.

The survey, which captures information on the attitudes and experiences of Service families, includes the following results:

- Over half of Service families (51%) are satisfied with the overall standard of SFA/SSFA, an increase from 47% in 2024.
- Satisfaction with the response rate for repairs is now 36%, an increase of 10% since last year.
- Satisfaction with the quality of repairs has also increased to 33% from 26% in 2024.

This steady increase in satisfaction is an encouraging sign that Service families are starting to experience the improvements that DIO and its suppliers are making in the delivery of accommodation services. We will continue to work to improve the SFA experience for Service families.

You can find more information on the 2025 FAMCAS results on the [GOV.UK website](https://www.gov.uk).

UK SFA Investment 2025/26

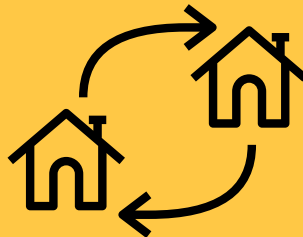
In May, the Strategic Defence Review announced more than £1.5 billion of additional funding to improve accommodation for serving British military personnel and their families.

[Visit Defence Homes](#) to see our investment plans for UK service family accommodation 2025/26, the figures shown represent the investment that is planned above maintenance funding.

Planning for move-ins/outs and removals this summer

Book your pre-move-out appointment with your Housing Officer as soon as you apply for your next SFA (at least 30 working days ahead of your scheduled move-out date).

We have extended the time to complete a pre-move-out appointment from 14 to 30 working days, allowing more time for you to receive advice on moving-out and guidance to prepare your house to meet the move-out standard.



For further guidance, please [visit the Pinnacle website](#).



A NAMED
**HOUSING
OFFICER**
FOR EVERY SERVICE FAMILY



In collaboration with Pinnacle, we are pleased to announce that Housing Officer contact information is now widely available; making it easier than ever to find out who your local Housing Officer is in the UK.

A full list of Pinnacle's Housing Officers (including a name and direct telephone number) is available on the [Pinnacle website](#) or call the National Service Centre on 0800 031 8628 and choose option 4. To find out more about your Housing Officers, [click here](#).

SFA Noticeboard

Changes to the ORS Survey

Opinions Research Services (ORS) have been commissioned to conduct monthly surveys on behalf of DIO. The telephone surveys, which are answered by Service Personnel and their families, will provide DIO with a better understanding of the views and experiences of people living in UK SFA.

Respondents are chosen randomly each month, and the survey can be completed by the Service Person or their partner. Anonymised results are sent to DIO on a monthly basis and offer invaluable insights that will shape decisions that seek to improve the experience of those residing in SFA.

From 1 July 2025, the survey question set has been updated to better align with the nationally recognised Tenant Satisfaction Measures, making it easier to compare the level of service provided in SFA against sector-wide housing standards. While new themes have been incorporated, many questions remain unchanged, and the survey still includes questions that are specifically tailored to capturing the unique nature of Service life.

DIO is committed to using the insights gained from this survey to accelerate continuous improvement, and we look forward to sharing key findings and planned actions, directly informed by your feedback. [Find out more on the Defence Homes website.](#)

Upcoming SFA Roadshows

- Clyde - 15 September - 13:00pm
- Clyde - 15 September - 17:30pm
- Northolt - 7 October - 18:30pm
- Northolt - 8 October - 10:00am
- Northwood - 8 October - 18:00pm
- Northwood - 9 October - 10:00am

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

Personal CCTV reminder

Just a reminder that personal CCTV footage captured from your homes (including video doorbells) is for the use of protecting your property only, and not for publishing externally.

Helpful guidance on how to use CCTV responsibly and legally [can be found on GOV.UK.](#)



[Cat Calder, on behalf of the Armed Forces Families Federations says thank you for completing the Future of Defence Housing questionnaire!](#)

Military Wives Choir

The Military Wives Choir (MWC) is a collection of around 2,000 women in 70 choirs across the UK and overseas. They come together because of their love for singing and to find a community that values well-being, mental health and resilience. It's not just for military wives, but also partners, mothers, sisters, daughters, widows, veterans and serving women.

Visit the [MWC website](#) to discover more, such as what's on or finding a local choir near you. Or why not join them on 5 October at their [upcoming concert 'an evening of song'](#) at the Stamford Corn Exchange.

Useful Links

- [Contact Pinnacle](#)
- [Visit Defence Homes](#)
- [Join the SFA Defence Connect page](#)
- [Join the next Pinnacle Virtual Outreach Day - 13 August](#)