

# Families First



## Foreword from Sebastian O'Hara, Operations Director South at DIO

As we move through the early months of 2026, it already feels as though the year has gathered real momentum. During my recent visits across the estate, from Portsmouth to Lyneham, our focus remains clear: providing the quality of homes you and your families deserve.

The Defence Housing Strategy sets out clear priorities to modernise and improve military housing across the estate, and we are continuing to develop our programme of work to improve and refurbish homes across the UK. We will be able to share plans for individual estates with you soon.



Sebastian O'Hara, Operations Director South at DIO.

What truly makes a difference is decisive, visible action to improve accommodation standards and strengthen the confidence you place in us every day. As an example, I travelled to Woolwich last week to see some of the first properties we have readied for a unit scheduled to move back to the UK from Cyprus later this year. The attention to detail was fantastic to see. There were new kitchens, bathrooms, flooring and heating systems alongside redecoration. This is the quality and standard we are already starting to deliver as set out in our strategy but more importantly for our families.

Earlier this month we held two impact days at Bicester Garrison which were a prime example of what can be achieved. Over two days, families were able to raise concerns and queries directly to our teams on site. Together with VIVO and Pinnacle, we listened closely to families concerns, identified clear ways to improve the area, and took practical steps to address issues close to the heart of our families living in these communities. There will be additional impact days over the coming months, with locations across the estate to be confirmed.

On a personal level, I am currently preparing to run 26.2 miles at the London Marathon in April for The Veterans Charity. I look forward to continuing to raise money for a charity which is clearly working hard for so many of our veterans.

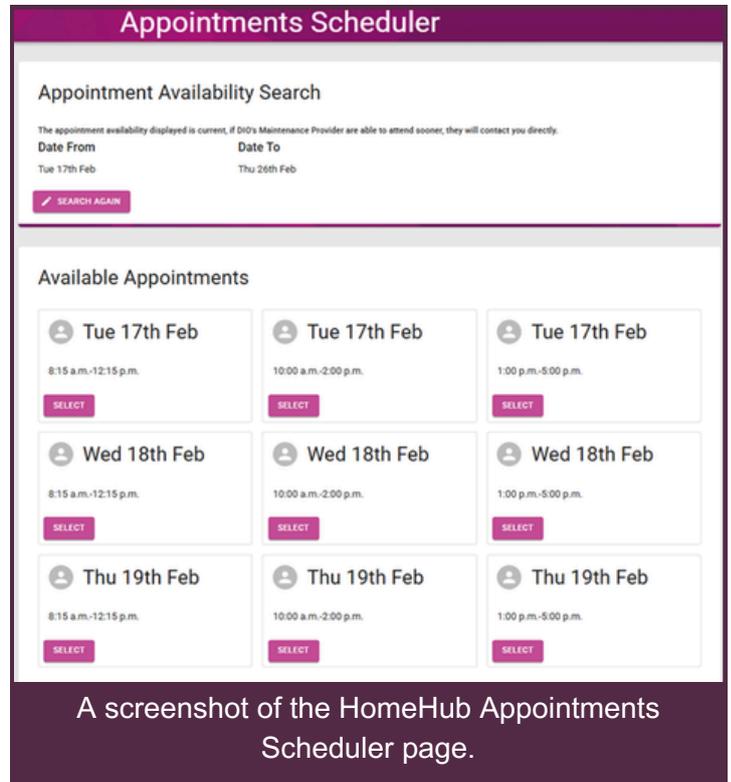
# Welcome to HomeHub

HomeHub is the newly launched self-service online platform designed to make it easier for you to raise and track repairs for your SFA. Now available to all Service families across the UK whose homes are maintained by Amey and VIVO, HomeHub is here to help you book and manage your appointments without the need to call Pinnacle.

## What can I do on HomeHub?

- Request maintenance repairs and book appointments
- Track the progress of repairs
- Review outstanding repairs
- View and manage existing appointments
- Raise a complaint or compliment
- Update your contact details
- View your move in and move out documentation

For any work deemed to be an emergency, which entails a risk of injury or damage to the property, we urge you to call the Pinnacle National Service Centre instead on **0800 031 8628**.



## I want to use HomeHub, what do I do next?

More information on how to register for HomeHub and other useful information can be found on the [Defence Homes website](#).

## Pre-move out reminders

During the move-out process, it is vitally important to report to Pinnacle any necessary repairs you notice in your home. This allows for any required work to be completed before a new family moves in, creating a smoother experience for everyone involved.

Please report any repair issues you see by contacting the Pinnacle National Service Centre on 0800 031 8628.

# Combating damp and mould

**We are committed to fighting against damp and mould that can occur in homes, and we need your help to do so. Though cold and wet weather can increase the risk of damp and mould, we ask that you remain vigilant across the year and follow these simple steps.**



## Prevent.

Everyday activities like showering and cooking can cause moisture to become trapped within a room, which over time can lead to the buildup of damp and, eventually, mould. You can prevent this in a few different ways but one of the best things you can do is to ventilate your home daily. We recommend that you open your windows first thing in the morning for just a few minutes to let clean dry air circulate your home. You can also do this while washing or cooking to prevent increased condensation from steam, or use extractor fans if you have them.

## Reduce.

No matter how much we may try to prevent it through ventilation, condensation can still make its way into our homes. So, it's important to reduce the levels of moisture that can build up. Windows are a hotspot for condensation, so we recommend wiping your windows and windowsills when you notice droplets of water on them.

## Report.

It is critically important for you to report any damp or mould that you discover as soon as possible so that we can do our job to resolve the issue efficiently. Depending on the severity of the problem, it may involve a quick wash and treatment or a more thorough investigation. Again, depending upon the severity, whether a family member has a known vulnerability, or if remedial actions are expected to take an extended period of time, you should be offered alternative accommodation within 24 hours.

Report your damp and mould by calling Pinnacle on **0800 0318 628** or completing a dedicated [damp and mould report here](#). For more information on how we can work together to fight damp and mould, visit [Defence Homes](#).



[defencehomes.mod.gov.uk](https://defencehomes.mod.gov.uk)



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# Further News

## The Military Co-working Network (MCN)

The Military Co-working Network (MCN) wants to change the way military spouses and partners work, study and connect. With hubs across the UK and Cyprus, MCN hubs offer military spouses and partners community, a place to be inspired and a better work-life balance.

Members benefit from professional office amenities, secure Wi-Fi, and the added perk of unlimited tea and coffee to keep productivity flowing.

Beyond workspace, the hubs host creative sessions, skill-building workshops, and networking events that can spark friendships and open new professional opportunities. Whether online or in a hub, MCN empowers its members to connect and grow both fulfilling careers and social lives wherever they are posted.

Find out more and join via the [MCN Website](#)

## Pinnacle Outreach Day

The next Pinnacle Outreach Day is on **11th March from 08:00 to 20:00**

Colleagues from their Customer Solutions, Repairs, Home Services and Housing Officer teams will be on hand to provide you with information on a host of topics, they will also help to answer any queries and questions you may have.

**[Book your space here.](#)**



One of the MCN co-working spaces.



## Useful Links

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



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