

# Families First



## Foreword from Lt. Colonel Robin Hall, Plans and Requirements Manager for DIO

As the Plans and Requirements Manager for DIO, I have the privilege of leading the Capital Projects portfolio for new Service Family Accommodation (SFA). Over the past five years, I have overseen the procurement of more than 1,400 properties, carefully designed to support both the wellbeing of our families and the operational effectiveness of our personnel. Most recently, I have been involved in the redevelopment of the REEMA North site at Carterton, which serves RAF Brize Norton. This marks the beginning of a once-in-a-generation programme, driven by a steadfast commitment to provide the very best for our Service personnel and their families. This project goes beyond constructing homes; it is about transforming lives and establishing a new standard for SFA that embodies the ambition, care, and dedication of the entire team behind it.



Lt. Colonel Robin Hall

Building on the remarkable success of delivering 176 new zero-carbon SFA at Innsworth, the new homes planned for REEMA North will embrace the same pioneering approach to sustainability, ensuring they are not only environmentally responsible but also cost-effective and comfortable for those who live in them. The Capital Project Team, collaborating closely with expert external consultants, has meticulously developed a fresh range of standard SFA designs. These designs are deeply informed by the 2025 Families Federation survey, which captured invaluable insights directly from Service families about their needs, preferences, and the challenges they face. This feedback has been central to shaping homes that truly serve the people who will call them home. This year, a small showcase development of these innovative SFA will be constructed, providing a tangible preview for all stakeholders to view, experience, and provide feedback on before the full-scale rebuild programme commences.

The REEMA North site has remained vacant since 2009, securing the funding to progress this development is a significant and hard-won milestone. This redevelopment is far more than a construction project; it is the first vital step in the comprehensive regeneration of SFA. The homes being delivered are designed for modern living. They are energy efficient, affordable to run and maintain, and tailored to meet the evolving needs of Service families both now and in the future. Beyond bricks and mortar, the project places equal importance on the lived environment, ensuring access to open spaces and community amenities that promote wellbeing and a high quality of life. These principles will continue to guide all future developments, reflecting the team's holistic approach to creating thriving, sustainable communities. Driven by passion, expertise, and an unshakeable ambition, the team is dedicated to achieving the greatest possible outcome for our Service personnel and their families—because they deserve nothing less than homes and environments that support, inspire, and empower them throughout their service journey.

# Featured News

## Let's get building: MOD set to start construction on first military homes in a decade

Good homes will be placed at the heart of UK military family life as the MOD is set to begin the construction of 265 new military family houses at RAF Brize Norton, Oxfordshire, the first such development in almost a decade. Families living in the area will see a range of new, modern apartments, houses and bungalows begin to be built at Carterton near the air base in the coming weeks, once formal approval is received.



A digger undertaking enabling works at Brize Norton.

In addition to the building of the houses at Brize Norton, DIO will also be refurbishing another 2,000 homes across the UK in the next 12 months alone, building on the 1,250 worst-condition properties already brought up to standard. This work is a step towards widening access for families who have previously not been able to benefit from a military home, with 1,000 of the refurbished houses being brought back into use for military families. This is almost double the number of previously empty homes that were brought online for families over the previous 12 months.

Read more about it on [Defence Homes](#).

## Armed Forces Bill update

On 4 March, David Brewer, DIO Chief Operating Officer, appeared before the Armed Forces Bill Select Committee to give evidence on the future of defence accommodation. This session provided an important opportunity to highlight the work and commitments already underway across Defence as well as address questions on the future to improve the lived experience of Service Personnel and their families.

A central focus of the session was on the future of Defence accommodation and the creation of the Defence Housing Service (DHS) in the Armed Forces Bill. Following commitments set out in the Defence Housing Strategy, backed by £9bn investment, the DHS will play a key role in delivering better-quality SFA and modernising how housing is managed across Defence for your families.



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



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## Accommodation Research Day

On 26 February, DIO hosted its first Research and Development Day at its Headquarters in Whittington. The event was an opportunity for businesses of all shapes and sizes to come together to share their innovative projects and express how these new technologies can be used to improve SFA.

Several technologies were exhibited including modern ventilation systems, lighting technologies and AI platforms that could make a positive difference to the way homes are built, maintained and experienced by our Service Families.



[Click to view our video on the Accommodation Research and Development Day.](#)



## Woolwich refurbishments

In February, Sebastian O'Hara, Operations Director for the South, alongside VIVO colleagues and the DIO regional team visited the newly refurbished homes in Woolwich ahead of the return of the Princess of Wales's Royal Regiment unit that had been deployed to Cyprus over the last two years.

130 homes are being refurbished after being individually assessed. Upgrades range from new kitchens, bathrooms, hard flooring, new white doors to white walls. Improvements also continue outside the homes with enhanced street lighting, refreshed garden areas, new patios and fencing.

Over the next decade, more than 40,000 homes across the UK will be modernised or upgraded through a £9bn investment to ensure personnel and their families return to homes that are modern, comfortable, and truly feel like home.



[Click to view our video on Woolwich refurbishments, featuring Seb O'Hara \(Operations Director South for DIO\).](#)

## Childcare support

Service families with young children living in Scotland, Wales and Northern Ireland could save up to £6000 per year in childcare through the new transformative Defence Scheme. This initiative ensures eligible families in devolved Government locations will now receive the same level of government funded childcare support as those living in England. The scheme continues Defence's commitment to support our dedicated personnel and their families as well as aiming to help to ease the cost of living and navigating life as a Service family.

The rollout will begin in September 2026, providing eligible families with ample time to plan and consider the childcare options best suited to their needs. Further information about the scheme, including eligibility, will be shared over the next few months as Defence continue to work closely with devolved Governments.

## Security advice for families living in SFA

You will be aware of the heightened security threat to the Defence estate and personnel due to the escalating conflict in the Middle East. As a result, enhanced vigilance measures are being implemented across all Defence establishments with immediate effect. Families living in SFA outside the wire are strongly advised to adhere to the following enhanced vigilance measures:

- If you observe any suspicious activity, unfamiliar persons, or anything that causes concern, please **report it immediately to the Police, your local Guard room or the Defence Police**. In an emergency, always call the relevant emergency service on 999.
- Always ensure that all doors and windows are locked when you leave your home or go to bed. Contact the National Service Centre on 0800 031 8628 immediately if locks on your doors or windows are broken.
- Ensure all valuable equipment and personal belongings are securely stored when not in use.
- DIO staff and Industry Partners (Amey, VIVO and Pinnacle) must wear their ID passes visibly at all times. If you notice anyone without proper identification, you should challenge them to show their identification. Should you have any concerns about individuals in your area, please **report this immediately either to your local welfare team, your Housing Officer, or the National Service Centre: 0800 031 8628**.
- Where guard forces are present, there will be increased patrols throughout SFA areas. These patrols will be conducted randomly during both day and night to enhance security.
- Maintain good communication with your neighbours. Look out for each other and share any concerns about unusual activity in the area.
- Be cautious about sharing details of your location or absence on social media or with unknown individuals.

Your cooperation and vigilance are essential during this period of heightened security risk as a result of the Middle East crisis. Please remain alert and take all necessary precautions to protect yourselves, your families, and the Defence community.



# How do I sign up to HomeHub?

HomeHub is our new online platform designed to support Service families in reporting and tracking housing repairs. It is now available to all Service families living in UK SFA homes maintained by providers Amey and VIVO Defence Services.

Anyone living in UK SFA over the age of 16 who needs to request a repair to a property can register for HomeHub. To register, you will first need to register for a One Login account. You can do this on the governments [One Login](#) website. Every member of the Household will need to register for their own One Login Account using their own personal details.

Once you have registered for a One Login Account you will be taken straight through to HomeHub to complete your registration.

To register for a HomeHub account you will need:

- Your Reference number (this is e1132 application number you received when allocated a property)
- Your name
- Your Date of Birth

Your reference number is the e1132 application number you will have received when you moved into your home. The quickest and easiest way to get this if you do not have it to hand is to log in to e1132. Once on the homepage, select the HomeHub registration button and you will be shown your reference number.

If you are unable to access e1132, you can [complete this form](#) and Pinnacle will respond with your number 5 – 10 working days following relevant security checks.

You will only ever need to register for HomeHub once. If you move home, once your move has taken place you will see your new property in HomeHub.

For more information, visit the [Defence Homes website](#).



## Useful Links

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