

Families First



Foreword from Luke Smith, Client Director at Pinnacle Service Families

Looking after your SFA should be straightforward and easy. That's why HomeHub was created. It's an online service that makes it simpler for you and your family to manage repairs for your home. While you can raise repairs online using the repairs form or by calling the National Service Centre, we wanted to give you a greater range of options. Working with DIO and our partners, HomeHub was developed to offer more choice, control and convenience.

With HomeHub, you can report and track the status of your repairs, and choose, book or change repair appointments at dates and times that work for you – right from the start. Although the repairs phone line is open 24/7, we know many people find it easier to do things online. HomeHub gives you this option. It's a more flexible way to raise repairs and is designed to fit around family life – part of our commitment to putting families first.

HomeHub is available to serving personnel and your families on a standard licence, whose homes are maintained by DIO's maintenance providers, Amey and VIVO. As well as managing repairs, you can also view Move In and Move Out documents in one place.

We're grateful to the families who have helped shape HomeHub. A selection of households were provided with early access to the platform in May 2025 for five months. During this time, we carefully monitored how HomeHub worked and asked families to share their experiences. As a result of this feedback, and working alongside DIO, we made some changes to make logging in simpler and easier.

HomeHub fully launched in December 2025, and 2,000 families have already registered. Families tell us the sign-up process is straightforward and that booking appointments online is quick and easy. If you're eligible, we encourage you to register and start using HomeHub when it suits you.

Visit www.pinnacleservicefamilies.co.uk/homehub to find out how to register and access helpful videos and guidance.



Luke Smith, Client Director at Pinnacle Service Families

Patch Hacks update

The [Defence Homes Colour Palette](#) has been updated following feedback from Service families, with five new light pink shades added. This update is part of our commitment to give families greater freedoms to personalise your home.

By choosing colours from within the Defence Homes Colour palette range, families can leave these at move out with no requirement to revert to white.

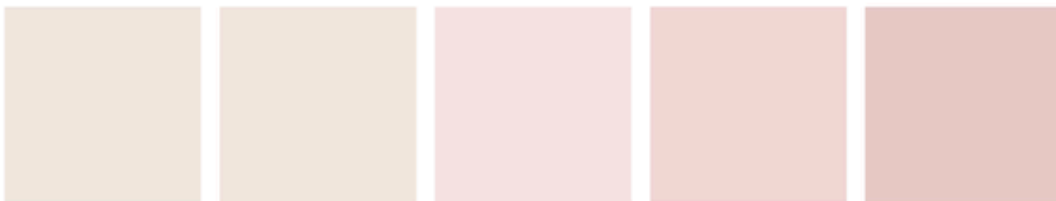
If you are thinking about refreshing your home with a new coat of paint, you can start whenever you like – there is no need to ask for permission or to notify DIO, Amey/VIVO or Pinnacle. The updated palette does not specify paint brands or finishes (such as matt or silk), giving you the freedom to choose what works best for you.

For more information and to view the full palette, [click here](#).

Defence Homes Colour Palette - Light Pinks



#PatchHacks



New swatches available

Share your Patch Hacks!

If you've personalised your SFA home with light touch enhancements, we'd love to hear from you. Your creativity could inspire other military families and feature on the Defence Homes website or our DIO social channels. Tag or message us on our [Instagram](#) or [X](#) account or [fill out this form](#) and we'll get in touch.



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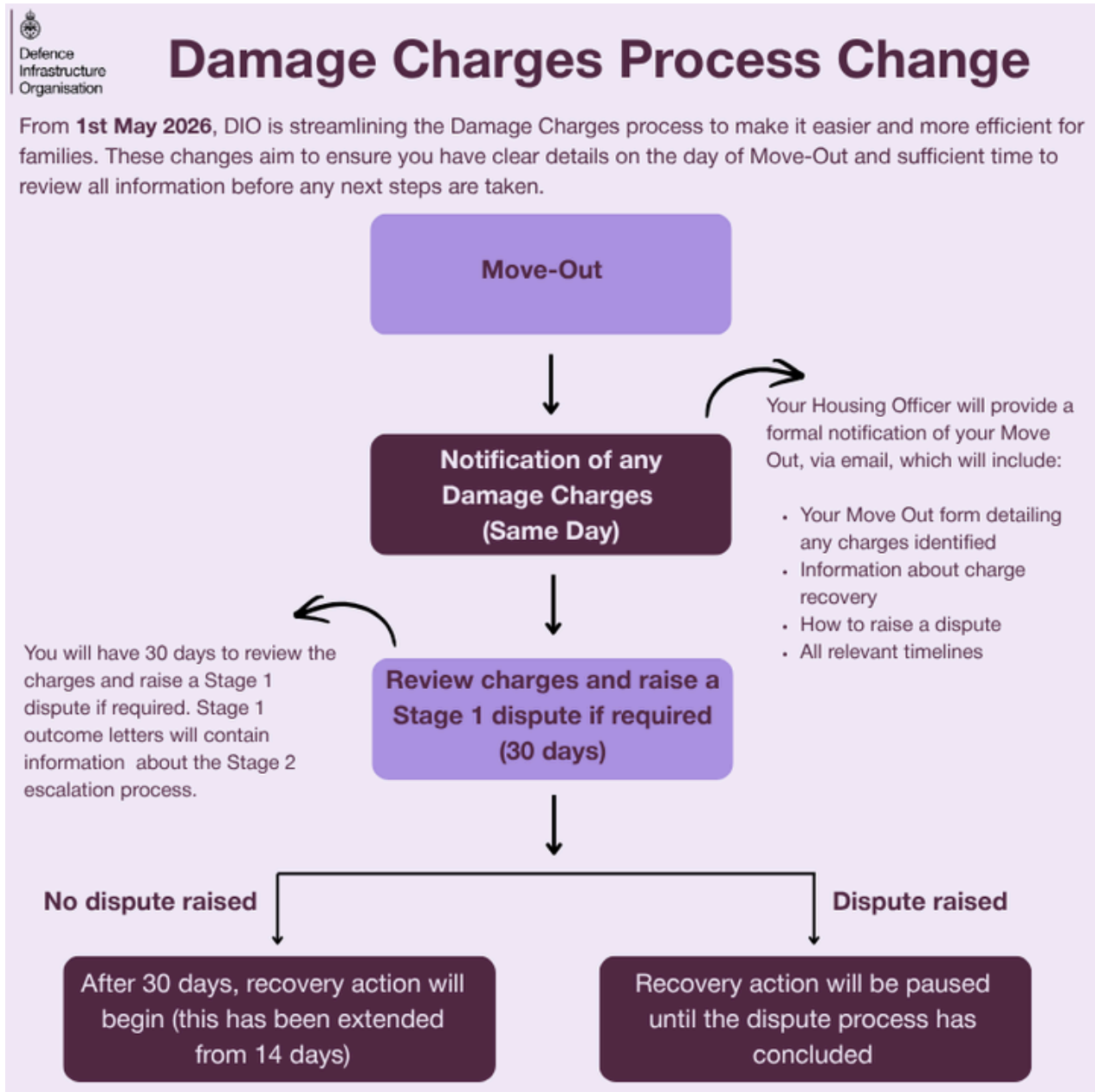
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Damage Charges process change

DIO is introducing changes to the damage charges process to make this process simpler for you and your family upon Move-Out.



These changes aim to ensure you are provided with clear details on the day of Move-Out and sufficient time to review everything before any further action is taken, if required. For families who move out before 1st May 2026, formal notifications will continue to be issued under the current process. We appreciate your patience while we work through these remaining cases during the transition to the new system.

Interview with Home Charges team - Ruth Fox

This month, we spoke to Ruth Fox, Deputy Homes Charges Team Manager at DIO, to shine a spotlight on the role of the Homes Charges team and the work they do to support families.



Ruth Fox, Home Charges Team

Can you tell us about the role of the Homes Charges Team?

The role of the Homes Charges team is to support the financial transition of families leaving SFA. Charges are normally deducted directly from salary through Joint Personnel Administration (JPA). If someone is not on JPA, the Home Charges team will arrange another payment method. This might apply to students, people who are on Crown licenses, civilians, those who have been medically discharged and families who have lost entitlement.

When the Loss of Entitlement (LOE) team informs us that charges need to start, the first thing we do is contact families, explaining who we are and how we can help. From there, we send a statement once a quarter and inform families of their daily rate and support families in making arrangements to pay for their home.

What does the Home Charges team do to support families living in SFA?

Our goal is to help families transition out of SFA. My husband also served in the military, so I know what it is like and lived in SFA myself for about 16 or 17 years. We are a small team working with over 1000 families or SFA occupants at any one time. We always strive to provide a good service to families, with every communication being helpful and containing relevant information.

We also work hard to listen to families and understand if they need their charges reviewed. If families are facing difficulties, such as medical issues or any other ongoing issue, we encourage you to get in contact with us. I understand that these conversations can feel hard and uncomfortable, but I want to reassure families that everything we do is confidential and we really want to help where we can. We also have a massive list of charities and organisations that we can signpost to for further help and support.

Contact Information:

You can get in touch with the DIO Home Charges team by sending an email to:
DIORDAccn-HomesChargesTeam@mod.gov.uk



defencehomes.mod.gov.uk



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Month of a military child

April marks the Month of the Military Child, an opportunity for the Defence community to recognise and celebrate the resilience, adaptability and strength of children growing up in Service families. With frequent moves, changing schools and time apart from parents, military life can be challenging but military children continue to show remarkable courage and flexibility.



Trish Jakeman, Defence Families Champion, talks about the importance of military children.

Around 118,000 people are living in SFA including approximately 42,000 children, both in the UK and overseas and we are committed to helping families feel safe, settled and supported wherever they are.

Providing safe, secure and well-maintained homes is a key part of supporting Service families and their children. We are working closely with our suppliers to improve housing standards and service, with changes including hard flooring to a new colour palette for painting, to make family life easier and more comfortable.

Earlier this month, we spoke to Defence Families Champion, Trish Jakeman, who reiterated our commitment to ensuring every family has a stable, supportive place to call home. [Watch the interview here.](#)

Living behind the wire - Repairs

If you live in SFA behind the wire, it's important to know who to contact when you need repairs or maintenance.

For repairs inside your home or in an enclosed garden space (such as a front or back garden with a fence, walls, hedge or railings), you should contact Pinnacle on 0800 031 8638.

For repairs outside your home boundary or in an unenclosed garden space (such as your driveway or a footpath), you should contact one of the following depending on where you live:

- BE South West and Central (Vivo): 0800 046 6010
- BE South East (Vinci): 0800 004 2010
- BE Scotland and NI (Mite): 0808 1691837

Useful Links

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



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