

Families First



Foreword from Tom Silvey, Business Director for Defence at Amey

As the warmer months arrive, I know many of you will be looking forward to spending more time enjoying your homes, whether that's in your gardens, exploring your local area, or simply making the most of longer days with family and friends. Your homes are at the heart of family life, and making sure they are ready for summer is a priority for our Amey team.

I recognise that service life often means moving regularly, sometimes at short notice, and settling into new communities. Being able to rely on good quality accommodation plays a vital role in making those transitions smoother and less stressful for you and your families.



Tom Silvey, Business Director
for Defence at Amey

In recent weeks, we've been focusing on preparing Service Family Accommodation for the season ahead, with increased attention on seasonal maintenance and resolving issues efficiently. Alongside this, our modernisation work continues at pace. Through the Raising Minimum Standards programme last year, and the wide range of works continuing this year, we've worked across 29 SFA estates, delivering improvements to almost 1,000 homes. This includes full refurbishments, solar photovoltaics, heating upgrades, doors and windows, and fencing, helping to create safer, more modern environments for you and your families.

Supporting the Armed Forces community is something I am personally passionate about. Earlier this year, I took part in the Royal British Veterans Enterprise (RBVE) Great Tommy Sleep Out alongside colleagues, which reinforced how vital a safe, secure home is. I also look forward to joining DIO and industry partners again this year on their charity cycle rides across historic battlefields in France and Belgium in support of the UK Veterans' Foundation. Closer to home, my son serves in the Royal Navy as a Submariner Marine Engineering Technician, giving me a personal understanding of service life and the importance of supporting families and veterans alike.

Thank you for your continued commitment and resilience, for sharing your experiences with us, and for everything you and your families do.

Stay connected with Defence Homes updates

Join the Defence Homes community and never miss an update. Families can now subscribe to receive the latest Defence Homes news, helpful updates and our Families First Newsletter, all delivered straight to your inbox.

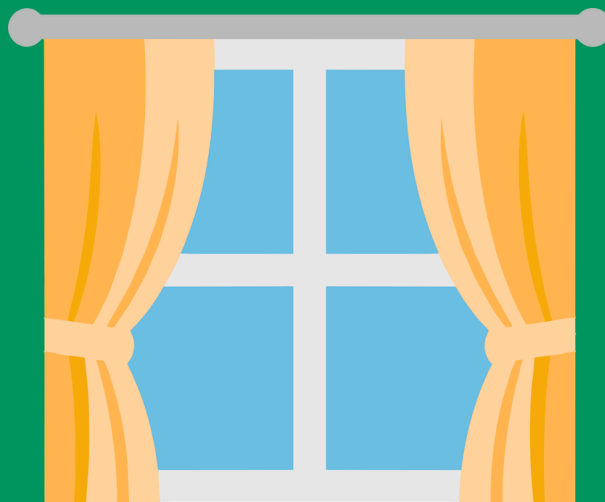
Signing up is quick and easy: just visit Defence Homes and enter your email address.

Summer safety guidance

Summer is just around the corner, and we want to share with you some of our best tips to keep you, your family and your home safe while enjoying the sunshine.

Check your window restrictors

As it gets warmer, it may be tempting to open windows wide to let in a cool breeze. However, there is a risk of children or vulnerable adults falling from open windows and being injured if restrictors are not engaged. Please do not remove your window restrictors, and ensure they are operating correctly. They should not allow the window to open further than 100mm when engaged. If they are missing, or not working, please contact Pinnacle to get this remedied.



Keep your garden tidy

Create a safer space for your children to play by keeping your garden well maintained over summer. Regularly mow lawns and clear litter, food and pet waste to discourage pests and remove trip hazards. For any larger jobs that present a safety risk, such as unstable trees, contact Pinnacle.

Practice BBQ safety

BBQs should be in a well-ventilated outdoors space, away from flammable objects like fences, sheds and shrubs. If you have a gas BBQ, make sure the gas bottle is turned off and removed safely. If you use a disposable BBQ (or coals), do not throw it away until it has cooled down completely.



If you require any further advice, please contact your local Housing Officer or Pinnacle at 0800 031 8628. You can also find more summer safety tips on the [Pinnacle website](#).

Refurbishing play parks

Alongside refurbishing military housing, we are working to improve your local community too, helping to make your patch a great place for your family to live and grow.

One of the ways we do this is through the building, maintenance and refurbishment of play parks. One newly refurbished park that families will be enjoying this summer is in Winterbourne Gunner, which had been out of use since September 2024.



The Winterbourne Gunner playpark

Following a significant investment of around £80,000, outdated wooden equipment and worn flooring has been replaced with durable, marine-grade steel play equipment and soft pour flooring that means children are safe while having fun. Now, it is a vital space for recreation and community life that will be enjoyed by many children for the foreseeable future.

We're continuing to build on this momentum, with further improvements to play parks planned in 2026 to ensure more families can benefit from safe, modern and welcoming spaces.

Report any concerns with your local play park

If you notice any defects or have safety concerns with a play park local to you, we urge you to contact Pinnacle so that we can try to fix it as soon as possible. Look out for the Unique Property Reference Number (UPRN) that should be displayed on signage at the play park, this will give you a unique identifier for the address of the play park that you can quote when contacting Pinnacle on 0800 031 8628.

Defence Secretary visits refurbished SFA in Woolwich

Families living at Woolwich Barracks recently welcomed Defence Secretary John Healey MP and local MP and Housing Minister Matthew Pennycook, who visited the site to see first-hand the improvements being made to SFA.

The properties visited have been refurbished recently as part of a £10 million investment to Woolwich. This includes refurbishments to 130 homes, ahead of the return of the Princess of Wales's Royal Regiment from deployment in Cyprus.

Read more on [Defence Homes](#).



Defence Secretary John Healey MP with Housing Minister Matthew Pennycook MP, Sebastian O'Hara, Natalie Elphicke-Ross and David Brewer

Reminder to book Move-ins and outs ahead of summer

Summer is the busiest time of the year for housing allocations and removal activity for DIO. Our suppliers will do all they can to meet your preferred dates; however, due to the high volume of requests, this may not always be possible.

- You can 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).
- If circumstances allow, please only request services during the last week of July and first week of August if you are unable to move at any other time. These are particularly popular dates and tend to be fully booked in advance.
- We understand how important it is to receive your next allocation and status of your application as soon as possible. Pinnacle have 15 working days to process your request, we kindly ask you do not chase for an update before this timeframe.
- You can start planning your removal as soon as Assignment Orders are received via the Agility Portal. To start the process, you only need the location and not a confirmed delivery address.
- Once you have been allocated SFA, it is advised to confirm availability for removals before booking a move-in/out appointment.

If you have any questions or concerns, please contact Agility directly (remember to include your service number). For further guidance, please visit the [Pinnacle website](#).

Need to rent a lawn mower?

Did you know that you can rent a lawn mower from Pinnacle as easily as you can rent furniture?

To request a lawn mower or a garden tool pack, including a rake and shears, please contact Pinnacle on 0800 031 8628 and ask for in-occupancy delivery. If you have not yet moved into your home, you may include these items within your application.



AFCAS results

Yesterday, the results of the 2026 Armed Forces Continuous Attitude Survey (AFCAS) were released. We are pleased to see that satisfaction with the overall standard of SFA has improved slightly since last year at 52%. Satisfaction with responses to requests for repairs and maintenance works within SFA has also increased for the third year in a row to 39%, an increase of 5%.

This year's results are encouraging, but we know there is more to do and work to reshape, redevelop and modernise the Defence housing estate is already being driven forward through the Defence Housing Strategy.

You can read the full survey results on [GOV.UK](https://www.gov.uk)

HomeHub update

Following the recent downtime, there has been some updates on how you access HomeHub and an extra security step has been added. This means you may be asked by GOV.UK One Login to prove your identity when you log in. You may have already done this when using other government services, such as: renewing a passport or updating a driving license.

If you've already proved your identity, you don't need to do anything. Your details are saved by GOV.UK One Login and will be recognised when you log in to HomeHub. If you haven't proved your identity to GOV.UK One Login yet, you'll be asked to do this the next time you log in.

You can prove your identity by either using the GOV.UK One Login app, answering security questions online or going to a post office. For more information, visit [Defence Homes](https://www.defencehomes.gov.uk).

Useful Links

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