

## **Future Defence Infrastructure Services (FDIS) Accommodation contracts Facebook Live event: Your questions answered by DIO**

On 11 January 2022, the Army Families Federation’s (AFF’s) Housing Specialist, Cat Calder, hosted a Facebook Live event on behalf of all three Families Federations with DIO’s Head of Accommodation, Air Commodore James Savage. The purpose of this was to answer questions from families about the new FDIS Accommodation contracts that will replace the National Housing Prime this spring. You can watch a recording on the Facebook Live [here](#).

The National Accommodation Management Services (NAMS) contract includes the operation of a National Service Centre, which will be a single point of contact for requests from families living in Service Family Accommodation (SFA). This contract has been awarded to Pinnacle Group Ltd.

Four Regional Accommodation Maintenance Services (RAMS) contracts will provide statutory and mandatory checks, repair and maintenance services and the preparation of allocated homes for Service families. These contracts have been awarded to Amey Community Ltd for Northern and Central regions and VIVO Defence Ltd for Southeast and Southwest.

Thank you to all the families who sent in questions. We have compiled a list of all your questions and grouped these into themes below. For further information about the new contracts please keep checking [here](#).

### **Key themes**

<a href="#">Maintenance and repairs</a>	<a href="#">Contract guidance and framework</a>
<a href="#">Contractor engagement with families</a>	<a href="#">Additional Needs and Disabled Adaptations (ANDA) Process</a>
<a href="#">Rent charges</a>	<a href="#">Move-ins, move-outs and SFA allocation</a>
<a href="#">Housing standards</a>	<a href="#">SFA occupancy contract</a>
<a href="#">Housing entitlement and eligibility</a>	<a href="#">Funding allocations</a>
<a href="#">Other</a>	

### **Your questions answered**

#### **Maintenance and repairs**

**Q1: Will the new contracts fix things properly the first time in order to avoid repeat call outs? And will they use quality parts instead of barely usable parts taken from other SFA?**

The new FDIS contracts encourage a behaviour of fixing things properly the first time, through “Price Per Property” pricing. This type of contract model has been shown to encourage contractors to complete additional repairs in a single visit as it makes financial sense for them to avoid the costs of repeated callouts.

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Performance measures in the contract will also drive this fix first time behaviour, with a minimum standard of 85% first-time fixes and a target of 95%. There will be consequences if the suppliers fall below 85% and rewards as they get closer to 95%. Separate “Right First Time” and “Recall” measures will determine the performance of the contractor in not only completing the repair in a single visit but also determine how effective the repair was by assessing the number of repeat visits to your home to undertake the same repair.

The contracts require our suppliers to ensure both the materials they use, and the quality of their workmanship meets all relevant British standards and is in accordance with Good Industry Practice. You will have the opportunity to comment on this directly through customer satisfaction surveys which will be undertaken for maintenance work in your home. The results of these surveys will also be used to assess the performance of the contractors under the new contracts.

**Q2: Why is flooring not covered in the contract? My daughter put her foot through a floorboard. They came and repaired that part. I have since put in 3 requests to change the floorboards as the whole upstairs is squeaky. Having looked at the state of the floorboards I can understand why. More nails than B&Q, only a few screws in sight. Absolute joke. Pictures were sent to Amey where they said it's not their problem. Sooner they're gone the better.**

To reassure you, the maintenance of joists and floorboards is included in the new contracts with a specific reference: ‘Squeaky floorboards are the responsibility of the supplier and are deemed to be an inclusion’. We will require our contractors to repair them if you report the problem to the National Service Centre. Our expectations around the quality of materials used are in the answer to question 1.

**Q3: How will the new contract address the issues of lengthy waits for repairs?**

The FDIS contracts are designed to positively incentivise our contractors to undertake repairs as quickly as they can for you. Response times are shorter than under the current contract and performance will be assessed against the average time to complete repairs rather than whether it was completed within a set timeframe. This change should see much shorter waits for you in the future.

**Q4: Is the waiting period for when you raise a job? I have noticed there will be a long period without any communication.**

We collaborated closely with the individual Services and the Families Federations to develop these contracts to ensure that the needs of families are fully considered. We have listened to your feedback on this issue and have looked to ensure communications with families are improved. Under the FDIS contracts, you will usually be told the date and time of an appointment at your first contact with the National Service Centre. The length of time between initial contact and the appointment will be determined by the response category of the repair (see Q8 for further details). In the future, you will also be able to view details of the appointment through your HomeHub account and will receive advance notifications of any changes that need to be made. The RAMS suppliers will contact you the day before the appointment to confirm the timing and will provide you with access to a tracking app, which will allow you to monitor the location of the engineer on the day of the appointment. On the day of your visit, you will also be given the mobile phone number of the engineer in case you need to contact them direct.

Further details about HomeHub will be shared with families before the start of the new contracts.

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**Q5: Storm damage - this term is being used too often under the current contract and is resulting in delays to repairs such as fence panels which leave properties unsecured. I understand that storm damage is covered by separate insurance, but it should be possible to flag this at the point the job is logged and not require an additional visit for someone to come out and say "yes that was blown down by a storm!" This is adding months to fix times and unnecessary cost to all parties. If it was flagged at the point the job was logged it can still be done in a timely manner and the costs covered by the right budgets without the need for additional wasted visits by valuable tradesmen. Looking at job themes / postcodes - linking to the question re storm damage to fences when a whole street is affected it should be possible to group these jobs together in some way and have them all take place on the same day or week. This would save costs for the new provider and save inconvenience for the residents**

Regardless of the cause of the damage to your home, all repairs will be categorised (for example into routine/urgent) and the response should be within the designated timescale. Under the new contracts, where repair costs exceed the Inclusive Repair Threshold, the contractor can also complete the works following a 'light touch' approvals process which should avoid the need for repeated visits to gain approval for the contractor to incur additional costs. It will be in the contractors' interests to ensure they undertake the work as efficiently as possible, and we will look to the NAMS supplier to ensure they cause as little inconvenience as possible to families in terms of the timing of appointments.

**Q6: Sending the right number of people to do a job - when a job requires more than one person e.g. guttering/fence repairs please can this be flagged as a 2-person job as standard in the system rather than waiting for the line tradesmen to turn up and then have to reschedule the job.**

We will require the Pinnacle National Service Centre to fully record the details of any maintenance reported to them and diagnose the correct response to effect a repair. The RAMS suppliers will then need to ensure they attend the appointment equipped to complete the repair. Under the new contract, our RAMS suppliers are incentivised to complete the repair in one visit and within the contract response times. It will therefore not be in their best interests to undertake repeat visits so we anticipate this issue will not be such an issue in the future. However, if any follow up appointments are needed these will be agreed with the family while they are in your home.

**Q7: Will there be scope for a 'project management' style of works scheduling with a named task owner/point of contact within the prime contractor responsible for works? The current call centre system means that nobody from the prime contractor has any responsibility to check that work ordered is conducted to an objective or even satisfactory standard - this places the project management function on the licence holder. This has historically had a poor outcome for both the resident and the capital asset owner.**

Yes, things should be much better under the new contracts. Our RAMS and NAMS suppliers will appoint a focal point for enquiries and issues of this nature. Contact details will be shared with families once the contracts come into service.

**Q8: What system is going to be put in place to stop contractors from leaving a missed appointment card without even ringing the doorbell? What happens if a repair is not up to standard? How will you send the right tradesperson first time? Will weekend appointments be available? What is the criteria for moving a family out while work is being done? What is the contracted timeline for repairs after a fault is reported?**

Under the new contracts, the RAMS supplier will provide families with access to tracking apps, like those used by delivery companies, to allow you to ensure you can make arrangements to be available when the engineer arrives at your home. These will give families much greater confidence of the time to expect the engineer to arrive, within the pre-notified one-hour appointment window. The RAMS engineer should only leave a no-access card when they cannot access an SFA because you are not at home. This will include the details of how to re-arrange a follow-on appointment. They must also inform the NSC that they were unable to access an SFA. There will therefore be a more comprehensive record of appointments which should make the investigation of occurrences of this nature easier to address in the future.

If you are not happy with the quality of the repair, or if an engineer leaves a no-access card inappropriately, you must report this to the National Service Centre who will investigate the matter on your behalf. Additionally, incidents such as this would be expected to affect customer satisfaction levels, which will for the first time directly affect how much the suppliers are paid.

In terms of any issues with the quality of repairs, the National Service Centre will take in to account the nature of the repair and assign resources appropriately. Pinnacle are introducing a new repair diagnosis application which should help ensure repairs are more accurately triaged in the future and the right tradespersons assigned to undertake the appointment under the FDIS contracts. We will be monitoring their performance in meeting this outcome.

Under the new contracts, we have asked the RAMS suppliers to offer appointments from 08:30 to 20:00, Monday to Friday and 08:30 to 12:30 Saturdays. Outside of these times, including public holidays, the supplier shall provide an Out of Hours (OOH) service for Emergency and Urgent response category reactive maintenance service requests.

There are no set criteria for moving a family whilst work is being done and this would be dealt with on a case-by-case basis if needed. However, should your home become uninhabitable, Pinnacle will be responsible for ensuring alternative accommodation is provided for you and your family whilst your home is being repaired.

There are three response categories for repairs under the new contracts: Emergency (with a target to respond within 2 hours), Urgent (with a set response time of 48 hours and a target response time of 24 hours) and Routine (with a set response time of 12 days and a target response time of 8 days).

**Q9: What will happen to houses that are awaiting new kitchens/bathrooms? We moved in March 2020, advised we would have a new kitchen fitted within 6 months but obviously COVID delayed this. But will this be picked up by the new contractor?**

All the plans for upgrades will be passed from the current to the new contracts and will be honoured.

Kitchen and bathroom upgrades are usually done when homes are empty. However, we can look at upgrading kitchens and bathrooms whilst the home is occupied in agreement with the families.

**Q10: I'm currently a long tenant, 10 years at Shawbury. My repairs are awful jobs, not done to standard, currently got a brown ceiling after 4 leaks still ongoing. Old bathroom 2 beautiful new tiled wall, one left pink which all cracked, another leak before Xmas that I now have a big bin bag and tape to contain. Why are jobs always patch up jobs? Why am I paying the same as others who have had completely new kitchens/bathrooms?**

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This type of repair will not be acceptable under the new FDIS contracts and you should raise a repair under the new contracts if the matter has not been addressed before they come into service. Maintenance standards are specified in the FDIS contracts together with specific targets for both delivery performance and customer satisfaction. If our suppliers fall below minimum standards there will be financial consequences, but there will also be financial incentives for suppliers to exceed the minimum contracted standard.

If you have a concern about your accommodation charges in the future, you should raise these with the Pinnacle National Service Centre for them to assess whether there are any grounds for a reduction in the band for charge of your SFA.

**Q11: Are sub-contractors going to put effort into the repairs or continue bodge and scarpers? As a taxpayer who's not only paying rent but also my tax pays towards MOD**

These are new contracts, with their own performance measures and expected behaviours. They are designed to deliver the right outcomes and improve the lived experience for families. The suppliers will train their staff to ensure an understanding of the behaviours, quality standards and levels of performance that we expect them to meet or exceed.

Where an operative's performance falls below this level, it will be for the supplier to manage. In the example of reactive maintenance, the RAMS suppliers will be measured not only on the timeliness of completing the repair but also on the quality of workmanship. There are performance measures which record the number of recalls to homes and customer satisfaction with reactive maintenance. Should performance fall below the accepted level, there are contract management mechanisms in place to restore performance to the required level for families. Equally, there are incentives for them to exceed the accepted level, which is not the case in the current contract.

**Q12: Will issues actually get fixed properly rather than continuous bodge and move on?**

The new FDIS contracts will incentivise a change in behaviour to address this issue. Under the "Price Per Property" contract model, it makes financial sense for the supplier to avoid the greater costs inherent in repeated call-outs to the same repair job.

Performance measures in the contract will also drive the right behaviours. "Right First Time" will assess the performance of the contractor in completing repairs in a single visit and "Recalls" will assess their performance in ensuring the repair is done to the right standard to provide a permanent fix.

Customer satisfaction surveys will also be undertaken for maintenance work undertaken in your home. The results of these surveys will also be used as contract performance measures under the new contracts.

**Q13: I keep getting a contractor turn up, saying he hasn't got a ladder and he'll remake the appointment. This has happened every month since March. The job is on the roof... I have to take time off work every time. I take it this is no longer acceptable. How would he report this going forward? (Facebook comment reply: That should be classed as a missed appointment. We had someone come to replace a fence panel without the fence panel and it was classed as a missed appointment even though he did turn up. Original poster replies: Tried that. Apparently not as he attended the house.)**

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These are new contracts, with their own performance measures and expected behaviours which are designed to deliver the right outcomes to improve the lived experience for families. In the example given this could be considered a Missed Appointment if the repair has been correctly triaged and instructed to the RAMS supplier. The RAMS supplier engineer attending the appointment should be qualified and equipped to complete the repair. Failure to complete the repair would be recorded against the assessment of the "Right First Time" performance measure.

**Q14: Will the new contractors be given the relevant training and quality tools and parts to carry out their roles to save constant revisits for the same jobs? Will the application for new job requests change? Currently frustrating when you report a fault on a Monday and select Friday for the preferred day, but they come Friday the following week. Will the new contractors consider proper insulation of houses?**

All FDIS contractors have made significant commitments to ensure their staff and sub-contractors are trained and equipped to deliver the contracts. We have introduced specific performance measures to ensure this contractual commitment is met.

All service requests must be made to the Pinnacle National Service Centre in the future, in the same way that you currently contact the Amey Helpdesk. Pinnacle will look to introduce the HomeHub application shortly after the contracts come into service which will allow you to raise requests through your HomeHub account which will be accessible via the internet and on a range of personal devices. Under the FDIS contracts, Pinnacle will seek to offer a convenient appointment during the first contact with the family.

There are ongoing programmes to improve thermal efficiency homes. £60 million has been spent to date and funding has been secured for future upgrades. This work will be delivered by the FDIS suppliers in future but is funded separately from the contracts' core services.

**Q15: Will the new contracts look at the overall impact of a repair versus replacement? For example, we have a rotten front door which creates a terrible draft - we have had several visits to provide draft strips and have been told on several occasions it really just needs a new door but there is no provision in the contract. Similarly we had 11 visits to fix a faulty boiler and on the 9th visit we were told it would have been more economical to fit a new one as ours is so old but there is no provision in the contract - will these stories be a thing of the past? (I am all for repair to keep our carbon footprint down, but these two examples demonstrate the high level of waste we have seen previously and little understanding of the impact of having numerous "temporary repairs!")**

Yes, FDIS is designed to improve the home and the door should be replaced as opposed to being repaired if it no longer secures and provides thermal insulation for your home.

Under the RAMS contract, we will replace any boiler over 10 years old that breaks down three times during any 12-month period. In the example of the door, we would require our RAMS suppliers to replace the door as part of the repair. Repeated visits to address the same repair would impact on our assessment of service delivery against the "Recall" performance measure. The contract includes clauses to address persistent performance failures requiring the RAMS suppliers to prepare a rectification plan to resolve issues of this nature. Delivery of these plans will be reviewed at contract performance management meetings.

**Q16: Are the MOD or any contractor present or future going to ever sort out the constant mould issues we are all seeing in a lot of MQs? Seems to me money would be better spent actually repairing these properties to a modern standard instead of cleaning and painting over the issues.**

Yes, the damp and mould process has been updated and service will be delivered through a more robust programme. In addition, we are investing £73m this year on replacement windows, doors, and roofs and upgrades to improve the thermal efficiency and ventilation of your homes to reduce the occurrence of damp and mould. We have also improved our processes for responding to damp and mould, adopting a more proactive approach through earlier intervention and prevention which will make a big difference for thousands of military families.

**Q17: What is the plan for houses on long term works? We are struggling to find a property in our area.**

Under our annual improvement programme, we undertake projects on around 2000 houses. Work can take up to 6 months to complete as we look to drive improvement to homes. Over the past 12 months we have been undertaking improvements, funded through the Government's COVID-19 Fiscal Stimulus programme. This has resulted in more houses being void than usual in areas of high demand, but we anticipate that this will ultimately reduce the burden on families having to undertake mid-tour moves to allow improvement works in the future.

**Q18: Any plans to have properly insulated homes please? Rising fuel costs are a concern when our home doesn't retain heat.**

There are ongoing programmes to improve the thermal efficiency of homes. £60 million has been spent to date and funding has been secured for future upgrades.

**Q19: The biggest problem I've had is with AOs. So many times I have quoted the Move-in Standard to them only to be told that they deem it to be 'fit for purpose'. I had an honest AO that told me that there just isn't the money to make any changes and if they approve any work they will get into trouble and potentially lose their job. The new system sounds great but in reality, as there is no extra money, is any of this actually going to change or am I just going to be quoting a different Move-in Standard to be told the same? Is the problem that Amey just don't do a good job or do they just not get enough money to do a good job?**

The way the suppliers are paid is different under the FDIS contracts and they will also be measured against their levels of customer service with financial incentives to achieve higher levels of performance. There will also be additional training in place for suppliers' staff to ensure consistency and focussing on behaviours. In addition, the Pinnacle Housing Officers (who will perform the role currently undertaken by AOs in the current contract) will be independent of the RAMS contractors (Amey or VIVO depending on the region) who will be responsible for works to prepare homes for Move In. This should ensure there are no incentives for Housing Officers to 'pass' homes that are below the required standard.

**Q20: How would you class a front door that doesn't open and needs replacing? We have been waiting for 3 weeks and currently can only use our back door to enter and exit.**

This should be classified as an Urgent repair under the new FDIS contract. An Urgent repair has a set response time of 48 hours, and a target time of 24 hours.

**Q21: Will the new contracts state that having a non-working oven constitutes an emergency?**

The Emergency response category is limited to faults that would threaten the immediate safety of families or could cause catastrophic damage to the home. A non-working oven would be classed as an Urgent repair under the new FDIS contracts.

The NAMS supplier is also required to consider the personal circumstances of the family when assigning the response category to a repair. Where circumstances dictate, Response Times are to be accelerated. For instance, a heating failure in the middle of winter may fall into the Urgent response category, but it is anticipated that response for this repair would be treated as a priority with actual response times significantly reduced. The lack of heating system or a working cooker could also render an SFA non-habitable. Under these circumstances the NAMS supplier would be responsible for re-housing the family.

**Q22: Will there be something in the new system that stops operators telling occupants that something is broken but then putting in the system that it is 'fit for purpose'?**

Families are at the heart of the new contracts and the term 'it's fit for purpose' should not be considered suitable for a high-quality, modern home. The suppliers will train their staff to ensure an understanding of the behaviours, quality standards and levels of performance that they are to deliver. Where an operative's performance falls below this level, there will be performance measures to capture not only the timeliness of completing the repair but also on the quality of workmanship and the number of recalls to fix a repair.

**Q23: Will customer service feedback be collected after each fix, like with a car service?**

It is planned for customer satisfaction surveys to be undertaken as soon as possible after the appointment. In addition, there will be customer satisfaction surveys, including telephone surveys, relating to all areas of the contract not just related to repairs, such as for move-ins.

**Q24: What the SLA timeline be for repairs? How will they be categorised? How will complaints work? How will occupants be compensated for missed appointments? Are there any changes to what occupants are responsible for? Will there be an escalation process for issues to DIO?**

Please refer to the response to Q8 for detail about timelines for repairs and how they will be categorised.

The SFA Compensation Scheme will continue under the FDIS accommodation contracts, administered, and funded by the suppliers when they are at fault.

Complaints will initially be administered by the NAMS supplier, Pinnacle, who will seek to resolve the complaint. If this is not possible, they will escalate it to DIO as a Stage 2 complaint.

The responsibilities of licence holders/families remain unchanged under the new contracts.

## **Contract guidance and framework**

**Q24: If Amey are subcontracting, how will they ensure the standards for the contractors that they are using?**



Our suppliers will be responsible for ensuring their subcontractors perform to the standards required under the contract. Their performance will be measured against these requirements, irrespective of who completed the work. We have been reassured that our suppliers are undertaking comprehensive training programmes with their supply chain to prepare them for working on the new contracts.

**Q25: Is this yet another reactive contract or a proactive preventative with allocation for reaction when unforeseen things go wrong contract? If it is the former, then the discord with housing services will continue.**

These are new contracts, with their own performance measures and expected behaviours. They have been designed to deliver the right outcomes to improve the lived experience for families.

The RAMS contract model provides for both reactive and preventative maintenance. It incentivises our suppliers to deliver proactive planned maintenance through both the way we pay for the services (which is based on a price per property, not a price per visit) and the adoption of industry standard maintenance schedules under a system called SFG20. The performance model has been designed to ensure the suppliers are positively incentivised to achieve these outcomes.

**Q26: Is anyone forward planning? Clearly with Amey delaying until the new contract comes in, is there any forward thinking/planning to address the overwhelming jobs that will be outstanding when the new contract comes into force? Will there be an initial uplift in personnel to meet the overwhelming demand for repairs? Will that also be met with an uplift in spending?**

We are working closely with Amey and the RAMS suppliers to agree what we call the Forward Additional Services Plan (FASP). This is the programme of planned maintenance works we will instruct our RAMS suppliers to complete each year. A cutover plan will be agreed with Amey to ensure no jobs are missed when the new contracts start, and our RAMS suppliers are already preparing their plans to deliver these works under the new contract. They will be responsible for ensuring they have sufficient resources to deliver the agreed programme of works. Funding is in place to address backlog maintenance.

**Q27: Will policy be different, and more training given to help staff to better fit the needs of military families? (recently told to get someone to pick my child up from school so I could stay home for emergency boiler call out - no understanding of lack of support and had to wait until after the school pick up and restart the 3-hour window)**

Putting families first has been at the heart of the development of the FDIS contracts. We will be introducing new customer service training for all involved in the new contracts. The training will bring to life what it means to be a Service family through video interviews with families from all three Services.

Under the new contracts, there will be the option to book appointments that deconflict with school drop-off/pick-ups, as well as the option of evening and weekend appointments.

**Q28: What actual difference will this show to those of us living in SFA please?**

The new contracts are designed to deliver several enhancements to the way in which services are provided. These include:

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- Increased flexibility around the timing of repair with evening, non-school run, and Saturday morning appointments.
- Appointment dates and times being confirmed at the first contact.
- Improved supplier repair performance through improved repair diagnosis and fix-first-time targets.
- Improved communications with families around appointments, with updates provided the day before an appointment to confirm the one-hour time window and access to real-time tracking on the day of the appointment.
- Improved access to services and information through the HomeHub customer portal.
- Improved supplier void preparation performance.

Further information on these and other enhancements is contained in the other questions in these FAQs and by viewing the Facebook Live Q&A session recorded with Air Cdre Savage.

**Q29: Is there an overview of what the changes are?**

The full Facebook Live session is still available on the AFF Facebook page. Click [here](#) to watch. Further information can also be found on the [Service Families Accommodation Gov.uk site](#). Closer to the in-service date, a comprehensive guide to the new services will be provided on Pinnacle's website.

**Q30: What is the period for the new contract?**

The FDIS contracts have been let for a 7-year term, with options to extend for a further three years subject to satisfactory performance. The contracts also include break clauses which allow us to review performance and, if we are unhappy with the supplier's performance, end the contract.

**Q31: My apologies if this information is available elsewhere – you mention an increased recognition of levels of customer satisfaction and potential financial implications for falling short/incentives for exceeding. How will this be recorded and monitored? Initial concerns are that contractors will only seek feedback from satisfied occupants and block logging of complaints for unsatisfactory service or work.**

There will be several ways customer satisfaction is captured. Individual surveys, telephone surveys and the use of "Rant and Rave" software to capture in the moment feedback. Pinnacle will be recording complaints on behalf of all the suppliers and there will be the option to raise a complaint via the HomeHub once it is fully operational.

The contracts require all our suppliers to log any complaint. These will be administered by Pinnacle, irrespective of who or what the complaint concerns, and they will be responsible for providing a response back to the family once the matter has been investigated. We require Pinnacle to provide us with detailed reports on all complaints and would use this information to investigate any issues of the nature referred to.

**Q32: Whilst I appreciate pay link to the target and to the min...what penalty do they face to miss? I remember the penalty faced by MOD on Nimrod 2000.**

The suppliers are incentivised through the opportunity to earn additional profit (variable profit) if they deliver higher levels of performance. They also risk losing fixed profit if their performance is consistently below acceptable levels. Overall supplier performance will be assessed each year against a balanced scorecard and the findings of these assessments will inform both contract extension and contract break clause decisions as well as the payment of profits.

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**Q33: The term ‘satisfactory’ keeps being used. What does this actually mean? My understanding of the word could be very different to another’s so there should be a definition.**

In the context of measuring supplier performance, ‘satisfactory’ means delivering services which meet the specified acceptable levels of performance. For example, the acceptable level for the average completion time for Urgent repairs is 12 working days. Each performance measure has an ALP and a target level of performance. We will withhold fixed profit if performance falls below the acceptable level and will reward our suppliers with additional variable profit payments if they exceed that, paying more the closer they get to the target level. For Routine tasks, for example, the acceptable level is to make repairs within 12 days on average, and the target level is an average of 8 days.

**Q34: Will the local housing officers change?**

Staff will transfer from the current contractor to the NAMS and RAMS suppliers in accordance with the Transfer of Undertakings (Protection of Employment) Regulations. The transfer of staff is being managed by our suppliers. They will recruit new staff when they are unable to fill the posts with TUPE’d staff required to deliver the contracts. Our suppliers will deliver a comprehensive training programme for all their staff, to prepare them for the new ways of working that will be introduced through the contracts, regardless of whether or not they have transferred across.

**Q35: What will happen with outstanding works at the changeover of the contract?**

All outstanding work will be captured and passed to the new suppliers. They will resource appropriately to complete. Please see response to question 9.

## **Contractor engagement with families**

**Q36: How will the new contract address co-design and co-delivery?**

When undertaking improvement projects in the future, we are requiring our RAMS suppliers to undertake consultations with families to ensure your current and future needs are taken into consideration. However, as most projects will need to be delivered to meet set standards in terms of, for example, the volume of storage space or worktop options used when a kitchen is replaced the options for co-design may be constrained. Families will continue to have the option to request permission through Pinnacle to undertake improvements to their home. These will be considered on a case-by-case basis to ensure any proposed works will be correctly and safely delivered and will not have a detrimental impact on the future use of the property.

**Q37: I understand that there is an additional level of admin under the new contract with Pinnacle running the customer service/allocations department. With this in mind, can you/they guarantee that there will not be a lapse in communication between the families, the contractors and Pinnacle?**

The Pinnacle National Service Centre will be the primary point of contact for all communications with families. The RAMS and NAMS suppliers have been working very closely during the mobilisation of the contracts to ensure all the ‘backroom’ functionality is in place to deliver seamless real-time communications once the contracts come into service. The National Service Centre will always be aware of any changes to plans and will advise families of these. The RAMS suppliers will only contact you a day or two before an appointment, to provide you with a more accurate timing, and just before they arrive at your home on the day of the appointment.

**Q38: Will we get info before VIVO take over for the South?**

Comprehensive communications will be provided for families in good time before contract transition (see Q29) and you will be informed on changes relating to both VIVO and Pinnacle. In the meantime, more information on the FDIS contracts can be found [here](#). Please note this site is updated frequently.

**Q39: Why are there 60 empty houses on Bushey Heath patch of which, many have been refurbished? Why are the MOD not overseeing them as the dispute between DIO and Amey regarding the garden fences continue to inhibit occupation of the same properties?**

Vacant homes at Bushey Heath must undergo structural repairs and cannot be allocated until this work is completed. This is programmed to be undertaken this year. The fence issue will be addressed as part of that work.

**Q40: Why do Amey (& subcontractors) & DIO treat forces occupants with contempt and disrespect? Apart from the call centre, it's so difficult to speak with Amey area reps and even more difficult to speak with DIO.**

Any disrespectful behaviour towards families is unacceptable. DIO and our suppliers will continue to address any such issues should they arise through engagement with families as they are raised to them.

Under the new contracts, both the RAMS and NAMS suppliers will appoint a local focal point/Housing Officer and this will make it easier to engage with DIO and suppliers at a local level. Contact details will be shared with families once the contracts come into service. Families will continue to be able raise issues of this nature to the Pinnacle National Service Centre who will log, investigate, and seek to resolve the matter.

Our suppliers will also be delivering customer service training for all their staff. This training will bring to life what it means to be a Service family living in an SFA and should ensure they have a greater appreciation of your personal circumstances.

**Additional Needs and Disabled Adaptations (ANDA) Process****Q41: Will FDIS provide a more transparent, timely and less stressful pathway for ANDA families requesting adapted SFA, than is currently the case? Will the overall process be more streamlined? Will FDIS source Occupational Therapists (OT) to provide reports for families being assigned to an area where the local health authority waiting lists for an OT to provide a report is measured in months?**

Under the new contracts, Pinnacle will be responsible for managing ANDA requests and they will appoint a dedicated ANDA manager who will act as the focal point for all applications to ensure they are administered in accordance with our policies. The process for applying for an adaptation, either when moving to a new house or whilst in residence, will remain the same but we will require the ANDA manager to proactively manage the delivery of approved requests. The ANDA manager will act upon the recommendations of any report prepared by an Occupational Therapist or other medical professional for the family, with a target of approving works within 15 working days of receipt of the Occupational Therapist report.

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**Q42: Are there plans to make more housing useable for the disabled, such as walk-in showers instead of baths, grab handles on entrances and exits, and ramps instead of steps.**

Making provision for people with disabilities is considered during the design phase of all major upgrade projects. However, in cases where there is family member with a specific additional need this will continue to be managed through the ANDA process.

**Q43: Housing allocations – will the ANDA team/process remain the same? In our experience they are not fit for purpose. Follow-up comment after addressed in video: I've looked back and all that is mentioned is ANDA adaptations rather than ANDA housing allocations. ANDA teams need to be held accountable.**

Under FDIS there will be improvements to the ANDA process. On receipt of all supporting documentation, ANDAs requests should be processed within 15 working days. In addition, there will be improved communication with families and a dedicated point of contact.

## Rent charges

**Q44: If the only houses available are above my entitlement, do I have to pay the higher charge?**

FDIS will not affect the current policy. Where a home at your entitlement is not available, your family will be allocated a home above entitlement and you will pay either:

- The band for charge you would pay for SFA at entitlement when assessed against the location factor A, B or C (urban, intermediate, or remote); or
- The actual band for charge for the SFA you are allocated, if that would result in a lower charge than above.

This would ensure you are not disadvantaged. For more information, please go to [JSP 464, Vol 3, Part 1 para 0209](#).

**Q45: Will there be a price increase and is this in-line with the current market? If there is a rise will this be the legal minimum?**

SFA charges are determined by the Armed Forces Pay Review Body and will not be affected by the new FDIS contracts.

**Q46: Will accommodation charges be reviewed and changed? Or will they stay the same?**

Accommodation charges will not change as result of FDIS. They are set by the Armed Forces Pay Review Body and are reviewed annually.

**Q47: Will the rent prices rise or remain the same?**

Accommodation charges will not change as result of FDIS. They are set by the Armed Forces Pay Review Body and are reviewed annually.

## Move-ins, move-outs and SFA allocation

**Q49: What is the march in standard? Are you still doing the 14-day report?**

There have been changes to the Move-in Standard which will improve the lived experience of Service families and standardise best practice. The standard will be brought to life through a video

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guide to remove scope for differing interpretations. All suppliers have undertaken significant training to ensure they are very familiar and adhere to these standards. The 14-day post move in report remains in place under the new contract. Additionally, the NAMS supplier will offer a follow up appointment after the move in to go through any issues raised in the 14-day report.

**Q49: What happens with march-outs with new contracts? If we moved in under Amey, will the 14-day reports be carried over?**

The information from the move in documentation and 14-day report will be transferred to the new suppliers and will be fully considered at the move out.

**Q50: Will the inspection by Pinnacle prior to move in be available to view by families?**

It will be an inspection between NAMS and RAMS suppliers and will not be available for families. However, it's aim will be to ensure everything is in order when the family takes over the home.

**Q51: RE: The Walkaway Scheme, what guarantees will there be that we are moving into a clean house?**

Under FDIS there will not be a Walkaway Scheme and it is expected that all families will be responsible for ensuring the house meets the Move-out Standard, with allowances made for fair wear and tear. Where this is not achieved, charges will be raised. Families will be free to engage their own cleaners if they wish, as they are today. The RAMS suppliers will be expected to prepare all properties to the Move-in Standard, and these will be checked prior to move-in by the NAMS supplier.

**52: Will there be a replacement for the Walkaway Scheme? Although these were never a good outcome and didn't ensure the house would be clean, will a version of this be available?**

There will be no Walkaway Scheme under FDIS.

**Q53: Will dependents be allowed to sign for a house and hand back or will it remain with a proxy?**

There will be no change under FDIS - spouses/partners can do this now if they are the nominated proxy.

**Q54: Housing allocation – will that be the same? So on the MOD website?**

Initially the SFA application form will continue to be only available on the MOD network. However, the aspiration is for it to be made available via the internet. This is not part of the FDIS contract and will be through Defence Digital.

## **Housing standards**

**Q55: Will there be some upgrades to the heating and insulation in our housing?**

There are ongoing programmes to improve thermal efficiency of the home. £60 million has been spent to date and funding secured for future upgrades.

**Q56: How will major works be planned and communicated under the new contract? On our patch the newest houses have received new roofs, windows, insulation etc whilst the oldest aren't weatherproof.**

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Investment will be planned based on asset condition and communicated through the Project Management team to families in a more targeted and engaged way.

**Q57: Will better consideration be made to the interior décor?**

Through improvements we're spending approximately £13 million replacing mis-matched carpets, and carpets that are over 10 years old.

## **SFA occupancy contract**

**Q58: Will my current contract change?**

The Licence to Occupy will remain the same and is not impacted by the introduction of the FDIS contracts. The change of contracts will not require you to move from your current SFA or change your responsibilities under the licence.

**Q59: Will there be changes with the Notice to Vacate timelines etc? As someone who works for the RBL, this will affect how we manage cases – are you able/happy for us to send this information around the Legion workers?**

This is not part of the FDIS contracts and will continue to be managed by the DIO Loss of Entitlement Team. A notice to vacate must be issued as it is the legal notice terminating a Licence to Occupy. It is normal for a 93-day notice to be served and this will remain unchanged.

**Q60: Will we be allowed to make modifications to quarters?**

FDIS will not change the position as stipulated in the Licence to Occupy. Families living in SFA require permission before they undertake any changes to ensure homes remain safe for current and future residents. Some changes may require the SFA to be returned to its original condition such as redecoration prior to move out.

## **Housing entitlement and eligibility**

**Q61: Will the new contracts change for anyone that is PStat 2 - single parenting or for LTR(E)?**

The new FDIS contracts will not change the policy regarding entitlement or eligibility to SFA, which is contained in JSP 464. Work to review policy around entitlements and eligibility is underway in support of the Future Accommodation Model and the results will be published separately.

**Q62: Will the entitlement for larger houses be revised at any time?**

Please see response to Q61.

**Q63: Will the rules regarding 4 bed houses be reviewed?**

Please see response to Q61.

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## Funding allocations

**Q64: Are you going to be bringing up the standard of ALL SFA or are we still to expect outdated broken kitchen and bathrooms, dirty past their life carpets, leaking garages and sheds, heating systems with no thermostat etc etc?**

NAMS and RAMS suppliers will work together to ensure they have a clear and common understanding of Move-in and Move-out Standards. This will include, for the first 3 months of the contracts, joint handover inspections to ensure a consistency of understanding. However, based on a price per property contract arrangement, where there are items (such as kitchen or bathrooms) that are passed their lifespan or in disrepair they will have to be bought up to the required standard, regardless if they are part of the current or new contract.

**Q65: Are the houses which are on long-term works actually going to be fixed so you have more houses for us to live in? I know that currently 54% are off the system on long-term works in the South West.**

Only 19% of our homes are not online to be allocated to families. 96% of our long-term voids are being bought back online after being fully refurbished through [Project Speed](#). Under FDIS the plan is to bring all homes online to reduce our overall void margin to less than 10%.

**Q66: Houses in Harestock? Are they going to receive an injection of money like WD? Improvements, new items, treat mould properly?**

Based on homes in the worst condition, funding will be applied accordingly.

## Other

**Q67: In a day and age where Wi-Fi and internet connection are a must, why is your housing in London Victoria being blocked from having fibre broadband installed? We are in QMB and quite literally being cut off from having sufficient connections when it comes to internet. As someone who works from home, I have to invest heavily in 5G contracts to have a semi decent connection to earn a living as the 8MB available in this building achieves nothing.**

Superfast broadband is not part of the FDIS contract provision. Indeed, the provision of internet connections across SFA is not a responsibility of the Defence Infrastructure Organisation (DIO). Instead, it is for individual broadband providers – subject to the appropriate funding – to improve the broadband network. Nevertheless, DIO and MOD are working with the Department for Culture Media and Sport and the broadband industry to identify ways to improve access to superfast broadband.

**Q68: The government provides a grant for EV charging points and as electric vehicles are on the up shouldn't the MOD be thinking ahead? Follow-up comment after this is answered in video: Could you please provide a link for these EV forms?**

Electric Vehicle Charging Points are being installed where requests are submitted, and the home is suitable. Under the current NHP contract, families should contact the [Amey Helpdesk](#) to request an EVCP to be installed in their SFA. Similarly, families will be able to contact the National Service Centre when the FDIS contracts start for any enquiries relating to EVCP installation.



**Q69: Will SFA personal in the future have an option to purchase their accommodation similar to how council allow to purchase theirs?**

Most of the SFA is not owned by the Ministry of Defence and where there is no longer a need to retain the properties these must be handed back to the owner with vacant possession. Where homes are owned by MOD, their purpose is to provide accommodation for military families recognising the inherently mobile nature of military service and the often-remote locations to which personnel are assigned. Allowing residents to buy them would compromise that long-term purpose. Therefore, there is no option to purchase in a similar way to council housing, which serves a different purpose.

**Q70: Will housing information under the new contract such as photos and floor plans of the houses be made available?**

Yes. FDIS will introduce 'estate agent-style' information on all properties available for allocation to help families select their preferred home.

Under the new contract information such as floorplans, internal and external photographs of individual SFAs will be available. This will not be fully achievable from Day 1 of the new contracts as houses will need to become vacant to capture this information but, over time, this will be available for all SFA.