

VIVO



We are the Regional Accommodation Maintenance Service (RAMS). We get the home to the move-in standard ready for the family, and keep it warm and well-maintained for as long as they live in it.

When the families need our help they contact our friends at Pinnacle who capture all the details and then pass the ball to us. We also tell Pinnacle when we need to undertake safety checks in the home.



Pinnacle are the National Accommodation Management Service (NAMS). They help the families choose their new home, and then ask VIVO or Amey to do any work needed to get the home sorted and clean, ready for move-in, before their Housing Officers meet and greet the family on the day.

If the family need any help or support with anything they always contact Pinnacle by phone, email or social media, or by using the HomeHub self-serve portal. They sort all licensing and permission requests themselves, and give any repair jobs to VIVO or Amey to sort.

W: [www.pinnacleservicefamilies.co.uk](http://www.pinnacleservicefamilies.co.uk)

E: [hello@pinnacleservicefamilies.co.uk](mailto:hello@pinnacleservicefamilies.co.uk)

T: 0800 031 8628

If calling from overseas please use:  
+44 (0) 161 605 3529

# Service Family Accommodation: The Families Journey

VIVO, Amey and Pinnacle working hand-in-hand to give the families a great experience throughout their journey in SFA

