

Service Family Accommodation: Roles and Responsibilities

This briefing outlines the roles and responsibilities of the Defence Infrastructure Organisation (DIO) and its suppliers within the Future Defence Infrastructure Services (FDIS) Service Family Accommodation (SFA) contracts.

The FDIS programme is split into three areas:

- Built estate, which includes Single Living Accommodation (SLA)
- Training estate
- Service Family Accommodation (SFA)

This briefing refers only to Service Family Accommodation, of which there are a total of 49,000 homes across the UK.

There are four key organisations within FDIS Service Family Accommodation:

- The Defence Infrastructure Organisation (DIO), part of the Ministry of Defence (MoD), which has overall responsibility for Service Family Accommodation.

The DIO then has three contractors:

- Pinnacle Service Families – National Accommodation Management Services (NAMS) provider.
- Amey Defence Ltd – Regional Accommodation Maintenance Services (RAMS).
- VIVO Defence Services – Regional Accommodation Maintenance Services (RAMS).

Role and responsibilities

The Defence Infrastructure Organisation (DIO)

- The Defence Infrastructure Organisation is an operating arm of the MoD. It has overall responsibility for Service Family Accommodation and makes decisions on upgrade and refurbishment works.

Pinnacle Service Families

- Pinnacle Service Families is responsible for providing accommodation management services to SFA homes.
- This involves:
 - Running the contact centre, where families report issues with their homes (and triaging jobs in line with DIO's urgency levels before allocating them to appointment slots with DIO's repairs contractors).
 - Operating the homes allocation process.
 - Moving families in and out of homes.
 - Administering the complaints and compensation system on behalf of all FDIS contractors.



Amey Community Ltd

- Amey Community Ltd is responsible for providing the repairs and maintenance service in the central and northern regions of England as well as Northern Ireland, Scotland, Wales.
- Their role involves:
 - Carrying out repairs and maintenance, including statutory and mandatory checks.
 - Preparing allocated properties for Service families.
 - Carrying out refurbishment of SFA properties as part of the £400 million of investment DIO is making in improving properties over two years.

VIVO Defence Services

- VIVO Defence Services is responsible for providing the repairs and maintenance service in the South East and South West regions.
- Their role involves:
 - Carrying out repairs and maintenance, including statutory and mandatory checks.
 - Preparing allocated properties for Service families.
 - Carrying out refurbishment of SFA properties as part of the £400 million of investment DIO is making in improving properties over two years.

How FDIS works

The below graphic explains how the DIO and their contractors work to provide services to families.

