



Your first time in Service Family Accommodation

Preparing for Your Move

Thank you for applying for your new home. We're excited to help you settle in!

As it's your first time living in Service Family Accommodation, we wanted to share some important information to help you prepare for your move.

Who we are

We work with the Defence Infrastructure Organisation (DIO) to handle your housing application, allocate homes, and assist with moving in and out. We're also here to help with any complaints or compensation issues.

Call us on **0800 031 8628** for any repairs and we'll arrange for one of DIO's repairs contractors, Amey or VIVO, to attend.

What happens next

Home offer: If you're entitled to Service Family Accommodation, you'll receive an offer of a home within 15 working days of your application. (If you're eligible but not entitled this will likely take longer as it depends on availability).

Acceptance: You have 14 working days to accept the offer. If you turn it down, a second offer will be made within 10 working days. You can turn down a second offer, but only if there are exceptional circumstances.

Our housing officers

Many of our housing officers have lived in Service Family Accommodation themselves, or have good experience of supporting families, so know exactly what it's like. While our contact centre is always there to book repairs and offer advice on **0800 031 8628**, our Housing Officers are our team on the ground. They have close relationships with your welfare teams and strong local knowledge. After you've moved in, they'll be a key contact to offer support as and when you need it.

Moving in

Once you've accepted an offer, book your move-in date on the E1132 system. On moving day, a Housing Officer will:



Meet you
at the door



Give you
a tour



Show you how
everything works



Hand over
the keys



Provide essential
documents



Share their
contact details

Charges

SFA charges depend on your property's type and band. You'll also pay Contributions in Lieu of Council Tax, plus charges for a garage (if allocated) and furniture. All charges are daily rates, paid monthly in arrears. [More information here.](#)

Energy suppliers

You'll need to set up energy accounts when you move in. Your Housing Officer will guide you, but it's good to research suppliers in advance.

Reporting repairs

Call us on **0800 031 8628** for repairs. We'll arrange for DIO's repairs contractors, VIVO or Amey to help you.

Your responsibilities

As part of your Licence to Occupy, you'll agree to do a number of things, such as:

Prevent damage: Turn off your water supply when away to prevent leaks.

Maintain standards: Keep your home clean and garden tidy.

Check your Licence to Occupy for full details of your responsibilities.



For Information

Visit www.pinnacleservicefamilies.co.uk for more guides and support.

Contact

For any questions in advance of being allocated a home, contact our Home Services team at HomeServices@pinnacleservicefamilies.co.uk or call **0800 031 8628**.

Top tips for a smooth move

• Arrange removals:

Do this as soon as you're allocated a home. If you're eligible for the MOD-approved Agility removal service, find details and apply via the [Agility platform](#). Arrange removals as soon as you receive your new SFA allocation.

• Bring white goods:

Most homes don't include white goods, so you'll need to bring your own. A cooker is provided.

• Arrange insurance:

Arrange insurance to cover your liability to the MOD up to £20,000, plus contents and third-party liability insurance. Visit www.siapp.org for more information.

• Consider furniture:

Consider furniture: At application you will have opted for furnished, un-furnished or part-furnished. Don't worry if you've forgotten something. You can order more furniture once you've moved in using [this form](#)

• In-home requests:

For things like running a business, getting a pet, or making changes, you'll need to get permission in advance.

[Click here for more information.](#)

