



# Your first time in Service Family Accommodation

## Managing your home

### Welcome to your new home. It's now time to get settled in!

As it's your first time living in Service Family Accommodation, we wanted to share some important information to help you manage your new home.

### 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

**Welcome visit:** Your Housing Officer will visit you approximately 14 days after you move in to check how you're settling in, and to resolve any issues. If you need assistance before then, don't hesitate to contact them or call **0800 031 8628**.

### Need repairs?

If something needs fixing, call us at **0800 031 8628**. We'll then ask DIO's repairs contractors, VIVO or Amey, to attend. Response times vary from 2 hours to 12 days depending on the issue. For example, a broken fence panel may be 12 working days whereas no heating would be within 48 hours.

### Top tips for your home

There are simple things you can do to fix or minimise common issues in your home.

- **Find your stopcock:** It's essential to know where this is – it turns off the water supply in an emergency. Find it and check it works. It's the little tap or lever on pipes, often found under your sink.
- **Find your isolation valves:** Most sinks, baths, boilers, toilets and appliances like washing machines have isolation valves that can be turned off in the event of a leak. Find these so you know how to turn the water off.
- **Reduce condensation:** Dry your clothes outside if possible. Also, open your windows a bit to let fresh air in, and wipe down windows every morning if there's a build up of condensation. This will reduce the risk of damp and mould.
- **Repressurise your boiler:** If your heating isn't working, check the pressure gauge on your boiler. It should read between 1 and 1.5. If it's too low, you might need to repressurise it. [Click here to learn how.](#)
- **Bleed Your Radiators:** If your radiators aren't heating up properly, it may be time to bleed them. [Click here to learn how.](#)

## Energy and insurance

- **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](http://www.siapp.org) for more information.
- **Set up energy accounts:** If you haven't already, you'll need to set up accounts with energy suppliers. If you're not sure, ask your Housing Officer for guidance.

## 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.

## You've got mail

Getting letters from utility companies for the period before you moved in? Forward these to:

- [utilities@vivodefence.com](mailto:utilities@vivodefence.com) if your home is maintained by VIVO
- [utilitybill@ameydefenceservices.co.uk](mailto:utilitybill@ameydefenceservices.co.uk) if your home is maintained by Amey.

If you're not sure who maintains your home, ask your Housing Officer.

If you receive any other kind of mail for the previous occupants, pop back in the post box with 'no longer at this address, return to sender' written on it.

## In-home requests

Now you've moved in, you might want to make changes or ask permission for something.

[Click here for more information](#) on running a business from home, getting a pet, or making changes to your home.

## Supporting military communities

As well as managing military homes, we're also offer free one-to-one career and small business support to military families, veterans and communities.

[Click here for more information.](#)



## Feedback

If something goes wrong in your home or you want to share feedback, our team is here to support you. You can find information on how to make a complaint, claim compensation or give a compliment [here](#).

## For more information

Visit [www.pinnacleservicefamilies.co.uk](http://www.pinnacleservicefamilies.co.uk) for more guides and support.

## Contact

For any questions about your home, contact your Housing Officer or call **0800 031 8628**.