

SUBJECT: A message from DIO's Director of Accommodation, David Bowden

Dear Family,

I want to apologise to you for the unacceptable levels of service you have received under the new Accommodation contracts and for the disruption and inconvenience these failures have caused you.

You will be aware that the Future Defence Infrastructure Services Accommodation contracts came into service in April 2022. These contracts were designed firmly with families in mind and will deliver significant benefits for families. However, it is clear that the service you have received so far is well below what you have a right to expect.

We understand the importance of this service to you and we're working with our suppliers to do everything we can to improve. The key areas we are focusing on include: the preparation of homes for move-in; response times for maintenance appointments; missed appointments; repairs being completed on the first visit; and resolving complaints more quickly.

Emergency calls to the Pinnacle National Service Centre continue to be prioritised. Please visit our [gov.uk site](https://www.gov.uk) for further SFA updates.

Providing a family-first service is our top priority in DIO and we have brought in additional resources to urgently address the issues. I would like to reassure you that we are holding our suppliers to account and are committed to delivering the level of service we promised.

Yours faithfully,

David Bowden

Director of Accommodation, Defence Infrastructure Organisation

