

## The new Accommodation contracts – what to expect during the transition

The new Future Defence Infrastructure Services (FDIS) Accommodation contracts that replace the National Housing Prime (NHP) contract will come into service on **1 April 2022**. As we approach that date, and in the week following, some housing services will be temporarily affected as new systems are embedded. We refer to this period of transition between the NHP and new FDIS accommodation contracts as the “cutover” period. We would like to reassure families that all emergency and urgent enquiries will continue to be responded to as normal and within the timeframes during this cutover period.

### 1. Cutover arrangements for reactive maintenance to homes

#### a. Emergency and Urgent repairs and maintenance requests

The arrangements for raising Emergency and Urgent repair requests will not be impacted. Families should contact Amey using existing channels until midnight on 31 March 2022. From Friday 1 April 2022, when the new Accommodation contracts formally start, emergency and urgent calls for repairs and maintenance should be made through Pinnacle’s [National Service Centre](#) (NSC) or telephone 0800 031 8628.

From **25 March 2022 inclusive**, Amey will not always be able to allocate appointments for Urgent repairs before their current contract expires on 31 March 2022. If they cannot allocate families an Urgent appointment, they will pass the requirement to the new Regional Accommodation Maintenance Services (RAMS) Contract teams - VIVO for the South East and South West Regions and Amey for the North and Central Regions - who will contact you to arrange appointments to complete these works as soon as possible, on or after 1 April 2022. The FDIS suppliers will increase the size of their teams to support with clearing works that transition over from NHP to the new FDIS contracts.

#### b. Routine repairs and maintenance requests

From **11 - 25 March 2022 inclusive**, Amey will continue to take calls for all categories of repairs and maintenance but will not always be able to allocate appointments for routine works before their current contract expires on 31 March 2022. If they cannot allocate you a routine appointment, they will pass your requirement to the new RAMS contract teams as above, who will endeavour to contact you between **28 March and 8 April 2022** to arrange appointments to complete these works. The FDIS suppliers will increase the size of their teams to support with clearing the works that transition over from NHP to the new FDIS contracts.

From **26 March – 10 April 2022 inclusive**, no calls will be taken by Amey or Pinnacle for routine repairs or maintenance calls under the NHP contract – only calls for Emergency and Urgent repair and maintenance issues will be taken. This is to allow time for key transition activities including staff induction, the issue of new kit/clothing/vehicles, training and embedding new systems while ensuring that Emergency and Urgent repairs are attended to promptly. Over this period, messages will be posted by Amey (until 31 March) and Pinnacle (from 1 April) asking families to wait until at least 11 April 2022 to report new Routine maintenance requests.

From 11 April 2022, families should contact the [National Service Centre](#) or telephone 0800 031 8628 to raise routine repairs and maintenance issues. The Pinnacle National Service Centre will be staffed appropriately to anticipate a surge in calls, emails and live chat at this time.

We do understand that this may be frustrating for some families and apologise that there will be a gap for these routine enquiries. However, we would be grateful for your support during this time so that we can ensure that families with Emergency and Urgent needs are prioritised while our

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suppliers complete activities essential to the success of FDIS. DIO and our suppliers are committed to putting the interests of Service families first and improving the lived experience for families is at the heart of the new contracts. Taking this approach will ensure the new systems are fully ready and that Pinnacle, Vivo and Amey are able to transition smoothly from the NHP to the new FDIS contracts.

### 2. Move-in and move-out appointments

To allow for essential work as part of the change-over to new FDIS accommodation contracts, the e1132 site will be temporarily offline from 12:00hrs on **Thursday 31st March** until 08:00hrs on **Friday 1st April 2022**. Please accept our apologies for any inconvenience this may cause.

Move-in and move-out appointments and any other occupancy appointments agreed with families with Amey prior to 1 April 2022 will be attended by a Pinnacle Housing Officer on an agreed date from **1 April**. All supporting information will be passed from Amey to Pinnacle as required such as Statutory and Mandatory Inspection certificates.

### 3. Complaints/CAAS Challenges

Amey will endeavour to resolve as many as Stage 1 complaints/CAAS challenges as possible before 31 March 2022. If they are unable to complete the work required to close a complaint or respond to a CAAS challenge prior to this date, the complaint/CAAS challenge will be paused and Amey will inform the complainant that their complaint/CAAS challenge will be passed over to Pinnacle. **From 1 April 2022** Pinnacle will be in touch with families with a new reference number and to discuss and take forward these cases.

### 4. Additional Needs and Disability Adaptation (ANDA) Works

Amey will endeavour to continue to undertake ANDA work, where possible, up to 31 March 2022. If they are unable to complete the work required prior to this date, the work will be paused. Families with outstanding ANDA work will be contacted directly by Amey to inform them that the work will be passed over to Pinnacle, who will make contact soon after 1 April 2022 to provide a dedicated point of contact and to progress the request.

### Further information on the new FDIS accommodation contracts

More details will be made available to Service personnel and their families over the coming weeks through the [SFA Gov.UK](https://www.sfa.gov.uk) website, on social media and via the Families Federations and HIVEs. In addition, comprehensive guides are available for families on the [Pinnacle website](#), which is now live. It is important to note that until 1 April 2022 families must still visit the [Amey Defence Services website](#) and continue to use these services regarding their homes.

The introduction of FDIS is intended to represent a step change in the way services will be delivered to families in SFA and we look forward to continuing to work with Pinnacle, Amey and VIVO during the transition phase – supported by the Families Federations – to ensure the new contracts are successfully delivered.

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