

# The new FDIS Accommodation service

National Accommodation Management Services (NAMS)



The single point of contact for families

Pinnacle National Service Centre

Families will be able to raise calls and report faults using a wider range of channels giving greater flexibility to access the services they need.



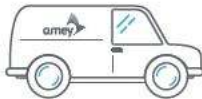
Pinnacle will pass over jobs to the four Regional Accommodation Maintenance Services (RAMS) contracts who will carry out checks and provide the repair and maintenance services needed to ensure your home is maintained to the right standard. They will also be responsible for preparing homes ready for move in by Service families. Move in and outs themselves will be carried out by Pinnacle.

Regional Accommodation Maintenance Services (RAMS)



**Amey RAMS**

North and Central regions



**VIVO Defence Services RAMS**

South East and South West regions

