

Families First



Foreword from Emma Brett, Warrant Officer for Defence Homes

It is a real privilege to take on the role of Warrant Officer Defence Homes (DIO), and I am genuinely excited to be part of a dynamic and passionate team that are dedicated to improving the lived experience of Service personnel and their families. The importance of good-quality housing cannot be overstated. Our homes provide the foundation that enables Service families to thrive while supporting Defence's operational commitments, a principle at the heart of the Defence Housing Strategy.



Emma Brett, Warrant Officer for Defence Homes

I have had the opportunity to engage with a wide range of stakeholders across the accommodation community. From attending forums and working groups, visiting the Pinnacle National Service Centre, and spending time alongside Housing Officers in local communities, I have gained valuable insight into both the successes and challenges experienced by Service families. These opportunities have reinforced the importance of listening, understanding, and acting on the experiences of those who live in SFA.

One of my key priorities is ensuring that the voices of Service families are heard and reflected in future decisions. To support this, I am particularly excited about the rollout of the Regional Experience Committees (RECs) over the coming months. These committees will provide a valuable platform for Service families to share their experiences, influence change, and help shape the future of Defence housing. If you are passionate about improving the lived experience of Service families, have innovative ideas, or want to represent your community, please keep an eye out for upcoming opportunities to get involved.

I am committed to being visible, accessible, and approachable across the Service community. Whether attending welfare events, visiting housing offices, engaging with military and civilian stakeholders, or listening directly to families, I want to ensure that your experiences remain at the centre of the conversation.

Above all, my role is about representing your voice. Your feedback, concerns, and ideas are invaluable in helping us improve the housing service and deliver homes that better support modern Service life. I look forward to working collaboratively with you all and welcome your views on where my engagement can make the greatest difference for you and your family.

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The Defence Investment plan

Earlier this month, the Defence Investment Plan (DIP) was published. The DIP reconfirms the department's commitment for a generational renewal of military homes across the UK. Backed by a record £9.2 billion investment over the next decade, the plan aims to see nine in ten service homes upgraded, renewed or rebuilt, delivering significant improvements for Service families. The Defence Housing Strategy will introduce a new Defence Housing Service, responsible for new property standards, accelerated delivery of new homes on surplus Defence land and putting Service families first.

Read the [full article](#) to learn about more about the Defence Investment Plan and what it means for Service personnel and their families.

Hundreds of new SFA homes purchased at Imjin Barracks

281 brand-new homes have been completed at Imjin Barracks in Gloucestershire, marking an important milestone in the MOD's plans to improve housing for Service personnel and their families. These homes were purchased by DIO from existing developments built by Taylor Wimpey, Bloor Homes and Bovis Homes.

Construction began in 2023 and was delivered in phases, allowing Service families to move in as soon as their homes were ready. Some families have now been enjoying their new homes for almost two years.

These homes have been designed with sustainability in mind. Features include energy-saving solar panels, low-carbon heating systems, smart heating controls and electric vehicle charging points. These modern features are helping Service families reduce their energy use and, in some cases, lower their household bills.

Alongside the new-build properties, existing SFA in the local area has also benefited from investment. Improvements have included upgraded boilers and heating systems, better insulation and the replacement of doors and windows, helping to make homes more comfortable and energy efficient.

To find out more about the project, visit [Defence Homes](#).



Street of new build housing at Imjin Barracks, bought as SFA from Taylor Wimpey under the Capital Purchase Programme.



David Brewer, Lt Col Robin Hall, Belinda Lunn and Natalie Elphicke-Ross join representatives from DIO and Taylor Wimpey at the new CPP development at Imjin.

Summer safety - travelling over the summer

With the school holidays upon us, many of our families will be thinking about going away, whether that's a staycation or holiday abroad. If you'll be away from your home for a period of time, we recommend the following steps to keep your home safe:

- Hot weather can cause burst pipes, so it's recommended to **turn your water off** using your stopcock while you are away. The stopcock is the little tap or lever on pipes that are often found under your sink.
- **Turn off and unplug electricals** like your TV and small kitchen appliances like kettles and microwaves to reduce bills and to reduce the risk of an electrical fire.
- **Ask a trusted friend or neighbour to look after your house keys** so they can make checks on your home while you are away.



For more summer safety advice, visit [Defence Homes](#).

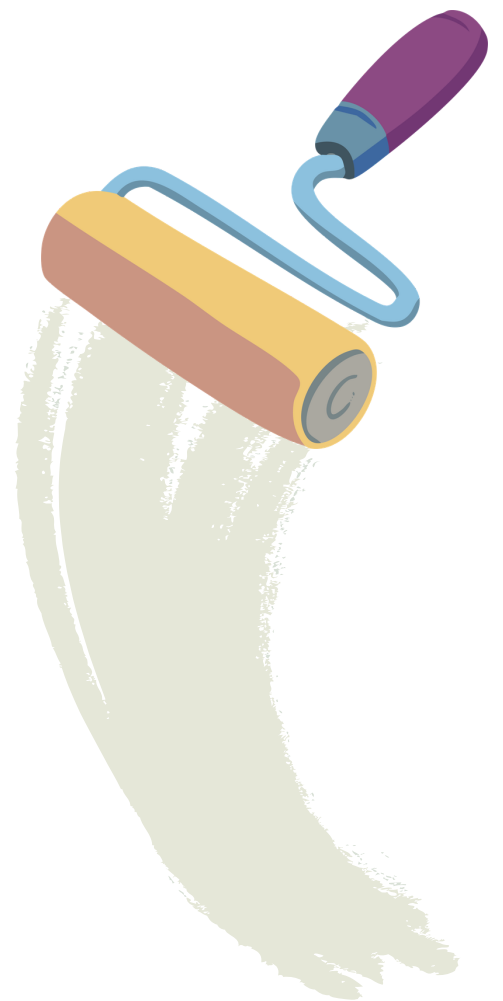
Patch Hacks with B&Q and Lick

To celebrate Armed Forces Week last month, MOD's Caroline Mayne, who lived in SFA for 14 years met Tash Bradley, Director of Interior Design at Lick at B&Q to talk about how Service families can get the most out of the new [Defence Homes Colour Palette](#).

In the video, they explore which colours work best together, how to introduce accent colours into your home, and how families can move away from traditional magnolia walls to create spaces that better reflect your personal style.

With the Defence Homes Colour Palette, personalising your home is easier than ever. You can choose colours from the approved palette and leave them in place when you move out, with no need to revert walls to white or seek permission before decorating. For more information and answers to frequently asked questions, visit the [paint FAQs page](#).

To watch the video, [click here](#).



Housing Matters Podcast

This month, we launched our new podcast for military families, Housing Matters. The podcast lifts the lid on military housing and the issues that matter most to Service personnel and their families.

Co-presenters Defence Families Champion, Trish Jakeman, and DIO Operations Manager South, Sebastian O'Hara, are joined fortnightly by special guests who share their unique perspectives, experiences and expertise on all things military housing.

Listen to the first two episodes and catch future episodes of Housing Matters on [Defence Homes](#), where we continue to explore the issues that matter most to Service families.



In episode one, we take a closer look at what the Defence Housing Strategy really means for those living in Service Family Accommodation (SFA). Joining the discussion are DIO Chief Operating Officer David Brewer, who played a key role in developing the Strategy, and Chris Keen, a military spouse who has lived in 11 different SFA properties.



In episode two, we have John Reynolds, Army Military Housing Liaison Officer and Stephanie Jervis, who works in DIO Accommodation and is a military spouse who has lived in SFA for over 18 years. This episode provides a useful guide for families at every stage of military life, from moving in, to practical tips around how to make a house feel like a home.

FamCAS 2026: SFA Satisfaction Continues to rise

The Tri-Service Families Continuous Attitude Survey (FamCAS) 2026 was published this month, providing valuable insight into the experiences of Service families and the issues that matter most to them, including housing. This year's results show a continued improvement in satisfaction among families living in SFA, building on the positive progress seen in recent years. Overall satisfaction has increased from 44% in 2023 to 53% in 2026, while levels of dissatisfaction have fallen over several key areas. Families have reported seeing the strongest improvements in maintenance and repairs, reflecting the continued work to improve the quality of homes and the support provided to Service families.

For more details about the results, visit [Defence Homes](#).



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HomeHub - 6 months on

It has been over six months since the launch of HomeHub, our online platform designed to support Service families in reporting and tracking housing repairs. The platform is available to all Service personnel and families living in UK SFA homes maintained by Amey and VIVO Services.

Over 2,000 people are now registered to use HomeHub and we are encouraging even more families to sign up. To get started, you will need:

- A Gov.uk One Login account
- Your name and date of birth
- Your e1132 application number

More details on how to sign up can be found on [Defence Homes](#).

Here's what some of those already signed up to HomeHub have said about their experience using the platform:

"It was simple and I was able to select the available appointment easily. You can quickly change it if circumstances change."

"Thank you for making the repair/booking appointment process easy and accessible."

"I prefer to use HomeHub rather than phone up or use the online form. I like that I can choose my own appointment."

Useful Links

- [Contact Pinnacle](#)
- [Visit Defence Homes](#)
- [Join the SFA Defence Connect page](#)
- [Join the next Pinnacle Virtual Outreach Day](#)