

In-Service Date of the Future Defence Infrastructure Services (FDIS) Contracts

A message from DIO's Head of Accommodation, Air Commodore James Savage



Further to my last message to families dated 13 January 2022, regarding the introduction of the new Future Defence Infrastructure Services (FDIS) Accommodation contracts that will replace the National Housing Prime (NHP) contract, I am pleased to confirm that the new contracts will come into service on 1 April 2022.

This change to the in-service date of FDIS has allowed time to ensure all the key systems are fully tested and operational prior to going live.

We have collaborated closely with key stakeholders, including the Families Federations, to ensure that Service families' needs are fully considered and an improved 'lived experience' is provided. The new contracts will require suppliers to work differently, such as fixing faults on an initial visit to a property and undertaking simple preventative maintenance while attending properties to reduce disruption to families.

More details will be made available about the new contracts as we approach the in-service date, and comprehensive guides will be available for families on the Pinnacle website.

Further updates will be provided via social media. Information on the new contracts and the benefits they will deliver for families is also available on the [SFA Gov.UK](#) website.