



Ministry  
of Defence

MINISTRY OF DEFENCE  
FLOOR 5, ZONE B, MAIN BUILDING  
WHITEHALL LONDON SW1A 2HB

Telephone 020 7218 9000 (Switchboard)

**JAMES CARTLIDGE MP**  
MINISTER OF STATE FOR DEFENCE PROCUREMENT

Our ref: MC2023/04573  
Your ref: MG24067

11 May 2023

Dear Michael,

Thank you for your further correspondence of 9 April 2023 regarding the maintenance of Service Family Accommodation, in relation to my predecessor's response of 20 January 2023.

I was pleased to read your acknowledgement that Pinnacle are answering calls more quickly and that reported faults are being addressed and rectified more efficiently. Unfortunately, without the addresses of families 1-8 referenced in your correspondence, I am unable to comment on these individual matters.

I would like to take this opportunity to reiterate that the Department are working hard to improve current levels of housing support and are robustly holding suppliers to account to ensure the Department provides good quality homes that are safe and well maintained.

Yours sincerely,

**JAMES CARTLIDGE MP**

The Rt Hon Michael Gove MP  
House of Commons  
London  
SW1A 0AA