

Wednesday 15 February 2012

Getting involved – we want your thoughts

During February and March 2012, Moat is carrying out a review of resident involvement arrangements. The main aim is to modernise and improve the way we involve residents, making involvement methods more accessible and appealing, and enabling residents to have more influence.

We would like to invite all residents to help us with this review. There are two ways to get involved;

- You can fill out a survey (available at www.moat.co.uk/gettinginvolved) and send it Freepost by Friday 2 March 2012 to: **Customer Engagement, Freepost, RRCB-HHJS-LXXR, Moat, Dartford, DA2 6QE.**
- You can attend one of our focus groups, taking place on 1 and 2 March at Mariner House, Galleon Boulevard, Crossways, Dartford, DA2 6QE. Moat will cover your travel expenses and, as a thank you, a £10.00 shopping voucher will be offered to any resident attending a focus group.

If you would like to attend a focus group, please call Sophie Lake, Customer Engagement Officer on 0845 359 6449 to book your place, or email us at feedback@moat.co.uk.

For more information on resident involvement, visit the 'Getting Involved' section on the Moat web site; www.moat.co.uk/gettinginvolved.