

Moat customer catch-up

January 2022

HAPPY
New
Year
2022



You have told us you want to hear from us more - with a particular focus on reporting back to you with how we listen, learn and action the feedback you give us. In 2022 we'll be working with our Customer Advocates to shape future editions of 'Customer Catch-up'.

With help from our Advocates

We currently have 124 Customer Advocates – a group of customers who have volunteered to give feedback on our services, policies and more.

We're incredibly grateful for their input throughout the year as they've given their time freely to help improve our services for all customers. Here's how they've shaped what we did last year.

Choosing a repairs partner

This year, we continued our search for a partner to deliver our responsive repairs service for the next ten-years. It's our largest contract and a service that is vitally important to all customers. Through surveys, workshops and evaluations, our Advocates helped us ask the right questions, shortlist the best contractors and shape the terms of the contract. See more on page 3.

Feedback on our Buyer's Guide

Our Advocates reviewed the Buyer's Guide given to all prospective shared ownership buyers, checking that it was clear and easy to understand. Based on their feedback, we added to the guide more information on parking, service charges and our pets policy.

Shaping our satisfaction surveys

Before the Covid-19 pandemic, our repairs team would ask customers to complete a satisfaction survey on the handheld device provided. Once lockdown eased, our Advocates helped us understand whether customers were happy using these devices to give their feedback. Their input led to our decision to focus on alternative survey methods.

Views on more customer input

We asked for our Advocates' views on our new Customer Engagement Strategy. They welcomed more customer input in Moat's decision making and said they wanted us to do better at acting on feedback. We're working through lots of the excellent points they raised, such as different

survey formats for customers with reading difficulties.

A thumbs up for our Lettings Policy

We drafted a new Lettings Policy which sets out who we let our homes to and how the process works. We adopted the new policy after more than 90% of our Advocates agreed it was clear and easy to understand.

Reviewing our Service Standards

Our Advocates gave feedback on our 'Service delivery and accountability statement' and told us that it didn't reflect the service they'd received from us. As a result, we're working with them to develop new service standards to improve the customer experience.

Interested in becoming a Customer Advocate?

There's a range of activities that you can get involved in, and you can give as little or as much time as you like. For more info search 'Customer Advocate' on moat.co.uk, call 0300 323 0011 or email feedback@moat.co.uk. You can also sign up to be a Customer Advocate on our customer portal, MyMoat at www.moat.co.uk/mymoat.



Your feedback on our repairs partner

We know that our responsive repairs service is vitally important to you. It's also the largest contract we manage, with 29,104 repairs completed in 2020/21 alone.

With our current ten-year contract with Mears ending in April 2022, we began the process of evaluating and selecting a partner to deliver our responsive repairs service for the next ten years, known as the procurement process.

We wanted all customers to play a big role in shaping this contract by helping us understand what you want from this service and where improvements need to be made. We also wanted you to be involved in evaluating potential contractors and their offers during the procurement process itself.

In 2019, we contacted all customers who receive a service from Mears and invited you to take an online survey. Of roughly 11,500 customers contacted, 939 of you responded. You gave us both good and bad feedback that we

used to create the requirements of the contract. A number of you were also interested in further involvement and joined a task group of 192 customers. Over the last 12 months, this task group has:

- Read and critiqued the evaluation questions sent to potential contractors.
- Given feedback during an online workshop exploring how our new partners can provide initiatives to support our communities
- Evaluated the detailed tender responses of five shortlisted suppliers.

The amount of time and effort you have dedicated to these tasks has

been phenomenal and we're incredibly grateful for your input.

Although the procurement process has come to an end, your feedback is still needed and valued as we transition to our new contract with Morgan Sindall Property Services. Before the contract begins, we'll be working with Morgan Sindall Property Services to gather your feedback and answer questions you may have. We'll do this through virtual meetings and four in-person events held across the areas we work. We'll also continue to ask for input from our group of Customer Advocates. Working together, we aim to deliver a high-quality service that really works for you.

Understanding your repairs service

Our priority is to keep your home safe, secure and in good condition and we are responsible for many of the repairs to rented homes and communal areas.

As well as our repairs service, we also work with Cleanscapes to clean your communal areas and with idverde to carry out grounds maintenance to gardens, paths and car parks.

If you rent, you will be responsible for some low-level maintenance of your home. Here's some information on your responsibilities and what our repairs service covers.

Here are a few examples of non-emergency repairs to homes and communal areas that we'll fix:

- Gas, electrical heating and hot water systems repairs
- Repairs to doors, window frames and fittings (where not a health and safety issue)
- Containable leaks
- Drains, gutters, outside pipes

- Roof repairs; cracked/broken tiles
- Repairs to walls, floors and ceilings
- Repairs to taps, valves and pipes and toilet facilities (where there are two toilets in the home).

In communal areas we're responsible for items such as:

- Doors and door entry systems
- Bin stores
- Parking areas and paved areas
- Boundary walls and fencing
- Lighting
- Halls, stairways, lifts and other communal areas.

Although we conduct regular inspections of internal and external communal areas, we still rely on you to let us know if you spot any issues. Please let us know as soon as a repair is needed, using the contact details on the next page.

Your responsibilities

Here are some examples of repairs and general maintenance of your home that you are responsible for. Please check your tenancy agreement to see the full list.

- Keeping your home clean and in good condition
- Keeping your garden tidy
- Carrying out minor running repairs e.g. unblocking sinks and baths, replacing light bulbs, replacing fuses
- The replacement of minor items e.g. broken toilet seats
- Taking out contents insurance for your home possessions
- Giving us access to your home to carry out repairs or any other essential work
- Repairs to your own belongings
- Anything damaged by you, other occupants or guests.
- Replacement keys.

Emergency repairs

Our aim is to attend emergency repairs within 24 hours. In some instances, the contractor will carry out works to make the situation safe and a further visit will be required to carry out a full repair.

Emergency repairs include:

- No electricity in your home (that is not a power cut)
- No water anywhere in your home (that is not an issue with a water company)
- Major flooding or gas leak
- Loss of heating between 1 October and 31 March
- Premises unable to be secured and there is no alternative entrance
- Sole or only accessible toilet not flushing or leaking sewage inside the property
- Lift failure
- External doors or windows not closing or locking
- Failure of fire alarm system
- A structural issue that could collapse or cause damage to the building
- Mobility equipment not working e.g. lifts, hoists, baths, warden alarm/call system
- Blockage causing raw sewage to enter the home
- Electrical repairs where there is a danger of fire or injury
- Dangerous structures.

Emergency repairs of our communal areas include:

- No electricity to the whole block (that's not a power cut)
- No water to the whole block (that is not an issue with a water company)
- Damaged doors or windows (to ensure security and fire safety)
- Damaged lighting (internal and external car park lighting)
- Damaged floor coverings, stairs and bannisters (to ensure safety)
- Repairs to blocked gutters, downpipes or drains where water or sewage is leaking inside a communal area
- Uncontainable roof leaks
- Lift failure.

Reporting repairs

We offer a range of ways for customers to report repairs.

The quickest way to report a routine repair is via MyMoat. You can log into or sign up for MyMoat using the link below. You can also report a routine repair by emailing or calling our Customer Service Centre on the details below.



moat.co.uk/mymoat



customer@moat.co.uk



0300 323 0011

Our repairs and maintenance services are running as normal, with Covid-safe measures in place.

Our contractors will take care not to put you at risk. They may ask you to wait in another room while they work. Please tell them in advance if anyone in your home has symptoms of Covid-19.

Repairs appointments

Repairs appointments are available Monday to Friday from 8am to 5pm. To make life easier, you can book morning (8am - 12pm) or afternoon (1pm - 5pm) appointment slots.

Checking we've done a good job

You will receive a text message asking for feedback once your repair has been completed. The responses are monitored daily and if you give a low score, we will be in contact to discuss why you are unhappy with your repair.

If your repair is an emergency, please call our Customer Service Centre on **0300 323 0011**



Gas safety

We are legally responsible for getting annual gas checks and services carried out in all our rented homes with a gas supply. Our gas contractors, K&T Heating, are carrying out annual gas safety checks as normal.

We'll send you an advance notice advising you of the date we will carry out your gas service. If you won't be at

home that day, please call us on 0208 269 4501 or 0800 193 2333 to arrange an alternative appointment.

By law you must allow us access to your home, so please allow our operatives into your home so we can make sure your gas appliances, heating, flues and pipes are working efficiently and your home is safe.

How our Financial Wellbeing Team can support you

Helping you with money matters

Over the past year we've helped thousands of our customers with advice and support to manage your rent, mortgage, benefits or general finances. Our Customer Accounts team are here and ready to help you. We're available by phone or by email using the details below.

A tailored service with full support

The Covid pandemic. The end of furlough. Rising utility charges. Are you struggling to pay your rent? You're not alone. Our Customer Accounts team can give you support and advice on topics ranging from benefits payments to budgeting.

Your festive finances

A new year means new year's resolutions, particularly given how costly Christmas can be! If you need a helping hand to budget or maximise your income, contact our Customer Accounts team. The service is available to all of our customers. We're available by phone or by emailing us at:

 customer@moat.co.uk

Winter bills

Heating your home throughout winter often leads to higher energy bills. Why not check if you are eligible for the Cold Weather Payment, Warm Home Discount or Winter Fuel Payment? Find out more about these government schemes on the gov.uk website.

Stop Loan Sharks

We've partnered with the Illegal Money Lending Team, undertaking training to recognise Loan Sharks. You can download the app 'Stop Loan Sharks' or head to the **Stop Loan Sharks website** to confidentially report any concerns. You can contact us if you are worried you or someone you know might be the victim of a Loan Shark.

How to apply for Universal Credit

If you're thinking of applying for Universal Credit, or aren't sure if you're eligible, we've developed a free Universal Credit tool with a step by step guide to applying. You'll find the calculator on our website or at:

 uc-helper.co.uk/moat-homes

You're not alone. We're just an email or call away:

 customer@moat.co.uk

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