

# 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](http://moat.co.uk), call 0300 323 0011 or email [feedback@moat.co.uk](mailto: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](http://www.moat.co.uk/mymoat).



## Your feedback on our repairs partner

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. It's 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 new partner, known as the procurement process.

### Customer voice

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.

### Your involvement

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.

### Your feedback

Although the procurement process has come to an end, your feedback is still needed and valued as we transition to our 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.

## Better communication for communal repairs



A massive thank you to those shared owners and leaseholders who took time to help us understand what you want from this service and where improvements need to be made. The amount of time and effort you have dedicated to providing valuable feedback has been phenomenal and we're incredibly grateful for your input.

### Hearing you loud and clear

Throughout the process you have made it very clear that you wanted better communication about communal repairs. Our repairs partner from April 2021, Morgan Sindall Property Services, proposes to:

- Provide clear notices in communal areas notifying customers where a repair has been identified/reported and providing updates if the repair cannot be resolved immediately
- Work with Moat to improve communication to all customers in blocks/streets where a repair

affects them, rather than just updating the customer who logged the issue in the first place

- Work with our Customer Advocates to identify ways to communicate that meet the diverse needs of all customers. If you would like to become a Customer Advocate or be part of the mobilisation working group, please get in touch using the contact details on the front page.

# Your communal repairs service

We (or your managing agent) are responsible for maintaining your communal areas and the areas outside your home.

## Working in partnership

We partner with several companies to provide the communal repairs service. Where we own communal corridors, stairwells and external common areas, Morgan Sindall Property Services will deliver your repairs from April. Cleaning for internal communal areas is delivered by Cleanscapes and idverde maintain communal grounds. We work with a number of specialist contractors for lift and door entry systems repairs.

## Managing agents

In cases where we don't own the building, a managing agent (who is appointed by the building's owners) is likely to be responsible for the communal repairs and maintenance. We keep in regular contact with the managing agents for these buildings, monitoring their performance and raising concerns on behalf of shared owners and leaseholders.

## Reporting repairs

We offer a range of ways for customers to report communal 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 using the details below.



[moat.co.uk/mymoat](https://moat.co.uk/mymoat)



[customer@moat.co.uk](mailto:customer@moat.co.uk)



0300 323 0011

## Communal repairs

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

Emergency repairs for communal areas include:

- No electricity to the whole block (when 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), 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
- Roof leaks which are uncontainable
- Lift failure.

If your repair is an emergency, please call our Customer Service Centre on

**0300 323 0011**



## Gas safety

It's important to have your gas appliances regularly checked to make sure they are working efficiently, and your home is safe. As a shared owner or leaseholder, you are responsible for servicing your gas boiler and appliances.

# 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](mailto: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. Download the app 'Stop Loan Sharks' or head to the **Stop Loan Sharks website** to confidentially report any concerns. 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](https://uc-helper.co.uk/moat-homes)

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

 [customer@moat.co.uk](mailto:customer@moat.co.uk)

 0300 323 0011

