



20 March 2020

Dear Resident

I wanted to personally reassure you that we're doing everything we can to minimise disruption to our services, whilst keeping people safe. We recognise that it is a worrying time for you regarding the spread of the Coronavirus.

Maintaining services

We are still delivering our normal repairs service at the moment. This could move to an emergency-only service if the situation escalates but we will notify customers if this occurs.

When you contact us, we will ask you if you are self-isolating as a precautionary measure or have been diagnosed as having Coronavirus. This will allow us to take steps to keep you, our staff and contractors safe.

Customers who are in isolation and are reporting a repair will experience some delays to our usual service. We will talk to you about this process and agree on the most appropriate steps to take.

Rent and service charge advice

If you are worried about paying your rent or service charge, please let us know. We are here to help. You can contact our Customer Accounts team by emailing customer@moat.co.uk or calling 0300 323 0011. We will provide flexible support, on a case by case basis, through this period of uncertainty.

Contacting us

Customer enquiries can be made by:

- emailing customer@moat.co.uk
- via our webchat facility moat.co.uk/mymoat/chat
- via our online customer portal, MyMoat moat.co.uk/mymoat, where you can manage your account and access services such as reporting repairs, making payments and amending your account details.

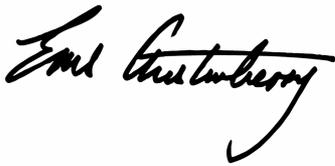
If you have an emergency housing issue, please call us on 0300 323 0011.

Keeping up to date

We will provide updates on our website, moat.co.uk, should the situation change, and our services are affected.

The health and safety of our customers and staff remains our number one priority. Thank you for your patience and co-operation during this time.

Kind regards

A handwritten signature in black ink, reading "Elizabeth Austerberry". The signature is written in a cursive style with a large, sweeping initial 'E' and a long, curved tail.

Elizabeth Austerberry
Chief Executive, Moat