

I am a homeowner.

Introducing our Repairs Offer.

Everything you need to know about
communal repairs, maintenance and
building safety services.



Our repairs and maintenance service.

Providing safe and affordable homes that make a real and lasting difference starts with looking after the buildings and communities where our customers live.



As a homeowner, you're responsible for repairing everything inside your home, including heating and appliances. If you own a house or bungalow rather than a flat or a home in a shared building, you're also responsible for maintaining and repairing the outside of your property.

We look after the communal and shared parts of the building or estate that we own and manage, helping to keep them safe and well maintained. Your lease explains who is responsible for repairs and maintenance. If you're unsure, get in touch with us. In most cases, you'll also contribute towards the cost of maintaining the building and communal areas through your service charges.



We work with Mears as our primary repairs partner, alongside a range of trusted specialist contractors who help us maintain building services, communal facilities and shared outdoor spaces.

Where buildings are managed by a managing agent, they are often responsible for communal maintenance and repairs. We work closely with managing agents, monitor their performance and raise concerns on behalf of homeowners where needed.



Looking after your building is a shared responsibility. If you notice any repair, maintenance, or safety issues in the communal areas, please let us know as soon as possible so we can take the appropriate action.

To help keep everyone safe, communal areas must be kept clear at all times. Please do not store personal belongings, furniture, bicycles, or any other items in these spaces.

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Working in partnership

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Working in partnership.

Mears

Mears is our primary repairs and maintenance partner for communal repairs.

Where we own and manage communal corridors, stairwells and external shared areas, Mears carries out repairs and maintenance on our behalf.

Although Mears may complete the repair, we remain responsible and accountable for the service you receive.



Our specialist contractors

It's important to have the right people for the right job.

Alongside Mears, we work with a range of specialist contractors who provide services across our buildings and estates, including:

- Passenger lift maintenance and repairs
- Door entry system servicing and repairs
- Fire safety systems
- CCTV systems
- Communal lighting
- Grounds maintenance
- Tree maintenance and inspections
- Cleaning services.

Our communal cleaning service is delivered by Cleanscapes.

Grounds maintenance services are delivered by specialist contractors including John O'Conner, Groundscapes, Southern Land and Pinnacle.

By working with specialist contractors, we can ensure repairs and maintenance are carried out by the people best placed to do the job.





Who's responsible for repairs?

Find out who is responsible for repairs and maintenance in and around your home and shared spaces.



We or your managing agent are responsible for:

- + Communal corridors and hallways
- + Stairwells
- + Passenger lifts
- + Door entry systems
- + Communal lighting
- + Bin stores
- + Parking and paved communal areas
- + Boundary walls and fencing in communal areas
- + Shared gardens and communal outdoor spaces
- + Building safety checks in the communal areas we own and manage
- + Building elements and communal services where our lease obligations require us to do so.



You're responsible for:

- + Repairs and maintenance inside your home
- + Your boiler and heating system (unless it's communal)
- + Plumbing and electrical systems within your home
- + Internal fixtures and fittings
- + Appliances you own
- + Internal decoration
- + Flooring and carpets
- + Looking after your private garden, where applicable
- + Servicing your gas appliances and boiler.

Your lease sets out the full details of your repair and maintenance responsibilities.

Gas and electrical safety

As a homeowner, you're responsible for servicing your gas boiler and any gas appliances in your home. Regular servicing helps ensure that your appliances are working safely and efficiently. We recommend you arrange an annual gas safety check.

It is also important to have your electricians tested regularly to ensure they remain safe. We recommend getting them tested every five years.

What can I report?

Please get in touch if you've identified a repair or safety concern in a communal area.

This could include:

- + Faulty communal lighting
- + Broken communal entrance doors
- + Faulty door entry systems
- + Lift breakdowns
- + Damaged flooring, stairs or handrails
- + Graffiti or fly-tipping
- + Damaged fencing or walls in communal areas
- + Roof leaks affecting shared areas
- + Issues affecting communal health and safety
- + Concerns about damp and mould linked to the building structure.



Managing agents

If your building is managed by a managing agent, they may be responsible for communal repairs and maintenance. Let us know about the issue and we'll help direct it to the right organisation, monitor progress and raise concerns where necessary.

Defects repairs

Defects repairs that occur in new build homes are usually covered by a one-year defects period. This begins as soon as the build process is complete, not when you take possession. Defects can occur due to poor materials, design, workmanship or electrical and plumbing faults. We work closely with developer partners to avoid this as much as possible. Defects do not cover accidental damage, vandalism, minor shrinkage or cracking.

If you live in a new build house and have a defect, please report it via myMoat or call us on 0300 323 0011.

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Keeping your building safe.

We carry out regular inspections and safety checks in the communal areas we own and manage to help ensure buildings remain safe and compliant with relevant safety requirements.

This includes:

- + Fire safety inspections
- + Health and safety checks
- + Building compliance inspections
- + Estate inspections
- + Communal area safety reviews.

If you live in a high-rise building, we may carry out additional safety inspections and provide you with building-specific safety information.

Where buildings are managed by a managing agent, they will often be responsible for these inspections. We monitor compliance and challenge poor performance where necessary.

If you have any concerns about safety in your building or communal areas, please report it to us as soon as possible.

Damp and mould in your building

We understand how important it is to live in a safe, comfortable home that is free from damp and mould. If you have any concerns, we're here to help.

When you report damp or mould to us, we'll assess the issue and investigate what may be causing it. The actions we can take will depend on the cause of the problem and the terms of your lease.

If our investigation shows that the issue is linked to parts of the building we are responsible for maintaining, such as the roof, external walls or communal areas, we'll work with you and any relevant contractors or third parties to identify the problem and put things right as quickly as possible.

We'll keep you updated throughout the process and let you know what to expect at each stage.

You can find damp and mould advice and prevention tips on our website. 



Different types of repairs and timescales.

Here's how we prioritise communal repairs.

Emergency repairs

These are repairs where there is an immediate risk to people's safety, security or the building. We aim to attend within 4 hours to make safe and complete the repair within 24 hours.

Examples include:

- No electricity affecting the whole building
- No water supply affecting the whole building
- Insecure communal entrance doors
- Lift failure
- Significant roof leaks that cannot be contained
- Dangerous communal lighting failures
- Unsafe flooring, stairs or handrails.

Urgent repairs

These are repairs that aren't emergencies but could become more serious if left unresolved.

We aim to complete these within 5 working days.

Examples may include:

- Faulty door entry systems
- Partial lighting failures
- Minor roof leaks
- Repairs affecting residents' day-to-day use of communal areas.

Routine repairs

These are everyday repairs that don't present an immediate safety risk.

We aim to complete these within 20 working days.

Non-urgent and complex repairs

Some repairs may require surveys, specialist contractors, investigations, access arrangements, scaffolding or replacement parts.

Where this happens, we'll explain what's needed, agree the next steps and keep you informed throughout. We aim to complete these within 60 working days.

How to report a repair.

You can report a communal repair online, through your myMoat account or by calling or emailing us.

myMoat

Our customer portal, myMoat, is the quickest, easiest way to report routine repairs. Available 24/7.

You can call or email between 8am and 5pm, Monday to Friday:

📞 0300 323 0011

✉️ customer@moat.co.uk

Out of hours service

Mears manage our out-of-hours phone lines and repairs, providing emergency assistance to our customers between 5pm and 8am on weekdays and all day on weekends.

If it's an emergency,
you need to call us on:

📞 0300 323 0011

Smell gas or think you
have a gas leak?

Call the National Gas Emergency on:

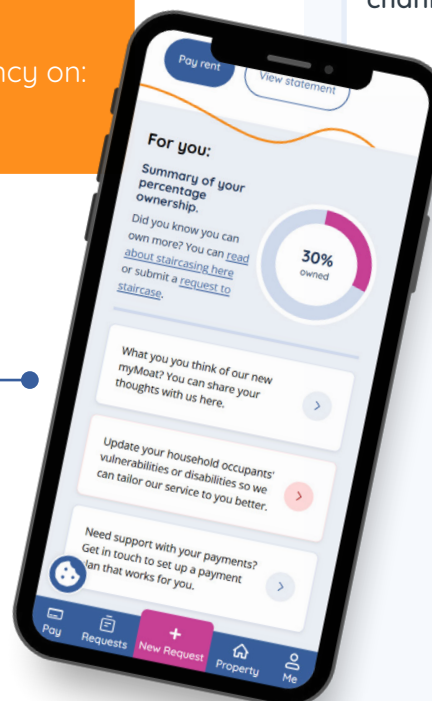
📞 0800 111 999

Did you know?

With the new, improved myMoat, you'll be able to report communal repairs, track progress and view other communal repairs raised by your neighbours. Keep an eye out on our website and social media channels for launch updates.

Not got an account?
Sign up today by visiting
my.moat.co.uk

myMoat



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Looking after your building for the future.

Fixing repairs is only part of what we do. We or your managing agent also invest in our buildings and communal spaces to help ensure they remain safe, attractive and in good condition for the future.

This may include:

- + Communal area improvements
- + Roof replacements
- + External decorations
- + Fire safety upgrades
- + Door entry system improvements
- + Lift modernisation projects
- + Energy efficiency improvements
- + Estate enhancement works.

Where major works are planned, we'll consult with you and keep you informed throughout the process.

