

Winter 2025

Working in partnership for Stanhope residents

Chrysalis

Moat

MORGAN
SINDALL
PROPERTY SERVICES

ems
management services

Your Stanhope

Welcome!
to your

Winter edition of Your Stanhope



Growing skills

Stanhope residents came together for our first Skills Roadshow in October for practical home maintenance tips and to explore new job opportunities - with support from our partners: John O'Connor, Armour Hart, Sureserve, Mears, Brewers and Cleanscapes.

Hosted by Moat Foundation and our partners, the roadshow offered residents a chance to develop their skills and boost their confidence. Many left feeling inspired and eager to use their new-found abilities, and we were proud to support:

- **Nine customers** with direct employment advice.
- **One customer** with driving theory test guidance.

- **Eight families** with paint kits to help them refresh rooms in their homes.
- **One young person** with confidence coaching.
- **One customer** with home repair advice.

We can't wait to host the next one in 2026! Please keep an eye out for more details at the Hub.



Introducing the Moat Offer

We're really proud to have launched the Moat Offer. It's a clear and straightforward guide to the services you can expect from us and how we're here to support you. We know that in the past, it hasn't always been clear what support is available or how to get in touch when you need us. That's why we've created the Moat Offer - to bring everything together in one place, making it simpler and easier to understand. Visit the Moat Offer page on our website to find out more. ✨

Get involved

We know it seems far away but planning for next year's Community Summer Fair has already started - and we'd love your help to make it our best one yet!

Next year's fair will take place on Saturday 11 July 2026, and like this year, will be organised by Stanhope residents, along with help from the Moat Foundation team.



“ I really saw the joy our volunteers found in leading the community summer fair - there was a real sense of pride in making such a great event happen. ”

Felicity, Moat Foundation Officer

We're also looking for volunteers to join the Stanhope Community Chest panel. The panel meets three to four times per year to review community project applications and decide on which will receive a grant to benefit people living in Stanhope.

If you're interested in volunteering, please get in touch with Felicity.

Summer
Fair

2026

☎ 0300 323 0011
(for Moat residents)

☎ 01233 647396
(For Ashford Borough
Council tenants)

✉ Stanhopecustomer@
moat.co.uk

🌐 moat.co.uk

🌐 moat.co.uk/mymoat

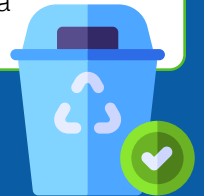
Help keep Stanhope clean and tidy

We want everyone in Stanhope to love where they live - and that starts with keeping our community clean, tidy, and litter-free. Please make sure all your waste is disposed of correctly and responsibly.



Fly-tipping is a crime

Dumping rubbish in public spaces is illegal and can lead to fines or prosecution. We're working closely with Ashford Borough Council's Enforcement Team to tackle this, and your reports make a big difference.



If you spot fly-tipping, report it straight away:

☎ 01233 331111

📧 ashford.gov.uk/environmental-concerns/report-a-street-issue/fly-tipping/

If you've large or bulky items to dispose of, there are two simple options:

- Take them to the **Waste and Recycling Centre** on Cobbs Wood Estate or
- Book a **large item collection** via the Ashford Borough Council website: ashford.gov.uk/recycling-waste-and-bins/large-item-collection/

Together, we can keep Stanhope clean, safe, and welcoming for everyone.

Need to report a repair?

If something in your home or communal areas needs fixing, we're here to help!

Ashford Borough Council tenants:

Your repairs are carried out by Morgan Sindall Property Services. This includes heating, hot water, damp and mould, electricals and pest control.

Moat residents:

Your repairs are managed by Mears.

Here's how to report a repair:

- 📧 [Moat.co.uk/mymoat](https://moat.co.uk/mymoat)
- ✉ Stanhopecustomer@moat.co.uk
- ☎ 0300 323 0011 (Moat residents)
- ☎ 01233 647396 (Ashford Borough Council tenants)

Visit us:

Stanhope Office at the Stanhope Centre. Open 10am to 2pm on Monday, Wednesday and Friday (closed on bank holidays).



Spot it **Report it** **Sort it**

Your home should always feel safe, comfortable, and cared for. Our 'Spot it, Report it, Sort it' campaign helps you spot early signs of damp or mould, know what to do, and get help.

Damp and mould can affect your health and your home - so please don't wait. Report it as soon as you notice it, and we'll help get it sorted.

Read our latest guides online at moat.co.uk:

📧 Ashford Borough Council tenants

📧 Moat residents



Let's **sort it** together.



Benefits support on your doorstep



We know that understanding the benefits system can sometimes feel confusing - but you don't have to face it alone.

Melissa, from our friendly Benefits and Income Maximisation team, visits the Stanhope Hub every other week to offer free, confidential one-to-one support.

She can help you:

- ✓ Check what benefits you're entitled to
- ✓ Complete applications
- ✓ Budget and manage your household bills.

If you'd like some help we'd love to hear from you. We'll match you with a Benefits and Income Maximisation Officer for friendly, confidential advice - right here in Stanhope.

☎ 0300 323 0011 ✉ felicity.white@moat.co.uk



Melissa

Benefits and Income
Maximisation Officer



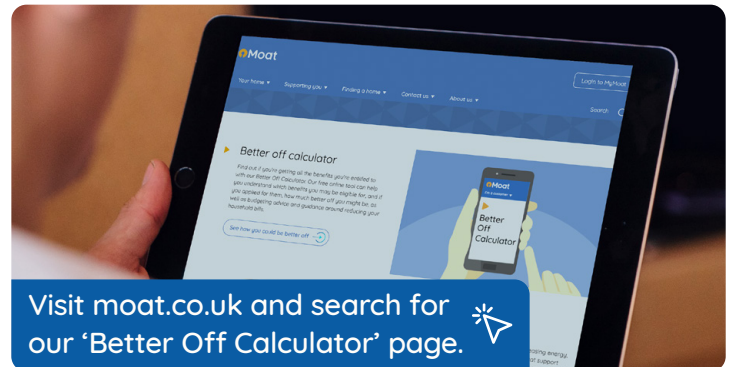
It's a fantastic service — without it I'd still be trying to get Universal Credit to listen to me. Melissa's been brilliant. I've seen her a few times at the Hub, and she always works around what suits me. I couldn't wish for anyone better to fight my corner.

Mark,
Stanhope resident



Want to check your benefits at home?

Try our **Better Off Calculator** - a free online tool to help you check if you're receiving all your entitlements, see how much better off you could be and get budgeting advice to manage your bills.



Visit moat.co.uk and search for our 'Better Off Calculator' page.



Chrysalis - our community partnership

About us

Since 2007, Chrysalis has been looking after Stanhope through what's called a 30-year Private Finance Initiative (PFI). In simple terms, this means the Government and private companies work together to fund improvements in your community.

What have we done?

We've demolished old flats, spruced up existing houses, and built new homes along with the commercial centre you use today. Our work covers homes owned by Ashford Borough Council and some of the open spaces around you. The rest of Stanhope includes private housing and affordable homes provided by Moat.

Who does what for you?

Moat

handles your day-to-day housing needs – helping with tenancy questions, tackling anti-social behaviour with our partners, acting when needed, and regularly checking that everything on the estate is up to standard.

Equitix Management Services (EMS)

keeps an eye on the big picture, making sure we're meeting our promises to the Chrysalis Board and Ashford Borough Council.

Morgan Sindall Property Services (MSPS)

takes care of repairs and maintenance for the PFI homes and public areas (though not the entire estate), including your play areas. Mears are responsible for our non-PFI homes repairs and maintenance.

We're all working together to make Stanhope a place you're proud to call home!

what's on?



at your Stanhope Community Hub

Come along, meet your neighbours, and get involved!

Regular activities

(Term time from 5 January 2026. All youth sessions start after 12 January 2026).

Mondays



Ladies' Group
9.30am - 11am

Create artwork, chat, and make new friends in a relaxed space.

Tuesdays



Men's Group
11am - 1pm

Share experiences and interests in a safe, supportive environment.

Thursdays



Community Morning
10am - 12pm

Perfect for newcomers! Join us for a chat, coffee, or a friendly game of pool.

Stanhope Community Food Larder
12pm - 1pm



Need a little extra help?
Pop in for free food essentials - no booking needed.

Youth drop-in
4pm - 5.30pm
(14-17 years old)



Games, music, and social time in our games shed.

Fridays



Youth drop-in
4pm - 6pm
(6-13 years old)

Crafts, cooking, and table football - a great way to start the weekend.

Baby and toddler group
12pm - 2pm



Held at the Parish Hall

Fun, informal sessions for parents, caregivers, and little ones. Expectant parents welcome!



Join us at the Hub on 19 December for a special Christmas event.

The Hub will be closed from
Saturday 20 December 2025
and will reopen on Monday
5 January 2026.

To find out more or to register,
please contact Bev or Felicity.



✉ beverley.wood@moat.co.uk

☎ 07742 886 563



✉ felicity.white@moat.co.uk

☎ 07729 080 482



Christmas events!

Join us for festive fun at our family-friendly Christmas events at our Community Hub. Enjoy free food, crafts, games, and a visit to Santa's grotto. Children must be supervised by an adult.

Ho - Ho - Ho

For parents, babies and toddlers

12pm - 2pm

For families and children aged 5+

4pm - 6pm



For more information, please get in touch with Bev.

Christmas opening hours

Our offices close at 5pm on Wednesday 24 December 2025 and reopen at 8am on Monday 5 January 2026.

If you need urgent help during this time, please call:

Moat residents: ☎ 0300 323 0011

Ashford Borough Council tenants: ☎ 01233 647396