

Your Voice, Our Action.

Welcome to the latest edition of Your Voice, Our Action, our quarterly newsletter for Customer Advocates.

You've told us you want regular updates on how your time and feedback are shaping our services. In this issue we're sharing a round-up of key projects that you've helped us with between April and September 2025, celebrating your contributions and sharing the positive changes happening because of you.

Thank you for your dedication and time. Your insights don't just shape what we do - they transform how we do it for all our customers.

Gray Lovell-Watson

Customer Engagement Manager

0300 323 0011

feedback@moat.co.uk



I'm Ella Todd, and I joined Moat at the end of October as the new Head of Service Excellence and Compliance.

Hello from Ella

I'm passionate about making sure our customers' voices shape everything we do, and I bring extensive experience in both social housing and customer experience. In my new role, I'm leading our Customer Engagement, Customer Experience Training, and Customer Insight teams - bringing them together to strengthen how we listen, learn, and respond.

I'm thrilled to be part of Moat and look forward to making a positive difference for all our customers.

Need this newsletter in a different format?

If you'd like it in another language or a format that works better for you — like large print, audio, Braille, or electronic text — just let us know!



Shaping the Moat Offer together

2 minute read

A huge thank you to everyone who shared their thoughts on the newly launched Moat Offer. Your feedback has been invaluable in shaping a clear and practical guide that sets out:

- The services you can expect from us
- The extra support available, tailored to your home and individual needs

Thanks to your input, the Moat Offer now truly reflects what matters most to you.

Here's what Steve, one of our Customer Advocates, had to say:

“That looks great, and the simplicity makes it totally user-friendly... it flows freely and is easy to navigate.”

When we asked you how we could communicate the Offer more effectively, you shared some fantastic ideas:

“Be true to your word and never break your policy... email or put it on your website for all to see.”

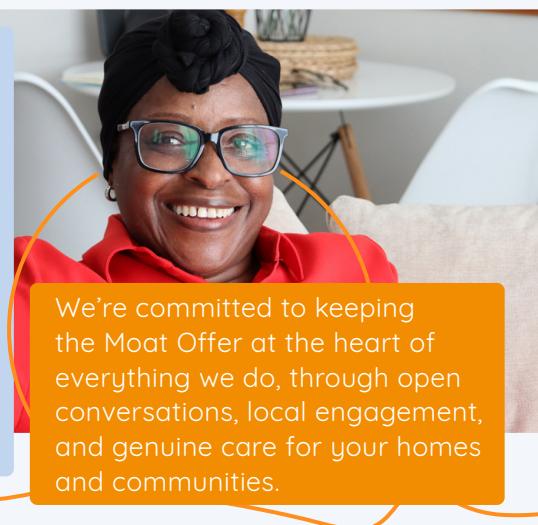
“Face-to-face experiences with regional or local community representatives.”

“House visits to introduce the Moat Offer and encourage use of the online portal, MyMoat.”



Your feedback reminded us just how important trust, visibility, and personal connection are. That's why, alongside sharing the Moat Offer online and in welcome packs for new customers, we're exploring new ways to connect - including community events and in-person sessions to help you get the most from our services.

Visit moat.co.uk to explore the Offer.



We're committed to keeping the Moat Offer at the heart of everything we do, through open conversations, local engagement, and genuine care for your homes and communities.

Repairs Forum update

4 minute read

Our Repairs Forum met on 29 July and 23 September, bringing together customers, Moat staff, and our interim partner, Mears. Chaired by resident Lorraine Ash, both sessions were full of open discussion, practical feedback, and positivity about the direction of our repairs service.

You told us you've noticed a real improvement in the service - especially in how we've tackled the huge backlog of repairs and consistently met our 21-day target for routine jobs. The atmosphere in both sessions was positive and forward-looking, with everyone recognising the genuine progress that's being made.

We also talked about our search for a new long-term repairs partner. We shared that we're now down to one remaining bidder for the contract, discussed the importance of setting ambitious but achievable performance targets, and our Head of Customer Resolutions presented the latest complaints performance data.

Here's what you told us:

-  You've seen real progress from Moat and Mears in reducing the backlog of repairs.
-  You want future repair targets to be ambitious but realistic, reflecting real customer experience.
-  You value being kept informed about the procurement process, especially with only one bidder remaining.
-  You asked that the procurement process be thorough and transparent, ensuring quality, value for money, and strong accountability.
-  You appreciated seeing new performance and complaints data, giving you clearer insight into how the service is improving.

“There's still more to do, but the progress Moat and Mears have made together is really promising – it genuinely feels like the repairs service is moving forward.”



Lorraine Ash

Moat resident and Repairs Forum Chair



Join the conversation

We'd love for more of you to be part of the Repairs Forum! Meetings are held every three months at our head office in Dartford. You can join in person or online - whatever works best for you. If you're attending in person, we'll cover your travel expenses and lunch is provided.



Forum meetings

- Tuesday 16 December 2025
- Tuesday 24 March 2026

11am – 1pm,
Moat Head Office, Dartford

 If you'd like to join us, please email Gray and confirm whether you'll be attending in person or online.

Making a difference

4 minute
read/video

Our Repairs Forum is helping shape a better repairs service for everyone.

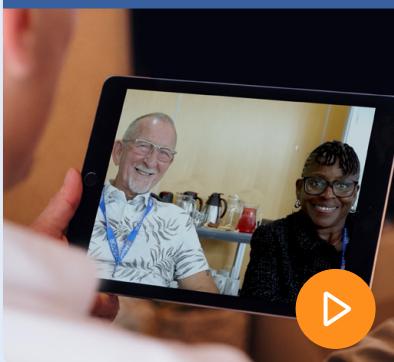
Thanks to your feedback, we've:

- ✓ Started using less subcontractors for better quality
- ✓ Shared weekly performance figures on our website and social media channels
- ✓ Added more specialist contractors for complex repairs
- ✓ Made booking and follow-ups simpler by improving our processes
- ✓ Shaped a stronger long-term repairs contract.



Want to see the Forum in action?

Watch our new video featuring chair Lorraine, and regular members Kathy and John. Through their words, you can see firsthand how their voices are making a real difference in improving our repairs service.



Our future repairs service

As we work towards finding a new long-term repairs partner, your voice has been at the heart of shaping the future of our repairs service. Through workshops, surveys, and the Repairs Forum, you've told us what really matters. And your feedback is directly influencing our Customer Journey Specification, which sets out exactly how you should experience every stage of the repairs process, from booking a job to completion and follow-up.

What you told us:

- ✓ Respect, empathy, and clear communication matter most to you.
- ✓ You want a service that treats everyone with dignity and courtesy, is accessible and responsive, and always shows understanding - especially when dealing with concerns or vulnerable situations.
- ✓ You also said that professionalism counts - clear explanations, visible ID, and reassurance about next steps.



2 minute
read



Some of you attended 'Meet the Bidder' events in May and October, and heard directly from potential contractors. This gave you the opportunity to ask how they would deliver the service, while living our values and behaviours.

The insight you shared is helping ensure our next repairs partner truly puts customers first.

to everyone who's shared valuable feedback. We'll continue to keep you updated as this important work progresses.



More winners in our quarterly prize draw

We love celebrating the time and energy you give. Whether you join online, share your thoughts in surveys, or take part in group sessions - every contribution truly matters.

As a thank you, each task you complete automatically enters you into our quarterly prize draw. And thanks to your feedback, we've made it even better! Instead of one £100 winner, we now have five winners receiving £20 each - so more of our amazing advocates can share the celebration.

It's our way of saying thank you, staying connected, and showing just how much we value you.



Reviewing our policies

You've played a vital role in reviewing policies, including:

 Tree Policy 

 Buy Back Policy 

 Managing Agent Policy 

 Mutual Exchange Policy 

What you told us

For the **Managing Agent Policy**, some of you told us that while the policy was clear overall, parts could be simplified - especially around what managing agents do and how they were previously known. We're taking this on board to make it easier to follow.

For the **Mutual Exchange Policy**, you suggested adding examples of different exchange types and clearer explanations around bedroom entitlement rules and how decisions are made.



for helping us make our policies clearer, fairer, and more customer-focused.

Helping us choose our leaders

This year, you've helped us select some senior leaders, by attending interviews and sharing your feedback on interviewees. Here's who you helped us bring on board:



David Betteridge

Executive Director of Governance and Compliance



Graham Swanton

Director of Customer and Insight



Helen Evans

Chair of Board

Customer Scrutiny Panel

Our customer-led Impact and Action Group has a new name and focus - it's now the Customer Scrutiny Panel. This dedicated group of customers looks closely at how we're doing and helps us find ways to improve. We're supporting members with training and new skills, so they can make a real difference. Look out for an update on their work on our website and in the next Your Voice, Our Action!



Upcoming customer engagement projects

We're now finalising our 2026 calendar of customer engagement projects. We've got lots planned - including new podcasts, videos, and community visits too - so it's shaping up to be a great year!



If you're interested in getting more involved in 2026, please get in touch with Gray.