

Customer Catch-up

April 2026



Moat | **MEARS**

Working in partnership

Lanier Doyle

Head of Repairs Partnering

An update on our repairs service

Firstly, I want to thank you for your patience and honesty over the past year. I know that while many of you have seen positive changes with our repairs service, that sadly hasn't been everyone's experience. If you've been left waiting or frustrated by delays, I'm truly sorry - I know how important it is to get repairs fixed properly and in good time.

Your feedback has helped us understand what really matters to you – reliable repairs, value for money, quality work, and clear communication. And this has all directly shaped the improvements we're making to our repairs service now and in the future.

Where we are now

Our interim partnership with Mears is continuing to make good progress. When they joined us in February 2025, we had around 9,000 repairs on our list. This included 7,000 older jobs left over from our previous contractor, as well as new routine and emergency repairs.

Since then, we've worked together to clear all the older, long-standing repairs. Today, we've around 2,400 repairs on our list - all of them reported since Mears started supporting the service, with none remaining from the previous contractor.

We've also made a big improvement in how quickly we complete routine repairs. On average, these were taking 102 days - now, it's around 21 days.

“This is real progress, but we know there's still more to do. We're continuing to focus on getting repairs done quickly, doing them well, and keeping you better informed along the way.”

Our long-term repairs partner

Following the Section 20 customer consultation, we're now in the process of awarding Mears our long-term repairs contract. This will be a 10-year partnership, focused on delivering a more reliable, high-quality service.

We're planning to launch the new service in late summer 2026 - but we won't rush it, we'll only go live when we're confident the service is ready to deliver the quality and reliability you expect.

What this means for you

There's no immediate change. Mears will continue to deliver our repairs service as they do today. Behind the scenes, we're getting everything ready for the new service launch, from systems, processes to people.

Looking ahead

We'll continue to improve the current service while preparing for the new one. The long-term contract will build on the progress we've made, and we'll keep learning, improving, and listening to you.

Keep an eye on our website, social media channels and in our newsletters for regular performance and service updates.



Moat

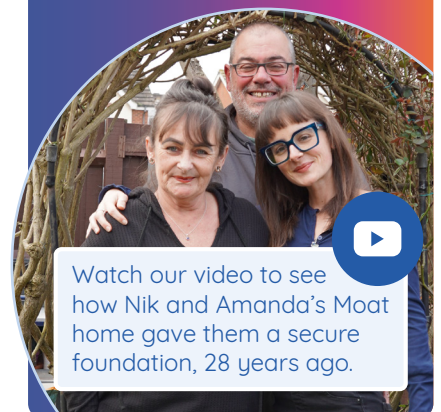
Celebrating 60 years of homes and communities

We've turned 60, and we're celebrating the difference a home has made to so many of you over the years.

We want you to be at the heart of our celebrations, so to mark this milestone, we'll be providing 60 opportunities for our customers over the next year. We'll be working with our suppliers to offer employment support, with our colleagues to do litter picks on your estates, and with Moat Foundation to run activities from our anniversary gazebo which is popping up across your communities. Head to our website and social media channels for more details.

Sharing your stories

Over the years, many of you have told us how your home provided a safe space for your families, helped you build a future and, in some cases, changed the course of your life. We're sharing these memories throughout our celebrations, starting with Nik and Amanda (below).



Watch our video to see how Nik and Amanda's Moat home gave them a secure foundation, 28 years ago.



Our Customer Scrutiny Panel

We want your voice at the heart of how we improve our services. That's why we set up the Customer Scrutiny Panel, an independent group of Moat customers who review our performance and challenge us to do better. They bring real-life experience, fresh perspectives, and honest feedback straight into our decision-making.



The Panel carries out three in-depth reviews each year, and their first review was on shared ownership. To understand what's working well, where frustrations exist, and what practical changes could make the biggest difference, the Panel spoke with both customers and colleagues. From their review findings, they made 46 recommendations. Key findings included rising service charges, delays in resolving

defects, inconsistent communication, and a need for clearer guidance.

Many improvements are already underway, including better support for shared owners, clearer communication with simpler guides and more transparency around service charges.

You can read the full review on our website.

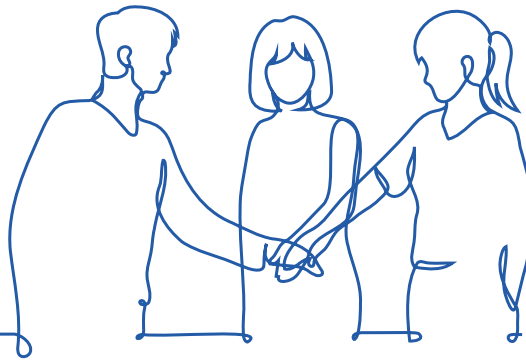


“We chose shared ownership as the focus of our first pilot review, because customer feedback and satisfaction data highlighted a clear gap between shared owners and other customers in how listened to and supported, they felt.”

Customer Scrutiny Panel

“We aim to act as a critical friend to Moat, providing recommendations and insights that may not have been previously considered.”

Customer Scrutiny Panel



Looking ahead

The Panel has nearly completed their second review, focusing on prevention of anti-social behaviour. We'll share their findings with you later this year on our website and in newsletters.



“Chairing the Shared Ownership Review and continuing to contribute through the Customer Scrutiny Panel has reinforced how powerful customer insight is in shaping services. It has been really encouraging to see Moat's clear commitment to taking forward the review's recommendations, with ongoing communication around next steps and how progress will be monitored. Being part of the Panel is something I genuinely value - it has renewed my appreciation for Moat as an organisation.”

Rae, Customer Scrutiny Panel member

We're recruiting • We're recruiting • We're recruiting • We're recruiting • We're recruiting • We're recruiting • We're recruiting • We're recruiting • We're recruiting

Join the Customer Scrutiny Panel

We're currently recruiting for two new members to join our Customer Scrutiny Panel.

This is a fantastic opportunity to develop new skills, work as part of a friendly team, and make a real difference in your community. We're particularly keen to enhance the diversity of the Panel and would love to hear from customers living in general needs housing to complement our current shared ownership members.

We warmly welcome applications from all Moat customers, from every background and community.



Closing date is on
Sunday 10 May (midnight).

Visit our website for
more information
and to apply.



The BIG DOOR KNOCK

The Big Door Knock 2026

The Big Door Knock is back this June – and it's going to be our biggest one yet!



After the success of last year's Big Door Knock, when we knocked on over 3,000 doors, our teams are once again stepping away from their desks and heading out into your neighbourhoods. This time, we're aiming even higher, and will be knocking on 10,000 doors, as part of our plan to meet every one of our customers over the next three years.

Throughout June, you might see us out and about across Essex, London, Sussex and Kent. We'll be stopping by for a chat to hear what's working well and where we could do better. These conversations really matter to us - they help shape our services and make sure your voice is at the heart of everything we do.

If we don't catch you this time, we hope to visit you in the future. And in the meantime, we're always here if you need us, whether that's reaching out directly or saying hello when you see us around your neighbourhood.

Look out for updates on our website and social media channels!



Improving your online experience

We've been listening to your feedback about our website and MyMoat, our online customer portal.

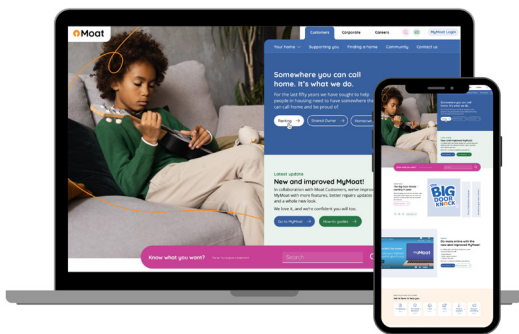
You've told us you want our online services to be simpler, easier to use and tailored to you.

So, we've been working closely with our colleagues and customer advocates to understand what works well and what could be better. Their feedback is shaping some exciting improvements coming later this summer.

Soon, it'll be easier to do the things that matter most to you - from reporting a repair and paying your rent, to checking your balance or finding information about your home.

We're also making it easier to find what you need. The new website and MyMoat will be simpler to use and tailored to the type of home you live in - so whether you're a renter, shared owner or homeowner, you'll see the information that's relevant to your home, right where and when you need it. We're also making sure it's accessible, so you're able to read and use our online services, whatever your needs.

Keep an eye on our website and newsletters for more updates on these exciting changes to our digital channels.



Bringing the Moat Offer to life

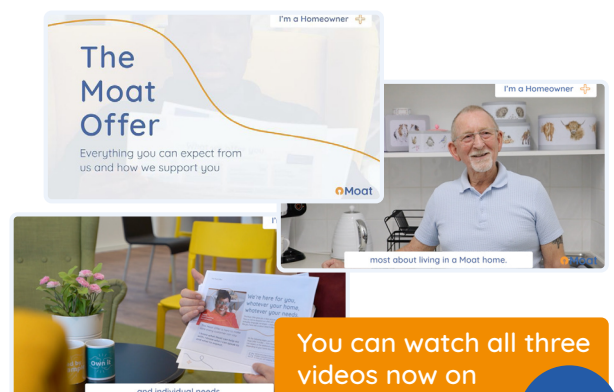
We're excited to share something new alongside the Moat Offer.

Following your feedback, we've created three short videos to go with the Moat Offer. Whether you rent, own, or have shared ownership of your home, they give a clear guide to what you can expect from us and where to turn for support.

The videos feature both Moat colleagues and customers, filmed in real settings - from our offices to customers' homes and shared spaces.



A big thank you to everyone who warmly welcomed us into their homes to film the videos!



You can watch all three videos now on our website.



Supporting you to feel more at home

Moving into a new home is a big step, and sometimes it comes with unexpected challenges. That's why we're here to support you in many ways, not just by providing a home.

Recently, we supported Nurys, a new Moat customer, who is originally from the Dominican Republic and had been living in temporary accommodation. With a young baby and limited English, everyday tasks felt overwhelming for Nurys. Jordan in our Neighbourhoods team worked closely with her - using translation tools to communicate clearly, helping Nurys get settled in her new home, and making sure she had all the essentials she and her baby needed.

The support didn't stop there. We also connected Nurys with Kirstie from our Benefits and Income Maximisation team, who helped Nurys access financial support, from Child Benefit, Healthy Start vouchers, Council Tax support to even help with gas payments, and vouchers for clothing and household items.

Just as importantly, we've also been helping Nurys build her confidence with language classes and local activities via our Community Hubs.



“Thank you so much for the support. You've helped me a lot - I'm very happy.”

Nurys,
Moat customer



Kirstie Danton
Benefits and Income
Maximisation Officer

“Seeing Nurys feel more confident, accessing the support she needs, and settling into her new home has been such a rewarding experience.”

Kirstie

If you're finding things difficult, you're not alone. We're here to listen and help you find the right support - whatever you're going through.

Get in touch with our friendly Benefits and Income Maximisation team on **0300 323 0011** and customer@moat.co.uk or contact your local Neighbourhoods team for support with your home.

Moat Foundation - Here for you

Our Moat Foundation team is here to provide you with practical support to improve your wellbeing, boost your confidence and get involved in your community.

Currently delivered from our Community Hubs in Essex, Kent, and London to the Pollards Hill Wellbeing Studio, we offer free activities, advice, and practical support for all ages - from food larders and youth clubs to wellbeing workshops and job training.

Whether you need a helping hand, want to meet new people, or just fancy a friendly chat over a cuppa, we're here for you. Everyone's welcome! Visit our [website](#) to find out more or give us a call on **0300 323 0011**.



“The community larder is a lifeline for me. I don't know what I would do without it. Somewhere to come and chat with people about your needs.”



Moat foundation

Contact us:

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0300 323 0011

moat.co.uk

@Moat Homes

@moathomes