

Customer Catch-up

November 2025



An update on our repairs service

I want to give you an update on our repairs service - what's improved, what still needs work, and what you can expect next.

Interim contract update

We're now halfway through our 18-month interim contract with Mears, who came on board in February to help us get our service back on track.

When they joined us our repairs service wasn't in a good place. We had nearly 7,000 outstanding repairs, with many of you waiting far too long to get routine repairs fixed in your homes and communal areas. We heard your frustration, and we knew things had to change.

Since then, thanks to the partnership between Mears and our teams, and most importantly, your feedback and patience, we've made some real progress. From day one, Mears' customer-first approach has matched our own, and that shared commitment has helped us start to turn things around.

What's improved

The repairs backlog has been significantly reduced – we're now down to **2,774** outstanding repairs as of 30 September 2025. This includes **103 long-standing** and **2,671 routine repairs**. Average wait times for routine repairs have dropped from **102 days** to just **19 days**. Customer satisfaction is up to around **88%**. Emergency repairs are consistently hitting our **99%** target.

Turn to page two to read about our progress in finding a long term repairs partner.



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, more transparent, and easier to understand. So, head over to our website, and visit the Moat Offer page to find out more.

We've worked closely with our Customer Advocates throughout the process, to make sure it truly reflects what matters most to you. Their insights and feedback have been invaluable in shaping something that's practical and accessible - and we're confident the Moat Offer will help you feel even more supported and informed.

Here's what Steve, one of our Customer Advocates, said:

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

Visit moat.co.uk to explore the Offer - or get in touch with us to find out more. We'd love to hear from you.





Progress in finding our long-term repairs partner

We want to keep you informed about progress in selecting our long-term repairs partner. After an initial review, we shortlisted two organisations to move forward to the next stage of the formal bidding process.

Since then, one of the organisations has chosen to withdraw, which means that Mears is now the remaining bidder for our repairs contract. It's important that we continue and fully complete the procurement process. This ensures that the long-term contract reflects what you, our customers, have told us you want from a repairs service. To ensure the contract meets both your expectations and ours, it's essential to complete the tender process, as the responses will form part of the final contractual agreement.

You will continue to play a key role in helping us choose the right contractor. By continuing the process, you can ask questions, provide feedback, and challenge proposals to make sure the service meets your needs.

Your voice has a real impact

Our customer-led Repairs Forum, chaired by Moat resident Lorraine Ash, meets regularly with us and Mears to review progress and suggest changes based on what matters most to you.



Lorraine
Moat resident and Repairs Forum Chair

Because of their influence, we've:

- Started using less sub-contractors 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.



John
Moat resident and Repairs Forum member



Want to find out more about the Forum? Scan the QR code or click [here](#) to watch our new Repairs Forum video



Stay safe and warm this winter

As the days get shorter and temperatures drop, now's the perfect time to make sure your home is ready for winter. A few quick checks can go a long way in keeping you warm and safe over the colder months.

Test your heating



Turn all radiator valves fully on, turn your thermostat up, and switch on the heating. Make sure every radiator is warming up properly. Strange noises, cold spots, or no heat at all? It's better to catch any issues now than in the middle of a cold snap.

Rent with us and spot a problem? Don't wait – contact Sureserve, our gas contractor, to book an appointment:

020 8269 4501 sureserve.co.uk/contact-us

Our gas teams get very busy during cold spells, so call wait times may be longer than usual. We prioritise homes without heating or hot water and work to fix your issue as quickly as possible.

Keep an eye on condensation

When it's cold outside and warm inside, moisture can build up, especially around windows, and lead to damp or mould. We've updated our **Spot it, Report it, Sort it** campaign with easy tips to reduce condensation and keep your home healthy. You can also learn more about Awaab's Law and how it helps make homes safer.

Visit moat.co.uk to learn more and enter our free hygrometer giveaway (T&Cs apply).



Need help with money worries?

Our Income and Advice team can help with benefit applications and eligibility checks, budgeting and managing household bills plus support with reviews and appeals.



“

All my money stopped, and I was in a really dark place. Melissa looked at everything and got all my money back from last year. I didn't know Moat could help with all that stuff.

If you need our help, please get in touch with us. You'll be matched with a friendly Benefits and Income Maximisation Officer for one-to-one confidential support.

Find out how we helped Ashley boost his income with benefit entitlement and securing back dated arrears payments.

0300 323 0011

moat.foundation@moat.co.uk

Visit moat.co.uk or scan the QR code



Ashley
Moat customer

A warm welcome awaits you

Our Community Hubs and Wellbeing Studio at Pollards Hill offer a safe, supportive space where you can connect with others, access food larders, and take part in free activities.



Gravesend Hub

- Warrior Avenue

Monday: Community Drop-in and food larder, 12.30pm - 2pm and Youth clubs, 4pm - 6pm

07543 508249
 susan.saunders@moat.co.uk

Harlow Hub

- New Ground Café

Last Thursday of the month: Community Drop-in, 1pm - 3pm

07711 438513
 nicky.plumb@moat.co.uk



Maldon Hubs

- Fulbridge Church

Hot lunches for £1,
Tuesdays: 10am - 12.30pm

- Plantation Hall

2nd and 4th Thursdays:
10am - 12pm

- Steeple Village Hall

Thursdays: 1pm - 4pm

07711 438513
 nicky.plumb@moat.co.uk

Pollards Hill Hub

- Wellbeing Studio

Wednesdays: Drop-ins, wellbeing sessions and financial advice, 10am - 12pm

07731 343732
 wellbeingstudio@moat.co.uk

Sittingbourne Hub

- Cavell Way

Tuesdays: Community Drop-in and food larder, 2.30pm - 3.30pm and Youth clubs, 4pm - 7.30pm

07729 080482
 felicity.white@moat.co.uk

Stanhope Hub

- Otterden Close

Thursdays: Community Drop-in, 10am - 12pm and food larder, 12pm - 1pm

Thursdays/Fridays: Youth clubs 4pm - 6pm

07742 886563
 beverley.wood@moat.co.uk

Check out activity times and addresses for all the above Hubs and discover what's on near you. If you can't visit one of our Hubs in person our Moat Foundation team is still here to help you:

0300 323 0011 moat.foundation@moat.co.uk

moat.co.uk/supporting-you/community-support

Moat foundation

Wellbeing Studio.
Pollards Hill

Interested in joining an event or activity? Get in touch with your local Hub or Wellbeing Studio.

Our Annual report to customers is here!



Our Annual report to customers is now available to read on our website. This year's report shares honest reflections, the progress we've made together, and where we still need to do better.

A big thank you to everyone who welcomed us into their homes, shared their stories, or simply stopped for a chat. And a special thanks to our Customer Advocates - not only for your ongoing support and insight but for helping shape a report that truly reflects your experiences, with your voices at the heart of it.

At the end of last year's report, we said we'd 'turn up your voice' – and I'm pleased to say we've done more of that. Your feedback is starting to lead to real change.

Gavin Cansfield
Chief Executive

How we're handling complaints – and what we're learning

We've published our annual complaints performance and service improvement report, showing how we've responded to feedback and what we're doing to improve your experience.

We adopted the Housing Ombudsman's new Complaint Handling Code in April 2024, to make sure your concerns are dealt with fairly, clearly and quickly. From simpler processes to faster resolutions, it's all designed to put your experience first.

Head over to moat.co.uk to read:

-  Complaints Handling Performance Report
-  Self-Assessment against the Code
-  The latest Landlord Performance Report from the Housing Ombudsman



Your feedback continues to guide us – thanks for helping us improve.

Get in touch

We know that life can get busy, so we've made it easy for you to contact us. Whether you prefer to call, email, use web chat or access your account online, we're here to listen and help in a way that suits you best.

Contact us:



moat.co.uk/mymoat



customer@moat.co.uk



0300 323 0011



moat.co.uk



@Moat Homes



@moathomes