

Customer Catch-up

for our customers who rent their home



Lanier Doyle

Head of Repairs
Partnering

An update on our repairs service

Since my last update in April, we've continued to focus on improving our current repairs service while preparing to launch a new long-term service later this year.

Many of you have seen positive changes, with repairs being completed more quickly and improved communication from us. However, I do know some of you are still experiencing delays. I understand how important it is to feel safe and comfortable in your home, and when repairs aren't completed as expected, it can be frustrating. If that's been your experience, I'm genuinely sorry.

How we're performing

Between May and July, we completed 8,676 repairs, including routine, emergency and communal repairs.

The average wait time for a routine repair was 20 days and 95% of emergency repairs were completed within 24 hours.

We're continuing to focus on reducing delays and improving our communication.

The start of something new

I'm excited to confirm that we'll be launching our new repairs service on Monday 14 September 2026, marking the start of our long-term partnership with Mears.

This new service has been shaped by what you've told us matters most - getting repairs done right, keeping you informed and providing a service you can rely on.

As well as working with Mears, we'll have three additional specialist contractors to support more complex repairs and help prevent delays.

This means we'll have greater flexibility to respond quickly, keep repairs moving and make sure the right people are carrying out the right work.

Behind the scenes, we're getting everything ready for launch day, from our systems and processes to the teams delivering the service. This isn't just an update to our current service - it's a brand-new service designed to deliver a more reliable, responsive and customer-focused repairs experience.

What you can expect to see

From late August, you'll begin to see visible changes to our service including new uniforms and vans. Plus, when we launch, we'll have a new Repairs Offer guide, which will set out exactly what you can expect from our repairs service.

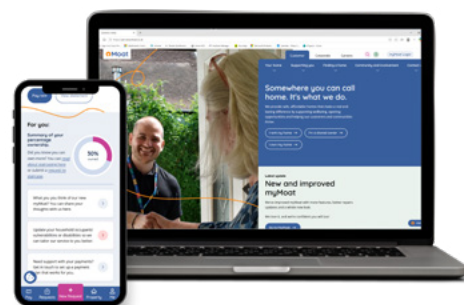
You'll also see new features with our new, improved myMoat. Soon you'll be able to report communal repairs, see what's already been reported, track progress in real time and manage all your repair requests in one place.

Thank you for sharing your voice

Through surveys, workshops, lessons learned reviews and discussions with our Existing Homes Forum, your feedback is helping us create a better service for everyone.

We'll keep listening, improving and keeping you updated as we move closer to launch.

A better online experience



We've redesigned our website to make it quicker and easier for you to find the information, support and services you need. With a simpler layout tailored to the type of home you live in, you can get to the information you need faster.

And we've hugely improved accessibility, including better screen reader support, so every customer can access our online services.

If you haven't visited our website recently head over to www.moat.co.uk and take a look. We hope you enjoy the experience.

We'd love to hear what you think of our new-look website. Drop us an email at feedback@moat.co.uk and add the subject line 'website'.

And there's more on the way...

Soon we'll be launching a new and improved myMoat, our customer portal, shaped by feedback from customers like you.

We've listened to what you've told us and used your feedback to create a better online experience.

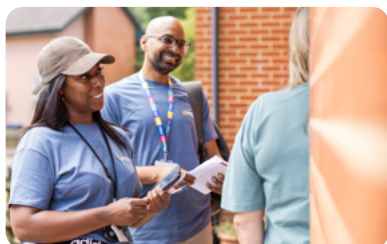
One of the improvements you have asked for is an easier way to report communal repairs online. Thanks to your feedback, the new myMoat will make this possible. When it launches, you'll be able to report repairs in communal areas and see what's been reported and check all your repairs progress in real time with access to the same information our teams see - all in one place.

Turn to page 5 to find out more.

The BIG DOOR KNOCK

This June, our Big Door Knock returned for its second year – and it was bigger than ever!

Over the month, colleagues from across Moat visited our neighbourhoods to hear directly from shared owners, leaseholders and customers who rent their homes about their experiences of living in a Moat home.



We knocked on...
8,764
doors!

Together, we knocked on 8,764 doors – a huge thank you to everyone who opened their door and took the time to share their thoughts with us. These conversations weren't just a chance for a quick chat. They were an opportunity for us to listen, learn and better understand the things that matter most to you.

Whether you shared positive experiences or told us where we need to do better, every bit of feedback is helping us improve our services.

The Big Door Knock has once again reminded us of something simple but important – the best conversations happen when we take the time to listen to you. Hearing directly from you helps us understand what's important to you and where we need to do better.

“We need easier ways to get in touch and get issues resolved without having to chase you.”

“Thank you for offering shared ownership and for allowing me to have a home for my kids.”

“Excellent service – I always receive really good support from the Customer Services team when I call.”

“Better communication and better organisation would help get things done.”

“Your service is really good... Moat has always been good to me.”



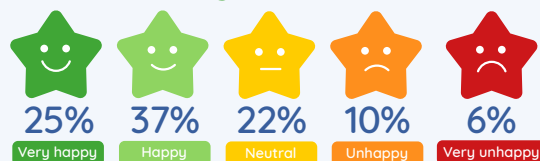
So, what did we hear?

Unsurprisingly, repairs was a popular topic. While many of you shared positive experiences, others told us about issues with communication, response times and being kept updated on the progress of communal repairs.

The good news is that what you've told us has reinforced areas we already knew needed improvement. Your feedback has helped shape and influence our new repairs service, launching later this summer, with a focus on better communication, clearer updates and a smoother repairs journey.



How satisfied you are with our service



What happens with everything you've told us?

Your feedback makes a real difference. It helps shape the services we provide, influences the decisions we make and gives us confidence that the plans we're putting in place are the right ones for our customers and communities.

The feedback we received last year played an important role in shaping our new Corporate Strategy, which will guide our work over the next five years.

Our Insight team is now reviewing everything you've shared this year to make sure your views continue to drive improvements across all our services.

A new strategy shaped by you

We've launched a new Corporate Strategy – Homes that Build Futures – to guide us over the next five years. It sets out what we need to achieve for you and your communities, how we'll make that happen and the right order we need to do it all in.

You've shaped and influenced our strategy by sharing your voice through customer surveys, our annual Big Door Knock, face-to-face conversations, panels, forums and more. You've told us that we need to keep working on getting the basics right – safe homes, reliable repairs, clear communication, and a landlord you can trust.

So, our strategy helps us deliver this, but it also holds us accountable to you. It shows you what we're doing to improve services for everyone and where we'll be investing the rent that you pay us. And, because it's shaped by your feedback, it ensures your priorities are our priorities too.



Visit our website or scan the QR code to read more about our strategy.



Making your voice count

Our Customer Scrutiny Panel ensures customer feedback plays a big part in improving our services.

The Panel is made up of six Moat customers – four shared owners and two general needs customers – who work with our Board and colleagues to review key areas of our services and suggest improvements.

Most recently, the Panel has been looking at how we communicate and engage with customers. They've been reviewing what works well, where improvements can be made and how we can make sure customer feedback helps shape our decisions.

The Panel chooses topics based on customer feedback, performance data and customer insights, focusing on the issues that matter most to customers.

Next, they'll be reviewing how we help customers live safely and independently in their homes, with our aids and adaptations support service.

We'll share the outcomes of the current review later this year on our website and in future newsletters.

You can find out more about the Panel on our website.



If something's not right

You should be happy with the services you receive from us and how we maintain your home. If you're not, please let us know so we can address any concerns with you. It doesn't matter how you tell us – by phone, email, or in person – and you don't need to use the word "complaint" for us to treat it as one.

We've worked closely with our Customer Advocates to improve your experience when you make a complaint. For details on the steps, we'll take to put things right for you, visit our website and search for our "complaints policy".

The Housing Ombudsman makes sure we're resolving your complaints fairly, and you can contact them at any time for free advice. If you've already raised an issue with us and you're not happy with how it's been resolved, you can also take it to them for investigation.

For more information visit www.housing-ombudsman.org.uk/

Share your voice

You're invited to attend our new Existing Homes Forum on Thursday 17 September, 10am–12pm, at our head office (Mariner House, Dartford). Have your say on topics like repairs, home safety, damp and mould, contractors and the quality of your homes. You'll be able to share your experiences, influence decisions and help improve services for everyone.

Interested? Email feedback@moat.co.uk to let us know.

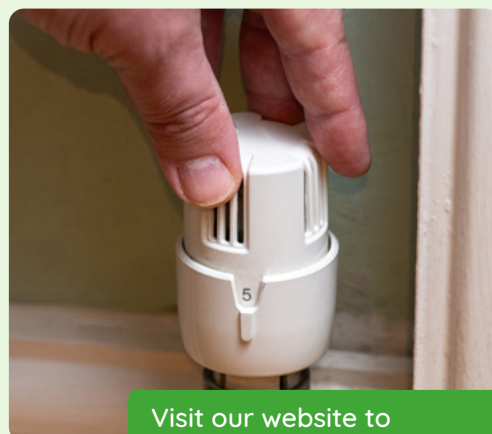
It's never too early to test your heating

It might feel a bit strange talking about heating during a heatwave, but now is the perfect time to test it.

Your boiler has probably been sitting idle for months, so a quick check now can help make sure it's ready to keep your home warm and cosy when the colder weather returns. If you spot a problem, it's much better to get it sorted before the autumn rush.

Here are four simple checks you can do today:

- ☒ **Give it a test run**
Turn your heating on and make sure your home warms up as expected. While you're at it, check that your hot water is reaching the right temperature too.
- ☒ **Bleed your radiators**
Air can build up in radiators over the summer, preventing them from heating properly. Bleeding them can help your heating system run more efficiently.
- ☒ **Check the pressure**
Take a look at your boiler's pressure gauge. It should usually sit between the 1 and 1.5 bar.
- ☒ **Test your thermostat**
Set your thermostat between 18°C and 21°C and check that your heating responds correctly.



Visit our website to find more home safety advice.



More than a home – support tailored to you

Everyone's circumstances are different, which is why we provide tailored support to meet your individual needs. Whether you're a shared owner, a homeowner or rent your home with us, we're here to help. From accessing financial support and improving your wellbeing to sustaining your home, we'll connect you with the right advice, services and support so you can live well and thrive.

Earlier this year, we supported one of our customers, Dave*. At 71, Dave was experiencing ill-health and undergoing assessments for dementia. Having moved to the UK from South Africa eight years ago, he believed he wasn't entitled to any financial help to support his circumstances.

After speaking with Dave and his wife, our team carried out a full benefits check and identified that Dave was eligible for support. Working closely with the Department for Work and Pensions (DWP), a home visit was arranged to help Dave apply for State Pension, Pension Credit and Attendance Allowance.

Dave's claims are now progressing, and the potential impact on both his finances and quality of life could be life changing.

Dave's wife said: "You've showed immense compassion and went above and beyond to assist us with Dave's situation. You've been true angels and a blessing to our family."

This is a just one example of how we can work with you to find the right support, at the right time, when you need it the most.

*Name changed to protect the customer's identity.



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 Benefits and Income Maximisation team on **0300 323 0011** and **customer@moat.co.uk** or contact your local Neighbourhoods team for support.

“

You've showed immense compassion and went above and beyond to assist us with Dave's situation.
You've been true angels and a blessing to our family.

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Help us to support you better

If you have a disability, health condition, vulnerability, or specific communication preference, letting us know means we can make the right adjustments to support you better. The more we understand about your needs, the more we can tailor our service to you.

By keeping your information up to date, we can:

- Provide support that's tailored to your individual circumstances.
- Prioritise urgent repairs and assistance where needed.
- Communicate with you in the way that works best for you.
- Make sure we're meeting your needs and providing the right level of support.

You can check and update your details at any time through myMoat – or you can call us on **0300 323 0011** and we'll be happy to help.

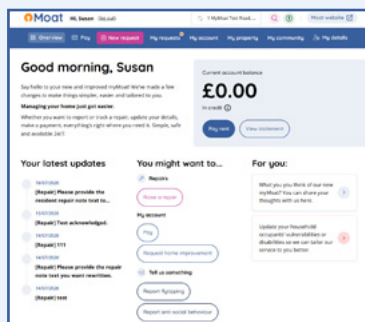
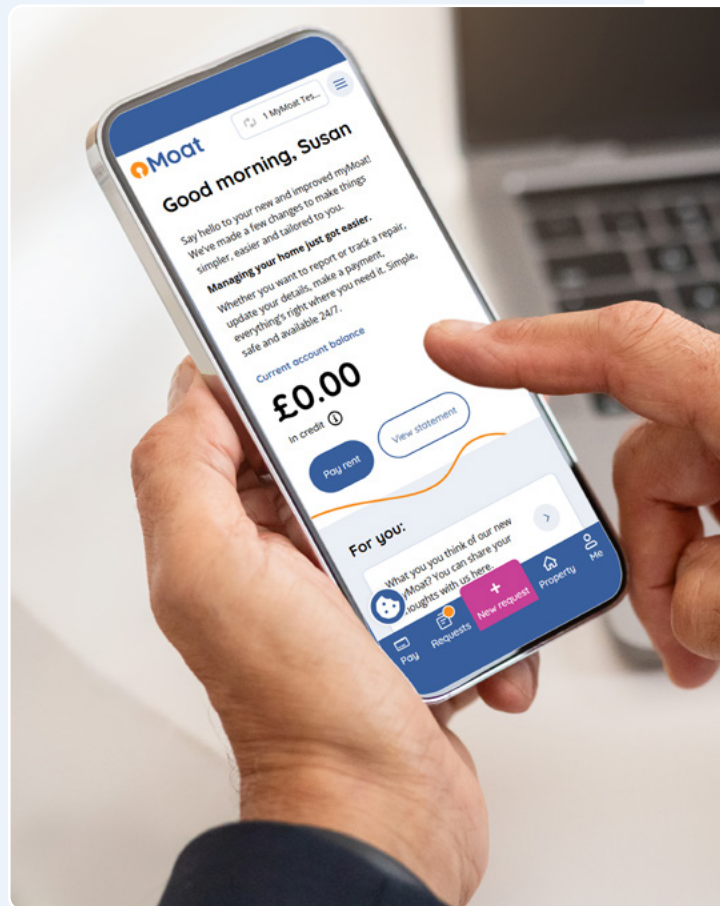


Coming soon: A new, improved myMoat for our customers who rent their home.

myMoat is our secure, online customer portal. Sign up, log in, and manage your home wherever you are, at any time of day.

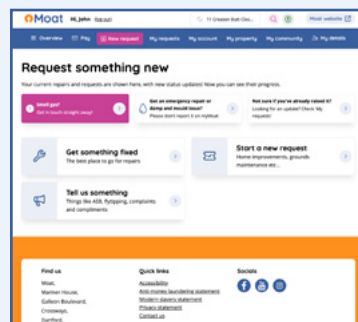
Our new myMoat makes it easier than ever. It's designed around you and your home, with personalised content so you only see what's relevant to you.

New and improved features for you:



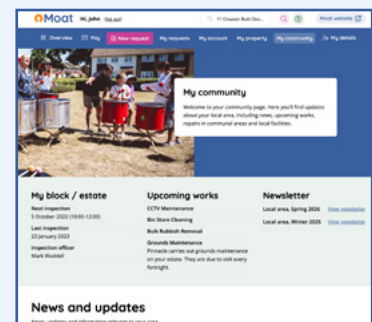
More visibility

Report communal area repairs and see what's already been reported.



More updates

Track repairs in your communal areas in real time, with clear progress updates each step of the way.



More connected

Explore the new My Community page, with cleaning and gardening schedules, plus information about upcoming estate visits.

More personalised.
More accessible.
More convenient for you.

Scan me to
find out more!

Keep an eye on our
website and social
media channels for
launch updates.



Moat Homes Limited is a charitable housing association. Information correct as at November 2025. Ref CN-7 July 2026

moat.co.uk



Contact us:



moat.co.uk/mymoaat



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