

Customer Catch-up

Making changes, sharing news

Working in partnership



Lanier Doyle

Head of Repairs Partnering



It's been nearly five months since Mears joined us on an 18-month interim contract to help deliver our repairs service. And I want to share how things are going and let you know what's coming next.

Making real improvements

When Mears came on board, we were facing a big challenge – a backlog of 7,000 repairs. We've worked hard together to bring that number down to 2,600. We understand how frustrating it can be to wait when something in your home or shared areas need fixing. So, we're continuing to focus on doing repairs faster, better and with less hassle for you. We genuinely appreciate your patience and understanding as we keep working on improving our repairs service.

Reducing wait times

Back in February, the average wait time for a routine repair was 102 days – far too long and well outside our 21-day target. We're really pleased that the average wait for new routine repairs is now down to 16 days. We know that not everyone is seeing that just yet. Some older or more complex repairs are still taking longer, with current wait times for those around 55 days.

To help speed this up, we've recently brought in five new specialist repairs contractors.

There's still more to do, especially in areas like our communication and getting repairs fixed right first time. Thanks again for your patience and feedback – it really is helping us build a better repairs service for you.

Repairs figures correct as of end of June 2025.

To keep up to date with our latest performance figures and service improvements visit moat.co.uk or join our **Facebook Repairs Group**.



from Ian Morrison

I joined Moat three months ago as the new Executive Director of Property and Assets. I'm responsible for making sure your homes are well looked after – and that includes how we manage your repairs.

I've been working closely with Mears, our interim partner, and our repairs team to make improvements. We're all committed to getting our repairs service right. Thanks to your feedback we're already making progress.

I know some of you are still not having a great experience and I'm really sorry if that's the case for you. We'll keep working hard to put you first and make our service better for everyone.



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! We're here to help and happy to support you.

Contact us:



moat.co.uk/mymoat



customer@moat.co.uk



0300 323 0011

Visit our website:



moat.co.uk

Follow us:



@Moat Homes



@moathomes

Here to support you

If you've any health or access needs, let us know so we can tailor our services for you. Get in touch today.

Our first Big Door Knock is complete!

This June, we did something big. Across three weeks, every single Moat team member – from finance to customer services – stepped away from their desks and into your neighbourhoods for our first Big Door Knock. It's all part of our customer pioneer strategy, and our promise to visit every one of our customers over the next three years, to truly listen to what matters most to you.

“Sort the repairs out.”

We've knocked on...

3054
doors!

“Love the service.
I love where I live
and feel very lucky.”

“Everything is spot
on with the staff and
service. Very happy.”

The
**BIG
DOOR
KNOCK**

From Maldon to Dartford, Gravesend to Greenwich, we knocked on 3054 doors and had face-to-face conversations with many of you. A big thank you to everyone who took the time to open their door and share their thoughts.

This was about more than a quick chat. It was about truly hearing what's important 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.

“Try and improve the
repairs service and
your communications.”

“Even if I won the lottery,
I wouldn't want to leave
my home – I love it.”

What's next?

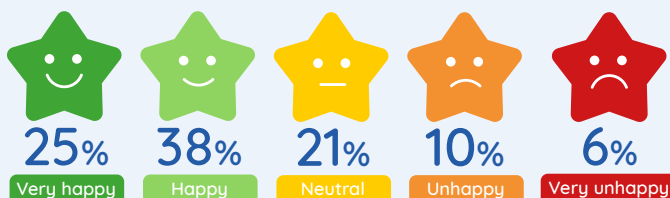
We'll continue to review everything you told us, learning and improving along the way. This experience has reminded us of something simple but important, real connection makes all the difference. Thank you for welcoming us to your door and for helping us do better, together.

So, what did we hear from you?

Unsurprisingly, many of you shared your thoughts about our repairs service – both the positives and where we need to do better. It's really encouraging so many of you told us you'd seen an improvement in the service.

We know we need to do more to make it a great experience for everyone. What you've told us is helping to make changes now – plus we're using your feedback to influence our future repairs service, due to launch September 2026. You can read more about this on page 3.

We asked you how happy you are with our service, and this is what you told us:



Over the next three years, we'll be visiting all our communities to hear from you directly. If we didn't visit you this time, we hope to next year. Meanwhile, we're always here to listen, support, and connect—whether you reach out or we catch up during our regular visits in your neighbourhood.

How you're influencing our future repairs service

As we plan for a new long-term repairs partner, we've been asking you for your views and involvement every step of the way. Through group sessions, surveys and our customer-led Repairs Forum, you've told us what matters to you when it comes to our repairs service.

What we've heard loud and clear is you want speed, reliability and respect:

- ✔ You want faster response times, appointments that fit around your life and repairs done right the first time.
- ✔ Clear communication is a must – from bookings to follow-up – and keeping you updated if things change or get delayed.
- ✔ You've also said that experienced, professional tradespeople who respect your home and listen to you are essential.
- ✔ And you've asked for real-time updates, transparent costs and easy ways to give feedback once repairs are done.



Repairs Forum meeting March 2025

On 20 May we hosted a 'Meet the Bidders' event for customers who wanted to be involved in selecting our future repairs partner. Interested contractors met with Moat staff and heard directly from customers. Lorraine Ash, a Moat resident and Chair of our Repairs Forum, was on the agenda and spoke powerfully about what customers expect from the new repairs partner. It was a great opportunity to make sure your voice and priorities are at the heart of our new repairs service. We'll continue to keep you updated on the procurement process. For the latest updates visit:



moat.co.uk or join our Facebook Repairs Group



Why letting us into your home matters

We want your home and shared spaces to be safe and well looked after. To do that, we sometimes need to visit for things like gas or electrical safety checks, home improvement surveys, repairs or inspections for damp and mould.

These visits help us meet legal responsibilities as your landlord – and most importantly, they help keep you and your household safe. We understand letting someone into your home isn't always easy or convenient. That's why we're doing more to make it work around you. By working together, we can keep your home safe and well-maintained for the long-term.

Visit moat.co.uk or scan the QR code to discover more on how we're making home access easier.



We're making it easier and more flexible than ever to visit you, here's how:

NEW



More appointment options:

Evening and weekend slots are available in some cases, so you don't have to take time off work.



Remote surveys:

For certain visits, a quick video walk through can help sort things out faster.



Fewer disruptions:

Where possible we'll combine services, like gas safety checks and home improvements survey, into one single visit.



Better communication:

We're improving how we communicate, so you're always in the loop.

Let's work together

We'll always give you notice before a visit and try to work around your schedule. Need a different time? Extra support? Help preparing your home? Just let us know.

We're here to make the process easy, respectful and right for you - because keeping your home safe is something we do with you, not to you.

Helping you feel at home in your community

Our Community Hubs and Wellbeing Studio at Pollards Hill are more than just places – they're welcoming spaces where you'll find friendly faces, someone to chat with and free activities to enjoy while meeting new friends. If you're in Gravesend, Sittingbourne or Stanhope, our community food larders are there to support you too.



Maldon Hubs

Fulbridge Church, Maldon Town, CM9 4LE

- Hot lunches every Tuesday 10am – 12.30pm.

Steeple Village Hall, CM0 7JY

- Open every Tuesday 1pm – 4pm.

Plantation Hall, CM9 4AL

- Open every 2nd and 4th Thursday of the month 10am – 12pm.

nicky.plumb@moat.co.uk or 07711 438513

Stanhope Hub

67 Otterden Close, Stanhope, TN23 5TH

- **Community morning**
Every Thursday 10am – 12pm.
- **Youth clubs** Thursdays and Fridays 4pm – 6pm.*
- **Community food larder**
Thursdays 12pm – 1pm.

* Ages 15 – 17 (Thursdays) and 5 – 14 (Fridays).
Please note that our regular programme changes in August, so please get in touch for specific dates.

beverley.wood@moat.co.uk or 07742 886563

Harlow Hub

New Ground Café, 4 – 5 New Pond Street, CM17 9FG

- **Community afternoon** (financial support, tenancy queries, repairs advice).
Last Thursday of every month 1pm – 3pm.

nicky.plumb@moat.co.uk or 07711 438513

Pollards Hill Wellbeing Studio

Montgomery Close, CR0 1XT

- **Community drop-in and financial support**
Every Wednesday 10am – 12pm.
- **Summer activities for all the family**
Wednesday 30 July and 6, 13, 20 August
10.30am – 1pm.

wellbeingstudio@moat.co.uk or 07731 343732

Gravesend Hub

7 Warrior Avenue, Gravesend, DA12 5NA

- **Community afternoon and food larder**
Every Monday 12.30pm – 2pm.
- **Youth club** (10 – 15 years)
Every Monday 4.30pm – 6pm.

susan.saunders@moat.co.uk or 07543 508249

Sittingbourne Hub

33 Cavell Way, Sittingbourne, ME10 1BL

- **Community afternoon and food larder**
Every Tuesday 2.30pm – 3.30pm.
- **Youth club** (5 – 14 years)
Every Tuesday 4pm – 7.30pm.

felicity.white@moat.co.uk or 07729 080482

Summer customer drop-in – Greenwich

Aperture Building, 42 Chandlers Avenue, London, SE10 0GE

- Join us on Thursday 14 August, 11am – 3pm.
If you need help with rent, budgeting, benefits or have questions about your tenancy, we're here to help.

Head over to our website to see all the activities happening in your area including family stay and play sessions, NHS health support and more.

If you can't visit in person but still need support, our Moat Foundation team is here to help:

0300 323 0011

moat.foundation@moat.co.uk

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

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