

Customer Catch-up

Making changes, sharing news

Moat
April 2025



Hello!

I'm Meagan and I'm a Moat customer and Chair of Moat's Impact and Action group.

As a newly formed group I wanted to share more information on the work we'll be doing and our focus for the year:



Members of our Impact and Action Group

Led by seven Moat customers, we will directly influence the future of Moat and how they deliver their services. We've been carefully selected to create meaningful change together. Like you, we all live in Moat homes across different tenures, and we'll be using our diverse experiences and skills to improve services and enhance customer experience.

As a group we will serve as a critical friend to Moat's committees and Board, providing a true customer perspective to inform decision-making. We will ensure Moat's service plans align with customer needs by analysing diverse feedback sources—from formal surveys, complaints to informal conversations. And we'll deliver evidence-based assessments of how

well Moat are meeting their promises and maintaining customer satisfaction, whilst also monitoring improvement initiatives

What matters to you matters to us!

We meet quarterly with additional monthly catch-ups to discuss the issues you're facing and how Moat's services could work better for everyone. After all, who better to shape Moat's approach than the people living in Moat homes. Based on customer satisfaction surveys and feedback from our neighbours across all types of Moat homes, we're currently focusing on key areas like repairs and complaints.

Want to find out more about our group?

Head over to the Impact and Action group landing page at moat.co.uk to read "Five Minutes with Meagan" and discover how we'll be working together to ensure your voice shapes the communities we all call home.



Do you need this newsletter in a different format?

Whether it's a different language or format, such as large print, audio, Braille, or electronic text, please contact us using the details below, we're always happy to help.

Contact us:



moat.co.uk/mymoat



customer@moat.co.uk



0300 323 0011

Visit our website:



moat.co.uk

Follow us:



@Moat Homes



@moathomes

When in doubt check it out!

Not sure if a letter, email or text is really from us? Just a friendly reminder to always check the legitimacy of any communication claiming to be from us. Always be wary of urgent requests and never share sensitive information via unsolicited links and QR codes. If you're in doubt, please speak to us - we're always happy to help. Better safe than sorry when it comes to your personal information!

Positive start to our partnership with Mears

As you know, we made the decision to switch our repairs partner from Morgan Sindall to Mears to improve your experience. We have an 18-month interim contract with Mears while we work to find the right long-term partner to manage our repairs and maintenance service from September 2026.

My team and I are responsible for overseeing the interim contract and now that we're two months into our partnership with Mears I wanted to give you an update on how things are going.

Our partnership is off to a positive start and we're already seeing improvements:

- ✓ Average wait time for a routine repair has dropped from **102 days** to around **40 days**
- ✓ We've reduced long-standing repairs by **1,000 jobs**, while handling around **800 new repair requests** weekly
- ✓ The quality of our repairs has improved, with first-time fix rates increasing from **78% to 87%**
- ✓ We're consistently meeting or close to our target of **99% attendance** within 24 hours for emergency repairs
- ✓ Customer complaints have dropped from **40 to 12-15 per week**, with more positive feedback about our service and Mears operatives.



Lanier Doyle

Head of Repairs Partnering

I know this isn't everyone's experience and I'm genuinely sorry that some of you are still experiencing unacceptable wait times and repeat visits to get your repairs resolved. Bringing in Mears isn't a quick fix but I'm confident we're heading in the right direction. Thank you for your patience as we work to get our repairs service back on track.



What you can expect moving forward

- Mears will contact you directly about existing repair appointments
- We're prioritising our longest-waiting repairs and focusing on households with vulnerabilities
- We're working to send the right operatives with the right parts first time
- Improved waiting times for routine repairs.



Coming soon:



Additional specialist repairs contractors

We're excited to announce an important proposed new upgrade to our repairs service, with the aim of providing you with faster, more reliable support when you need it most. We're currently in the process of selecting five additional specialist contractors to manage complex repairs beyond the routine repairs and maintenance work Mears currently provide on our behalf.

What this means for you

Our proposed new contractors are Bell Group, Houghton & Son, Armour Hart Group and Masher Brothers who provide general building services, and CCR Property Services, who provide specialist drainage services. Having additional contractors will mean we're better equipped to keep your home and communal areas safe and well-maintained. The anticipated term of these agreements would be up to four years, subject to performance. We're still currently going through the Section 20 consultation process with customers, which is due to end late April. We will then be able to share more details with you about these new services in early May. Look out for further updates on our website and social media channels.

Together we can make things better

We believe in the power of your voice. Since August 2022, our customer-led Repairs Forum has been helping us to improve our repairs service. The Forum is a vital platform where customer voices drive real change and holds us accountable. Chaired by Moat resident Lorraine Ash, our Forum meetings take place every three months, bringing customers together with Moat staff, and our interim repairs provider, Mears.



Lorraine Ash

Moat resident and
Repairs Forum Chair

Lorraine explains more about the importance of the Forum and how it's part of our journey to improve the service:

The Forum members fully supported the decision to change repairs partners. We knew as customers how critical it was to prioritise customer experience and get the service back on track.

With Moat now partnering with Mears for an 18-month interim period there are early signs of improvements. The performance data and initial customer feedback are encouraging, showing the service is heading in the right direction.

Bringing in Mears isn't an overnight fix. The interim contract gives us a crucial opportunity to work closely with Moat to find the right permanent repairs partner from September 2026. As Forum members we're not just observers – we're actively shaping the future of the repairs service and providing direct input on what customers really need.

“

While there's still work to do, we're cautiously optimistic. Mears brings experience and a commitment to customer service that gives us hope. We'll continue to hold Moat and Mears accountable, always putting customer experience first.

”

Want to find out more about the Forum's work or attend the next Forum meeting?



[moat.co.uk/your-home/
sharing-your-voice/repairs-forum](https://moat.co.uk/your-home/sharing-your-voice/repairs-forum)

Our long-term partner plans

We're taking a careful approach to choosing our long-term repairs partner, and you're at the heart of this decision-making.

While we originally planned to launch a long-term contract in July 2025, our current 18-month agreement with Mears gives us time to find the perfect partner to meet your needs, with a service launch planned for September 2026.

We're not making this choice alone. We're working closely with the Repairs Forum and talking directly to customers like you. We've reviewed all your feedback from recent surveys and carefully listened to your satisfaction comments, suggestions, and complaints.

We're committed to understanding your needs and ensuring we select a repairs service that works effectively for everyone.

Keep connected

Visit moat.co.uk or join our Facebook Repairs Service Group for the latest service updates and weekly performance figures.



@Moat Homes

Share your voice in different ways



Whether it's a quick comment, a suggestion, or something you loved (or didn't love) about our current repairs service – we want to hear it. Fill out our quick survey after we complete a repair, drop us an email or give us a call:



[customer@
moat.co.uk](mailto:customer@moat.co.uk)



0300 323 0011

Together, we'll create a repairs service we can all be proud of!

Worried about money? Talk to us

The 1 April announcement about rising household costs has hit everyone's monthly bills hard. Feeling overwhelmed or worried? We're here for you - whether you rent or own your home with us. We offer free and confidential support with applying for benefits including checking your eligibility, help with budgeting and signposting you to free, independent money advice organisations.

How we can help

When you contact us about your money worries, we'll arrange for a Benefits and Income Maximisation Officer to get in touch with you to discuss your situation in more detail and provide you personalised support. You can speak to them over the phone or in person at one of our drop-in sessions. They can check you're receiving the correct benefits, help you complete applications for benefits you're entitled to and support you with benefit reviews and appeals if decisions need to be challenged.

We host regular drop-in sessions at the following locations:



London

- **Wednesdays**, 10am-12pm
Pollards Hill Wellbeing Studio,
Montgomery Close, Mitcham, CR4 1XT



Kent

- **Thursdays**, 10am-12:30pm
The Stanhope Centre, 67 Otterden Close,
Ashford, TN23 5TH



Essex

- **One Tuesday per month**
Fullbridge Church, 27 Fullbridge, Maldon,
CM9 4LE
- **One Thursday per month**: Plantation Hall,
Colchester Road, Maldon, CM9 4AL

We also offer pre-arranged appointments on request at our head office:

Mariner House, Galleon Boulevard, Crossways,
Dartford, Kent, DA2 6QE

Get in touch with us:



0300 323 0011



customer@
moat.co.uk

Don't face financial challenges alone - get in touch with us today and let our team help you.

In the past year, our **Benefits and Income Maximisation team** has made a remarkable difference, helping customers boost their incomes by an impressive £1.5 million!

During one of our regular drop-in sessions, team member Kirstie supported Moat customer Debbie* by helping her to update her Universal Credit status and apply for Personal Independence Payment (PIP). Through Kirstie's expert guidance and practical assistance, Kirstie helped Debbie increase her weekly income by over £180 and secure £8,000 in backdated benefits.

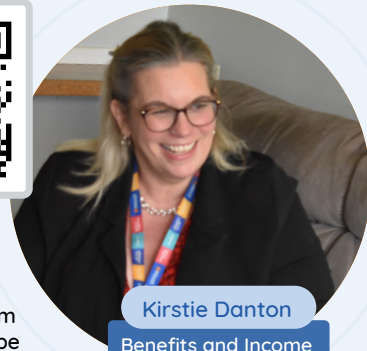
Debbie's
£180
a week
better off



Working with Debbie highlights exactly why our drop-in sessions are so valuable. Navigating the benefits system can be complex and overwhelming for many people. Being able to provide face-to-face support throughout Debbie's journey - from the initial application to resolving the payment stoppage - allowed us to build trust and achieve a positive outcome. This is what our Benefits and Income Maximisation service is all about: providing personal support to help our customers access the benefits they're entitled to.



Read how our team helped Debbie to be **£180 a week better off.**



Kirstie Danton
Benefits and Income
Maximisation Officer

*customer's details have been changed to protect her identity.