

I rent my home.

Introducing our Repairs Offer.

Everything you need to
know about our repairs
and maintenance service.



Our repairs and maintenance service.



Providing safe and affordable homes that make a real and lasting difference starts with looking after the homes and communities our customers live in every day. We're responsible for keeping your home and shared spaces safe, well maintained and reliable, so you can feel comfortable, secure and supported.



We work with Mears as our main repairs and maintenance partner, alongside other trusted specialists, to deliver repairs, maintenance and safety services on our behalf. Together, we focus on fixing problems properly and maintaining the standards you can rely on.



Looking after your home is a shared responsibility. We'll maintain and invest in our homes and communal spaces, while we ask you to take care of your home, keep communal areas clear, and let us know about any repairs or safety concerns as soon as possible. By working together, we can keep homes and communities safe, welcoming and places people are proud to live.



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How we manage hazards in your home.

Nobody should have to live in a home that's unsafe or unhealthy.

If you notice any emergency hazards including damp patches, excessive condensation or water entering your home, please call us straightaway on 0300 323 0011.

We'll work with you to understand the hazard and how it may affect you. We may do this over the phone or by visiting your home. We'll consider the seriousness of the hazard, the level of risk, and your personal circumstances so we can agree the most appropriate response.

We'll assess the issue promptly, investigate the cause and carry out any necessary repairs. You'll be kept updated and we'll check the issue has been resolved.

Hazard type	Investigate	Make safe	Written summary	Further works
Emergency hazard	Within 24 hours	Within 24 hours	Within 3 working days	Begin within 5 working days
Significant hazard	Within 10 working days	Within 5 working days after investigation	Within 3 working days	Aim to start within 12 weeks

Awaab's Law

Awaab's Law is designed to make sure customers live in safe, healthy homes. It places legal responsibilities on social landlords to investigate and resolve serious housing hazards within defined timescales and keep customers informed throughout the process.

Named after Awaab Ishak, a two-year-old boy who died following prolonged exposure to mould in his home, the law aims to ensure hazards are dealt with quickly, consistently and transparently.

The law is being rolled out in three phases:

- **Phase 1** (from October 2025) covers significant damp and mould and emergency hazards.
- **Phase 2** (from November 2026) expands these requirements to include hazards such as fire, electrical safety, excess cold and heat, falls, and structural risks.
- Further hazards are expected to be included under **Phase 3** from 2027.

Read more about
Awaab's Law on
our website

Our Repairs Offer.

For our customers who rent their home

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Mears

Mears is our primary repairs and maintenance partner. They carry out most of the day-to-day repairs and maintenance in our customers' homes and communal areas. Although Mears carries out repairs on our behalf, we remain responsible and accountable for the service you receive.

When you report a repair, it's likely that a Mears operative will visit your home to carry out the work. Their teams complete a wide range of repairs, from plumbing, electrical and carpentry work to general home maintenance, helping to keep homes safe, secure and well maintained.



Our specialist contractors

It's important to have the right people for the right job, ensuring your home and shared spaces receive the care and attention they need.

Alongside Mears, we work with a range of trusted specialist contractors who provide expert support for more complex repairs and technical services. These include Armour Hart, Bell Group and Houghton, who carry out works such as roofing repairs, damp and mould treatments, and major repair projects.

These contractors also provide additional support when needed, helping us respond more quickly to demand, keep repairs moving, and reduce delays.

We also work with Sureserve Compliance South (SCS), specialists in heating and hot water servicing, maintenance and repairs.

In addition, we work with specialist contractors who maintain and service the shared facilities and essential systems in our buildings and communities, including passenger lifts, communal door entry systems, CCTV systems, cesspits and pumps.

By working with both a dedicated repairs partner and a network of specialist contractors, we can ensure repairs and maintenance are carried out by the people best placed to do the job, helping us deliver a better service for our customers.

ARMOUR HART GROUP



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Different types of repairs and timescales.

Here's how we prioritise repairs.

Emergency repairs

These are repairs where there's an immediate risk to safety, security or serious damage to your home.

We aim to attend within 4 hours to make safe and complete the repair within 24 hours.

Examples include:

- Serious water leaks
- Unsafe electrics
- Insecure external doors
- Total loss of heating during cold weather.

Urgent repairs

These are repairs that aren't emergencies but could become more serious if left unresolved.

We aim to complete these within 5 working days.

Examples may include:

- Partial loss of heating or hot water
- Minor leaks
- Faulty extractor fans
- Repairs that significantly affect your day-to-day living.

Routine repairs

These are everyday repairs that don't present an immediate risk.

We aim to complete these within 20 working days.

Non-urgent and complex repairs

Some repairs are more complicated and may require surveys, specialist contractors, scaffolding, investigations or parts that need to be ordered.

If this happens, we'll explain what's needed and arrange a surveyor visit where appropriate. We'll keep you regularly updated, agree how we'll communicate with you and provide you realistic timescales. We aim to complete these in 60 working days.

Our Repairs Offer.
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How to report a repair.

You can report a repair online, through your myMoat account or by calling or emailing us.

myMoat

Our customer portal, myMoat, is the quickest, easiest way to report routine repairs. Available 24/7.

You can call or email between 8am and 5pm, Monday to Friday:

📞 0300 323 0011

✉️ customer@moat.co.uk

Out of hours service

Mears manage our out-of-hours phone lines and repairs, providing emergency assistance to our customers between 5pm and 8am on weekdays and all day on weekends.

If it's an emergency, including damp and mould, you need to call us on:

📞 0300 323 0011

Heating issues

For any gas or oil heating issues in your home or communal areas please contact SureServe directly on:

📞 020 8269 4501

If you have electrical heating system issues you need to report it to us.

Smell gas or think you have a gas leak?

Call the National Gas Emergency on:

📞 0800 111 999

Did you know?

You can use myMoat to report repairs, track progress and view your requests all in one place.



Not got an account? Sign up today by visiting moat.co.uk

Routine repairs appointment times

Appointment times with a Mears operative are available Monday to Friday from 8am to 6.30pm.

To make life easier, you can book a:

- Morning slot (8am - 1pm)
- School run slot (10am - 2pm)
- Afternoon slot (1pm - 6.30pm).

For certain repairs we're also able to offer Saturday slots between 8am and 1pm.

If you're a customer living on the Stanhope estate, where we manage properties on behalf of Ashford Borough Council, please contact us on:

📞 01233 647396

✉️ stanhopecustomer@moat.co.uk

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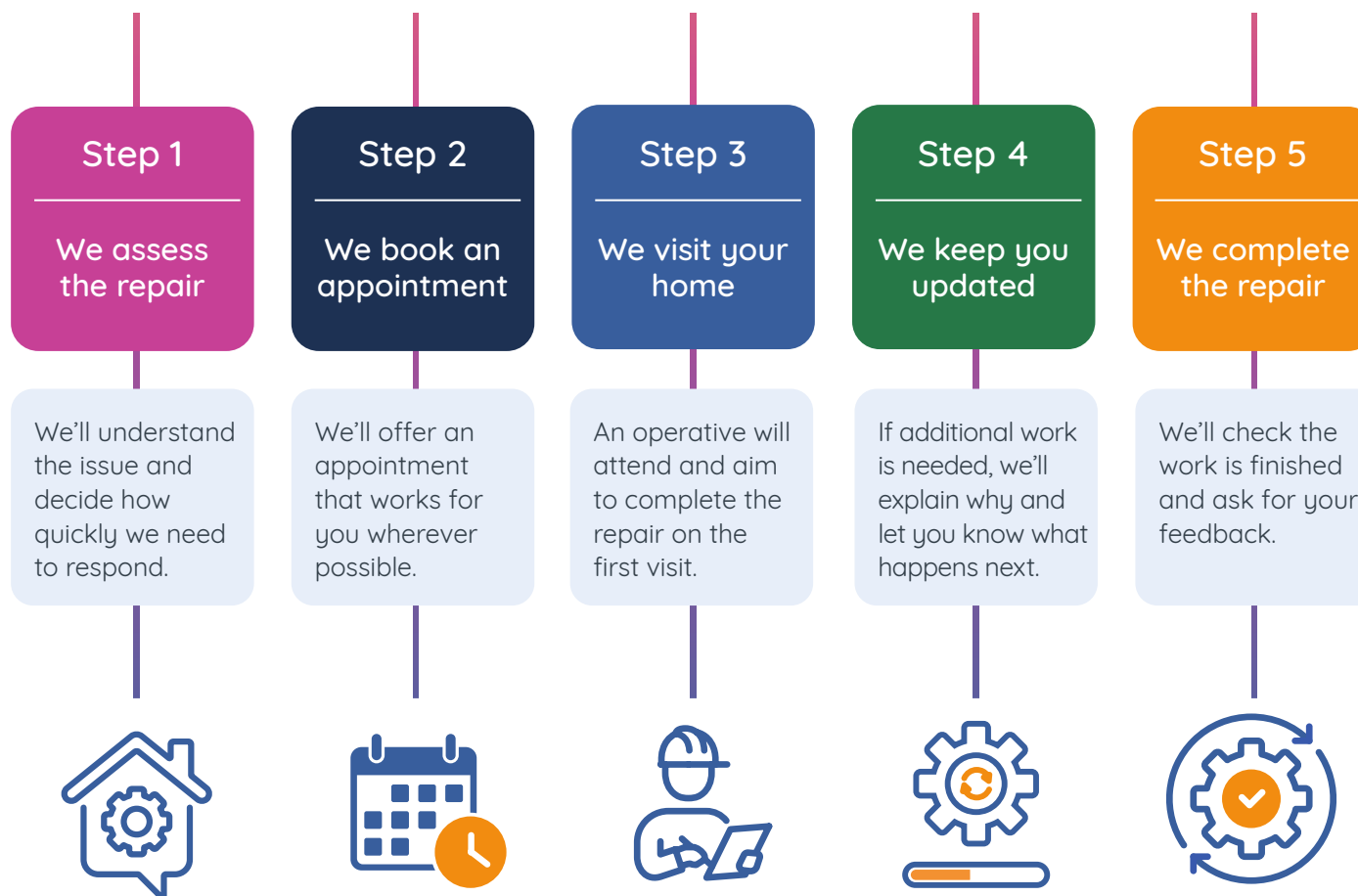
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Getting ready for your appointment.

A little preparation can help us complete your repair as quickly as possible.

Before we arrive, please:

- ✓ Move any belongings away from the area where work is needed
- ✓ Make sure an adult is at home during the appointment
- ✓ Keep pets safely secured
- ✓ Let us know if there is anything we need to be aware of before we visit.

If you're unable to make your appointment, please let us know as soon as possible so we can rearrange it.

When we visit your home

You should always feel safe and respected when someone visits your home.

Everyone working on our behalf will:

- ✓ Carry identification
- ✓ Treat you with dignity and respect
- ✓ Explain the work they're carrying out
- ✓ Take care in your home
- ✓ Leave the work area clean and tidy
- ✓ Follow safeguarding procedures
- ✓ Listen to any concerns you raise
- ✓ Give you the opportunity to provide feedback.

Our missed appointment promise

We understand your time is valuable. If we miss an agreed appointment or need to rearrange it with less than 24 hours' notice, we'll apologise and pay you £20 as a gesture of goodwill. If this happens, please let us know so we can put things right.

In return, if we attend your home for a booked appointment and you're not there, a charge may apply for the missed appointment.

Tell us how we did!

Your feedback helps us improve. After a repair, we'll ask about your experience. If something hasn't gone as expected, please tell us. We'll listen, learn and do our best to put things right.



Looking after your home for the future.

Fixing repairs is only part of what we do. We're also committed to investing in your home to keep it safe, comfortable and in good condition for years to come.

Alongside day-to-day repairs, we carry out regular safety checks, planned maintenance and home improvements to help ensure your home continues to meet modern standards and supports your wellbeing.

This may include:

- + New kitchens and bathrooms
- + Replacement windows and doors
- + Heating system upgrades
- + Electrical safety testing
- + Annual gas safety checks
- + Improvements to communal areas
- + Energy efficiency improvements.

We'll let you know when any planned works or improvements are due to take place in your home and explain what to expect throughout the process.

You can find out more about our planned investment programme and home improvements on our website.

Visit our website  to find out more

Home improvement surveys

Every five years, we carry out a home improvement survey of our rented homes and communal areas. During the survey, we'll carry out a visual inspection of the inside and outside of your home to make sure it's safe, secure and well maintained.

The survey helps us understand the condition of your home and plan ahead for any repairs, replacements or improvements that may be needed in the future.

Find out more about  our home improvement surveys on our website

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