

Your Voice, Our Action.

Improving our repairs service together



Your voice has been central to shaping the future of our repairs service.



Through workshops, surveys, and the Repairs Forum, you've told us what matters most. That feedback has directly shaped the Customer Journey Specification – the guide that sets out what you should expect at every stage of a repair, from booking right through to completion and follow-up.

You told us that respect, empathy, and clear communication really matter. You want a service that treats people with dignity, is easy to reach, responds properly, and takes time to understand individual circumstances, especially when things are difficult or urgent.

You also highlighted the importance of professionalism: clear explanations, visible ID, and knowing what happens next all help build trust.

Our long-term plans

Over the past few months, we've also been working to secure a new long-term repairs partner, and following that process Mears have been selected to continue working with us. We've looked closely at both quality and cost to make sure it delivers the standard you expect.

The legal process and Section 20 customer consultation have now finished, and we're in the process of mobilising the new contract. This will be a long-term partnership focused on delivering a more reliable and higher-quality service.

“Welcome to the latest Your Voice, Our Action - our newsletter for Customer Advocates.

In this edition we're sharing what's been happening between October 2025 and March 2026 and celebrating the difference you've made from repairs procurement to policy and service improvements.

Thank you for the time, energy, and honesty you bring. Your feedback and involvement don't just influence what we do - it genuinely changes how we do it. Together, we're building a stronger, more customer-focused Moat.”

Gray Lovell-Watson

Customer Engagement Manager



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There is no immediate change to our repairs service. Mears will continue delivering the service as they do today.

Between now and the launch in late summer 2026, we'll keep working with Mears to improve the current service and make sure everything is ready - from systems and processes to the people delivering the work.

Thank you to everyone who has shared feedback. You've consistently told us what matters most: reliable repairs, clear communication, good quality work, and value for money - and this has shaped every step of our approach.

A special thank you to Lorraine and all the members of our Repairs Forum. Your challenge, insight, and time have been invaluable.



Repairs Forum update

2 minute read



The Repairs Forum met in December 2025 and March 2026, bringing together customers, Moat colleagues, and our interim partner Mears. Both sessions were chaired by resident Lorraine Ash.

The discussions were open, practical, and constructive, with a strong sense that our repairs service is moving in the right direction.

You told us you're already seeing real improvements, especially around the reduction in repairs backlog and consistently meeting the 21-day target for routine repairs. There was a genuinely positive and forward-looking atmosphere in both meetings.

Here's what you told us:

- You've seen real progress in reducing the repairs backlog.
- You value seeing performance and complaints data and that it helps show what's improving.
- Future targets should be ambitious, but realistic and grounded in customer experience.
- You'd like more focus on areas like gas, neighbourhoods and complaints.
- The procurement process should be clear, thorough, and transparent.

A new chapter for the Repairs Forum

2 minute read



Following feedback from the March Repairs Forum meeting, we're making a few changes to help the Forum work even better.

We're changing the name of the Repairs Forum to the Existing Homes Forum to better reflect our focus on customer experience and pride in homes and places. This change recognises that customer experience goes beyond repairs and includes feeling safe, having a good quality home, improving sustainability and how services are delivered throughout the life of a home.

What's new?

We had a discussion about the Chair role and how it could be approached in the future. To help keep the conversation open and inclusive, the June Forum will be supported by a Moat colleague acting as a facilitator. This will allow customers to experience a different approach and continue the discussion about what works best moving forward.

We're also introducing smaller topic-based groups so we can go deeper into specific issues while keeping the main Forum focused and useful. More details and dates will follow soon.

“A heartfelt thank you to Lorraine and all members of the Repairs Forum. Your time, honesty, and challenge have helped shape real improvements in our repairs service, and we truly appreciate everything you've done.”



Garry Knights
Executive Director of Property and Assets

Join the conversation

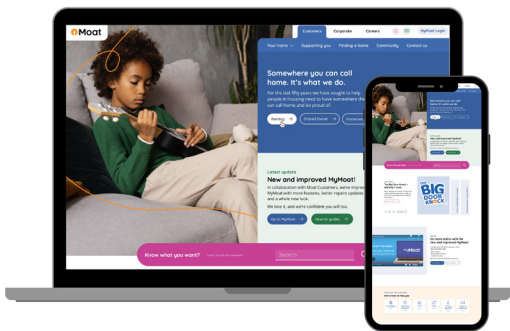
We'd love for more of you to be part of our new **Existing Homes Forum!** Meetings take place every three months and you can join either in person or online. If you attend in person, we'll cover travel expenses and provide lunch.



Dates and times are being confirmed and will be shared soon.

Recent work you've helped shape

You've played a key role in improving several areas of our work, including:



Digital experience

You've worked with us and an external consultancy (VerseOne) to improve our customer portal and website. This work is ongoing, and your input continues to shape the direction.

Corporate strategy

We've refreshed our long-term strategy, and your survey feedback has helped shape our plans and priorities.

Complaints operating model

You helped review how we handle complaints, including both policy and processes, to make things clearer and more effective for customers.



thank you

for helping us make our services clearer and more customer-focused.

Making a difference

Everything you do helps shape how we design and deliver our services.

Your insight, lived experience, and willingness to challenge us has helped ensure decisions are based on real needs. Whether through interviews, focus groups, forums, panels or reviews, you've helped strengthen accountability and improve how we communicate and deliver services.

We genuinely value the time, honesty, and commitment you give. And we're always keen to welcome more voices.

If you know someone who might be interested in getting involved, please encourage them to join us.



Gray Lovell-Watson

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Want to get more involved?

If you'd like to take part in future work, or simply find out what's coming up, please get in touch with Gray.

There are lots of different ways to share your views, and we'd love to hear from you.

