

# Your Voice, Our Action.

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in a different format?

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Welcome to the first edition of “Your Voice, Our Action” – a brand-new quarterly newsletter for you, our Customer Advocates.

You've told us you wanted to receive regular updates on how your time, expertise and honest feedback is influencing and transforming our services. So, we've created this newsletter to celebrate your contributions and keep you informed of the positive service improvements we're making because of you.

Every three months we'll send you a round-up of key projects you've helped us with. In this first issue we're taking a look back at your involvement between October to December 2024.

Thank you for your continued dedication to improving our services. Your insights don't just shape what we do—they transform how we do it for all our customers.

Becks Sheldon

Customer Engagement Manager



## In this edition



### Scrutiny projects

How you've helped us improve our gas service with SureServe.

### Your thoughts on sustainability

How your feedback is shaping our sustainability action plans.



Members of our Repairs Forum

## Repairs Forum update

1 minute read

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.

On Tuesday 10 December 2024 15 customers (including tenants, shared owners and leaseholders) joined us for the quarterly Repairs Forum— with 10 participating online.

The recent Repairs Forum meeting was positive and upbeat. Customers were positive about the changes happening, especially how quickly Mears had cleared some of the long-standing repairs.

Lorraine Ash

Repairs Forum Chair



### Your input and feedback



You suggested an 'update details' option when you webchat with us on our website – we implemented it the same day.




You provided valuable feedback on the 'traffic light' repairs performance progress tracker, which was unanimously supported as a positive step forward in ensuring transparency during the transition to Mears



Your input was incorporated into the FAQ's information regarding the Mears transition on our Improving your repairs experience page on our website.

## Working with you: Scrutiny projects

We're dedicated to improving our services and standards through a process called scrutiny.

 Scrutiny is a way for you to review and influence our services. It involves customers like you, sometimes alongside Moat colleagues, examining how well we're meeting your needs and suggesting improvements.

 5 minute read



### Our gas scrutiny project

In November and December 2024, we invited you to scrutinise our gas service with Sureserve Compliance South (SCS) (formerly K&T Heating). 10 customers participated in this intensive project, meeting online every Wednesday for 1.5 hours from 27 November to 18 December. The purpose of the scrutiny was to review the effectiveness of communicating about gas in two areas:

1. Initial reporting and how the appointments are booked and communicated with customers directly with Sureserve.
2. Effectiveness of how we communicate missed or changed appointments.

Three sessions focussed on the two objectives and finished with an overall recommendation agreement session. At each session customers were presented with information about the gas process for both Moat and Sureserve, how the contract is structured, the volumes of gas appointments, including missed appointments and any key performance indicators. Thanks to everyone who took part in this important project.

### Your recommendations on how we can improve the service



	Priority	Our progress	Expected Completion
Improve appointment letter timing	HIGH	Reviewing automated text service as an additional reminder	In progress
Offer shorter time slots when possible	HIGH	Option now available on request	<b>COMPLETE</b>
Sureserve has accurate access to customer data	HIGH	Being integrated into a 'no access' review project	December 2025
Improve rebooking letter wording	HIGH	Legal requirements under review, changes planned	June 2025
Better communication between engineers and office	HIGH	Will be reinforced at toolbox talks	July 2025
Customer service refresh training for engineers	MEDIUM	Will begin at training sessions from March 2025	July 2025
Communicate Sureserve service standards internally	MEDIUM	Regular communications in place, plus new intranet resources	Ongoing
Add calendar reminders with QR code appointments	MEDIUM	Under review with Sureserve's IT Team	TBC
Send confirmation texts as well as letters	MEDIUM	Texts now sent for servicing and missed appointments	<b>COMPLETE</b>
Regular reminders to update contact details	MEDIUM	Will implement after data access improvements	TBC
Reintroduce satisfaction surveys/feedback texts	MEDIUM	Under review with our Insight Team	April 2025
Review missed appointment payment process	MEDIUM	Compensation Policy revised	<b>COMPLETE</b>

Visit our Scrutiny Projects page on our website to discover what other areas we're focussing on








## Reviewing our Policies and Procedures

30 second read

You helped review our Data Protection Policy, CCTV Policy, and Customer Privacy Statement.

### Your feedback

-  Policies and statements were all clear and easy to understand
-  Documents were free from jargon and buzzwords
-  Suggestions about the length of documents are currently under review.

A huge thank you to everyone who took the time to share their valuable feedback on these important policies and procedures.

**thank you**

## Your thoughts on sustainability

1 minute read

Our Environmental Champions on a recent lunchtime litter pick along the River Thames.



Ben James

Our Sustainability Manager heads up the group and share's this message with you:

We sent a survey to you in December to let you know our Environmental Champions – a group of Moat staff who've come together to improve our environmental responsibilities – are keen to partner up with customers to spread the sustainability message. The survey asked your initial thoughts on sustainability and how customers as a whole could be involved in the group.

To find out more about our sustainability plans, take a look at our webpage

**Thank you for taking the time to provide your valuable feedback. We've read every single comment and based on your input, we're planning to:**

- ✓ Create communications for customers to promote responsible recycling
- ✓ Organise litter picks and beach cleans in areas where our homes are concentrated
- ✓ Install bird boxes, bat boxes, and bug hotels to increase biodiversity around our homes and offices.

## Coming in your next edition...

- Updates on completed recommendations
- New projects where you can get involved
- More success stories from your influence.

If you've any other topics you'd like us to cover in future editions please get in touch with us.



A Repairs Forum meeting

**Interested in getting more involved? We'd love to hear from you!**

Contact Becks Sheldon on 0300 323 0011 or [feedback@moat.co.uk](mailto:feedback@moat.co.uk)

