

Repairs Forum Meeting Minutes with Action Log

Meeting Details

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| Meeting Title | Repairs Forum |
| Date | 23 September 2025 |
| Time | 11am-1pm |
| Location | Mariner House and VIA Teams |
| Minute Taker | Gray Lovell-Watson |
| <p style="text-align: center;">Staff attendees</p> <p>Gray Lovell-Watson (GLW) - Customer Engagement Manager Tanya Gray (TG) – Head of Customer Operations Lanier Doyle (LD) – Head of Repairs Partnering Theo Minas (TM) - Mears Alison Wilkinson (AW) - Mears Ruth Edkins (RE) – Customer Comms Manager Rory Kuypers (RK) – Comms officer Kerry Hunt (KH) - Mears Colin Kavanagh (CK) - Head of Neighbourhoods Marek Witko (MWit) - Executive Director of Customer and Insight Mark Warner (MW) - Director of Property Services.</p> | <p style="text-align: center;">Customer Attendees</p> <p>Lorraine - Chair Julie – Via Teams Kathy - In person Katie – Via Teams Lucy – Via Teams Ola – Via Teams Tony – Via Teams Laura – Via Teams Sharon – Via Teams Janet – Via Teams</p> |
| <p style="text-align: center;">Moat Apologies</p> <p>Rosella Ngeh (RN)– Procurement Kathryn Stevens (KS) Head of Procurement Peter Baldwin (PB)- Mears Samantha Bould-Newton (SBN) - Internal comms lead.</p> | <p style="text-align: center;">Customer Apologies</p> <p>Pat Simon John Terry Ian Mike</p> |

Agenda Item 1: [Welcome, Intro/apologies, Meeting notes and action tracker]

Discussion Summary:

Lorraine introduced herself, and went round and everyone introduced themselves, there was 1 customer in person and 8 via teams, 8 Moat staff and 3 Mears staff.

Action tracker – This is all up to date and on track, it was agreed that all completed actions, can be removed, including the scrutiny recommendations.

Action Log

| Action Item | Owner | Deadline | Status | Notes |
|--------------------------|-------|-----------------|--------|-------|
| Remove completed actions | GLW | By next meeting | | |
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Agenda Item 2: [Procurement update]

Discussion Summary: Mark Warner discussed procurement on behalf of the procurement team - Kathryn Stevens.

After an initial review, we shortlisted two organisations to move forward to the next stage of the formal bidding process. Since then, one of the organisations has chosen to withdraw, which means that Mears is now the remaining bidder for our repairs contract. More details to follow.

Bidders presentations will be taking place on 21st October. Customer involvement needed.

Action Log

| Action Item | Owner | Deadline | Status | Notes |
|--|-----------|----------|--------|-------|
| Procurement update – Send to all. | GLW/MW/RE | ASAP | | |
| Bidders presentation – 21 st October invite | GLW | ASAP | | |
| Paragraph on procurement for repairs process | RE | | | |

Agenda Item 3: [Communications update]

Discussion Summary: Ruth and Rory gave an update, they mentioned the current digital offer, Facebook, Moat website and now also using LinkedIn. These channels continue to grow. And weekly updates are well received.

The Customer Catch Up quarterly newsletter is due, this goes out digitally and by post.

Two videos planned — a six-month interim partnership look-back and a Repairs Forum video (featuring Lorraine, Kathy and John). These will be posted on the website and included in the newsletter.

Action Log

| Action Item | Owner | Deadline | Status | Notes |
|-------------------------|-------|----------|--------|-------|
| Facebook link send out. | GLW | ASAP | | |
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Mears arrived at the meeting

Agenda Item 4: [WIP/KPIs - Interim contract]

Discussion Summary: LD went through KPIs and WIP

Performance has continued to improve significantly since Mears took over, with reduced backlog and faster completion times. Customer satisfaction is improving. Positive feedback on partnership between Moat and Mears.

It was agreed that Alison Winnard would be asked to attend the next meeting, to discuss SureServe and an intro into the gas team.

Weekly updates of repair stats are available on Moat Website and Repairs dedicated Facebook page.

Facebook: [Moat Repairs Facebook](#)

Moat Website: [Homepage | Moat](#)

Voids - Now aligned under repairs; customers requested an update at the next meeting on void turnaround times and impacts on costs.

Incident raised where an operative entered a property with only a person under 18 present. Forum asked for better advance notification (texts/emails) and for contractors to follow identification/safeguarding procedures; Moat will investigate and feedback.

Customers want clearer tracking (block-level code or resident view) so neighbourhood managers and customers can see communal repairs and avoid duplicate reporting. Moat is working on solutions (Resco/GIS functionality and "My Moat" personalised features) — timeline discussed (projected rollout around spring next year).

Action Log

| Action Item | Owner | Deadline | Status | Notes |
|---|-------|-----------------|--------|-------|
| Update at next meeting on Voids and turnaround | LD | By next meeting | | |
| Provide a list of of repairs that require more than one visit | MW | By next meeting | | |
| Invite Alison Winnard to next meeting | GLW | 29.09.2025 | | |

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| To investigate why appointment wasnt booked or reminder sent. | MW | By next meeting | | |
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Agenda Item 5: [Complaints update]

Discussion Summary:

Amber Finnegan attended her first meeting with the panel and went through her presentation, "Then and Now".

Complaints have fallen significantly since the contract change and are **"tracking at less than 50% across every single month."**

This is a consistent downward trend but flagged seasonal effects (lower volumes at this time of year)

Poor communication and **time taken to resolve** repairs are the top drivers.

Quality of works and **delayed appointments** (especially where jobs are multi-trade or need follow-up visits) are the next biggest causes.

Was also some discussion around moving away from completing repairs "first time" and to focus more on being realistic with customers for scope of works and the number of visits.

Monthly reviews will continue.

Amber offered to come back to future forums and continue reporting on complaints and trends.

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Next Steps / AOB

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| Next Meeting Date | 16 th December 2025 |
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| Additional Comments | Positive feedback on the partnership between Moat and Mears; general feeling that repairs are improving and heading in the right direction. |
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