

Your Voice, Our Action.

Need this newsletter
in a different format?



If you'd like it in another language or a format that works better for you — like large print, audio, Braille, or electronic text — just let us know!

Welcome back to our quarterly update for Customer Advocates! Over the past few months, your voices have truly driven positive change across our services, and we're excited to share the impact you're making.

In this edition we're looking back at your involvement between January to March 2025. From improvements in our gas servicing process to shaping important policies and helping us choose senior leaders and the right partners, your valuable input has helped keep customers at the heart of everything we do.

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



Members of our Repairs Forum

Repairs Forum update

2 minute read

On Tuesday 18 March 2025, 19 of our customers - including tenants, shared owners and leaseholders - joined us for our latest Repairs Forum.

Chaired by Moat resident Lorraine Ash, the forum gave customers the chance to speak directly with Moat staff, and our interim repairs provider, Mears. Together we discussed your experience, shared feedback and looked at how we can continue making meaningful improvements.

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.

Here's what you told us:

-  You're feeling more confident in how Moat and Mears are working together - we're committed to building on this progress.
-  You want a say in choosing our long-term repairs partner. Your voice is shaping the process through group sessions, surveys and contractor site visits.
-  You asked for clearer information on repairs wait times, so we've updated our weekly performance data to make this easier for you.
-  You like video updates, so we're creating more to keep you informed on changes and improvements.

Customer Engagement Manager

Gray Lovell-Watson



As some of you will already know our Customer Engagement Manager, Becks Sheldon, is now on maternity leave. Stepping into her role for the next year is Gray Lovell-Watson.

Gray has been with Moat for nearly five years, with experience as a Customer Services Team Leader and a Customer Liaison Officer in Property Services. He's looking forward to working closely with you.

Lorraine Ash

Repairs Forum Chair



Upcoming Repairs Forum dates

Our Forums are held every three months, giving customers the chance to meet with Moat staff, and Mears, to share feedback and shape our repairs service.



Save the dates

23 September,
16 December 2025
and 24 March 2026

Improving our gas servicing – thanks to you!

5 minute read

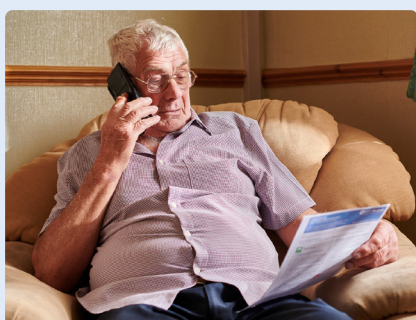
You've played a key role in helping us improve how gas servicing works in your home. Earlier this year we invited you to join our gas servicing scrutiny project, working alongside us and our contractor, Sureserve, to review how we can make the whole process smoother and more reliable for customers.

Here's a look at the feedback and improvements we've made because of you!



Appointment communications

- ✓ Customers now receive servicing reminder texts.
- ✓ We're reviewing how appointment letters and texts are sent – especially around holiday times.
- ✓ Letters about appointment bookings will be clearer and easier to read.
- ✓ Customers can now request shorter time slots instead of the standard 8am – 1pm window. These are handled on a first-come-first-serve basis and depend on daily workloads.
- ✓ We're exploring ways to let customers add appointments to their digital calendars – more updates on this soon!



Improving customer experience

- ✓ Engineers have completed a refreshed customer service training.
- ✓ If customer service ever drops, we'll investigate straight away to find out why.
- ✓ We've Service Level Agreements in place with Sureserve which will be shared with customers. Look out for more details on this in the Gas Safety week campaign in October.
- ✓ Sureserve's call centre has had increased training and quality checks.



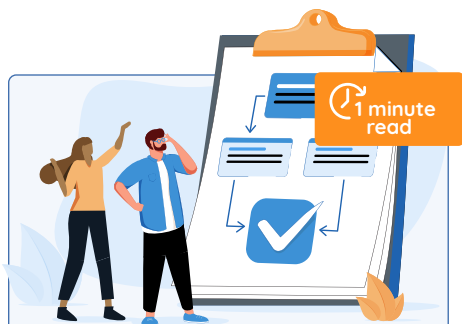
Missed appointments

- ✓ The £20 missed appointment fee is now included in our Compensation policy.
- ✓ We've made the process for claiming clearer and easier.



A huge thank you to everyone who shared their honest feedback – it's made a real difference.

thank you



Reviewing our Policies and Procedures

Earlier this year, you reviewed our Anti-Social Behaviour (ASB) and Hate Incidents policies.

Here's how your feedback influenced them:

ASB policy updates

-  Clearer definitions of some terms like 'cuckooing' - so it's easier to understand.
-  Removal of quotation marks around "vulnerable".
-  Added a statement encouraging tolerance and respect.

Hate Incidents policy updates

-  Acknowledgement of the limitations when perpetrators are private homeowners.
-  Adjusted wording to be more respectful.

Want to get more involved?

Whether it's through attending our Repairs Forums, taking part in policy reviews and interview panels or feedback on letters and services – Gray would love to hear from you. Get in touch your way today!

 0300 323 0011

 feedback@moat.co.uk

Helping us choose our leaders

This year, you've helped us select some of our senior leaders, by attending interviews and sharing your feedback on interviewees. Here's who you helped us bring on board:

Marek Witko

Executive Director of Housing and Customer Experience



Marek joined us in March 2025 to lead the way on improving our customer experience and transforming the journey customers have with us.

He brings a wealth of experience in social housing, particularly in driving resident-led improvements across housing management, repairs, and maintenance.

We're excited to have Marek on board and to be working closely with him to enhance the way we deliver services to our customers.

Ian Morrison

Executive Director of Property and Assets



We welcomed Ian to the Moat family in April 2025.

Ian is leading our work to maintain and improve our homes, overseeing everything from long-term investment and compliance to day-to-day repairs and maintenance. Ian has over 30 years of experience in the housing sector and a strong background in property and asset management.

We're looking forward to working with Ian to make sure our homes are safe, well-maintained, and continue to meet the needs of customers.

Coming soon:

Graham Swanton

Director of Customer and Insight (Starting August 2025)



Helen Evans

Chair of Board (Starting September 2025)



Join our Board

Our Board of Directors plays a key role in shaping our strategic direction—and we're excited to be growing our team. We're currently looking for two new Non-Executive Board Directors to join us.

One of the roles is for someone with a strong background as a Chief Finance Officer, with experience in audit and risk management. This person will also join our Audit and Risk Committee. The other role is for someone with expertise in asset management and housing development, who has experience chairing a committee or Board.

If this sounds like you - or someone you know - and you're curious about what it's like to be part of our Board, we'd love for you to take a look at the roles. You can find all the details on the links below:

- [Non-Executive Director and Investment Committee Chair \(Asset Management\)](#)
- [Non-Executive Director \(Finance and Audit\)](#)

Closing date for both roles is midnight on 27 August.