

Stanhope PFI Customer Satisfaction Survey 2026 results

Chrysalis

In partnership with:

Moat

MORGAN
SINDALL
PROPERTY SERVICES



Thank you!

A big thank you to everyone who shared their feedback.

Earlier this year we asked an independent company, The Leadership Factor (TLF), to carry out our annual satisfaction survey by phone. They contacted all 306 Stanhope PFI households, and 77 of you took the time to take part and share your feedback.

Why your feedback matters

Your feedback helps us understand what we're doing well and where we need to improve for you and your neighbours.

If you didn't take part this time but would still like to share your thoughts, we'd love to hear from you:



stanhopecustomer@moat.co.uk



01233 647396

Or speak to your Neighbourhood Services Manager

Who does what at Stanhope

We know it can be confusing who is responsible for different services, so here's a quick guide:

Chrysalis – funds the management and initial refurbishment of Stanhope through a long-term agreement with your landlord Ashford Borough Council

Moat – manages your home day to day and keeps you updated

Moat Foundation – supports the community through funding, activities and local facilities

Morgan Sindall Property Services (MSPS) – carries out repairs and maintenance for your home and shared areas at Stanhope.

What you told us

Moat services



85%

of customers are satisfied

"Every time I call, they are really nice and helpful. When I have a problem, it is fixed within days. The service they provide is lovely."

Stanhope PFI customer

"When I report an issue, they act very quickly and fix it to a good standard."

Stanhope PFI customer



MSPS repairs service



84%

of customers are satisfied

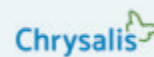
"They are very prompt, tidy and polite. They listen to our concerns and are very helpful."

Stanhope PFI customer

"They have been there for anything I have needed. When it comes to repairs, they come out and are very effective."

Stanhope PFI customer

Chrysalis services



93%

of customers are satisfied

Your feedback, our actions

It's great to hear that many of you are happy with our customer service and repairs – thank you for your positive comments.

You also told us we need to improve:

- How quickly we answer calls
- Outstanding repairs

We're already working on these areas and will keep you updated on the progress we're making.

Stay up to date

Did you know there's a dedicated webpage just for Stanhope PFI customers? You can find service updates, newsletters, survey results and more. Visit: moat.co.uk/your-home/stanhope-pfi

