



# Customer Catch-up

## Making changes, sharing news



Your voice matters

## Shaping your new repairs service

Thank you to everyone who participated in our recent repairs survey – your feedback has helped us to understand your priorities and how you'd like to be involved in shaping your future repairs service.

### What you've told us

The message is clear – you want a repairs service that is faster, more reliable, and efficient. With over 1,100 survey responses, customer focus group discussions, and input from colleagues, we've gathered a thorough understanding of what a 'good repairs service' looks like from your perspective.

### Putting your needs first

Based on your feedback, we're exploring different options to deliver a future repairs service that meets your needs and expectations. If you've expressed interest in being more involved in selecting the best approach, we'll be reaching out to you shortly. For those of you who just want to be kept informed, we'll provide you updates on our progress and potential options in future editions of Customer Catch-up and on our website.

Haven't shared your feedback yet? No problem! It's never too late to influence the shaping of your repairs service. Whether you prefer to send us an email, give us a call, attend our Repairs Forum, or explore other options, we're here to listen. Get in touch with us today!

### The next step

You'll soon receive an important letter from us if you're a customer who pays a service charge for repairs and maintenance. These letters are called Section 20 notices, and they're a legal requirement to ensure you have a say in decisions that affect the services you pay for. This is an important first step in the process of improving your future repairs service.

Keep an eye out for your letter in the post. It will explain the Section 20 process and how you can provide your feedback, because your input is really crucial in helping us make the right decision that works for everyone.



## Happy Pride!

We've been proudly supporting Pride events this summer. We were at Essex Pride on 22 June and walked in the London Pride Parade on 29 June with HouseProud, the network for LGBTQ+ people working in social housing. And we'll be at Medway Pride on 17 August.

As participants in the HouseProud Pledge scheme, we've committed to increase LGBTQ+ visibility, ensure that LGBTQ+ residents can have input at executive / strategic level, and roll out training to help ensure we deliver inclusive services for LGBTQ+ people. Get in touch with us if you'd like to get involved (see page 5)!



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# Anti-social behaviour



“ I feel much more confident in reporting ASB now, as I feel I have been listened to and things with my neighbour are much better ”  
- Moat customer

We know how distressing and disruptive anti-social behaviour (ASB) can be. It can make you feel unhappy and unsafe in your own home and community. Tackling ASB, and the harm that it can cause, is a priority for us. We're working hard to continuously improve our services to ensure you live in a home and place without fear of harassment, alarm, or distress.

## What is ASB?

ASB can ruin people's lives and devastate communities. It covers a wide range of unacceptable activities, including hate crime, verbal abuse, physical violence, rowdy or drunken behaviour, vandalism, graffiti, or drug misuse.

No matter how "low-level" an issue may seem, we know ASB can severely affect your quality of life. We recognise that the impact matters more than the behaviour - so please report any ASB concerns to us.

## What ASB isn't

Noise caused by everyday living including children playing, neighbours doing DIY (at reasonable times of the day), a one-off party and groups of people in the street, unless they are being rowdy, abusive, causing damage or committing other crimes.

## How we will support you

Your safety and peace of mind are important to us. That's why we aim to respond to all new ASB reports within 48 hours. Dedicated officers from our Neighbourhood Team assess and prioritise new cases daily so we can respond quickly to get you the help you need.

When you report ASB to us, we can provide different levels of support and action, including:

- ✓ Visiting you to better understand your situation
- ✓ Visiting the alleged perpetrator and any witnesses
- ✓ Providing you with our free ASB App to document evidence and explain how and why we need this
- ✓ Keeping you updated and being clear about what we can do
- ✓ Working together with partners in the community like the Police, local authority community wardens and support agencies to find a resolution
- ✓ Connecting you with services to provide you with additional support
- ✓ Connecting perpetrators of anti-social behaviour with additional support if needed
- ✓ Offering free independent mediation to all involved to try and find a resolution
- ✓ Issuing warnings and taking legal action, in partnership with the police, on those who cause anti-social behaviour
- ✓ Setting up Good Neighbour or Acceptable Behaviour Agreements to encourage neighbourly behaviours
- ✓ Considering additional home safety measures if needed

No matter the situation, we're here to listen, support, and do what we can to allow you to live peacefully in your home and community.

We will always take the appropriate and proportionate actions to resolve ASB putting victims and the wider community at the heart of the solution, this can mean we take legal enforcement action when we have exhausted all alternatives. Last year we secured 16 injunctions issued by courts to protect communities and prevent harmful behaviours and recovered two homes via evictions due to ASB.

## You're not alone - help is here 24/7



We understand that incidents of ASB can happen at any time - day or night - and that you'll often need help outside of our regular office hours. To ensure you always have the support you need, whenever you need it, we've partnered with the ASB Respect Line service to provide you round-the-clock assistance.

If you're experiencing ASB during the evenings or weekends, you can call 0800 075 6699 and report the incident as it happens in your community. You'll speak with a compassionate case worker trained in managing ASB situations. They'll listen to the details, offer advice, connect you with support services, or contact the Police and Environmental Health Team on your behalf. The Respect Line staff will also alert the appropriate emergency services to ensure a swift response when needed.

**Remember, you don't have to face ASB alone. Don't hesitate to reach out to us - together, we can tackle ASB.**

## Reporting ASB to us:

- ✉ [asb@moat.co.uk](mailto:asb@moat.co.uk)
- my Moat [moat.co.uk/mymoat](https://moat.co.uk/mymoat)
- 🗨️ [moat.co.uk/mymoat/chat](https://moat.co.uk/mymoat/chat)
- ☎️ **0300 323 0011 - Customer Services Team**  
(Monday to Friday 8am - 5pm)
- ☎️ **0800 075 6699 - ASB Respect Line**  
(Every day between 5pm and 8am)

Speak to your Neighbourhood Services Manager or book an appointment to visit our office and meet with us in person.



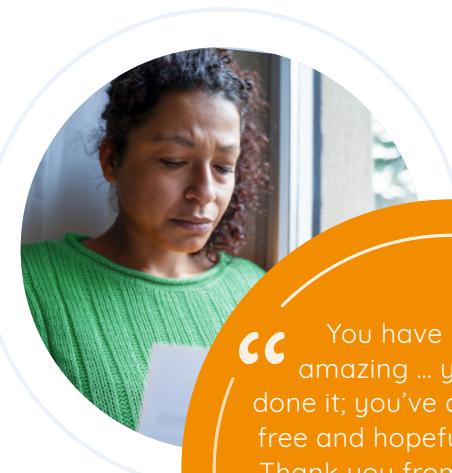
In an emergency, please call 999 if you or someone is in immediate danger



## Other useful contacts for ASB

- [Crimestoppers](#) - 0800 555 111
- [Victim support](#) - 0808 168 9111
- [Citizens Advice](#) - 0800 144 8848
- [Stop Hate UK](#) - 0800 138 1625
- [NSPCC](#) - 0808 800 5000
- [Childline](#) - 0800 11 11
- [Gov.co.uk](#) - on this website follow links to your postcode area where you will find details of your local council and local services

You can also search online for each organisation's website



“ You have been truly amazing ... you've finally done it; you've allowed us to be free and hopefully live happily! Thank you from the bottom of both of our hearts. I can't begin to tell you how relieving this is for us! ”

- Moat customer



# Your home, your voice, your future

## Your voice matters: Share it with us!

We know you're the expert when it comes to living in your home and community. That's why your voice is so important to us.

Whether you have a few minutes to spare for a quick survey or want to take on a more regular commitment, there's something for everyone. By letting your voice be heard, you'll be playing a key role in shaping the future of Moat and ensuring we deliver a great experience for everyone.

Sound good? Then keep reading to find out how you can share your voice and influence how we deliver the services you receive.



## Share your voice in different ways



### Become a decision-maker

Are you passionate about making a real difference? Join our new **Impact and Action Group** and have a direct link to our Board and senior management. You'll meet regularly to oversee customer insights and ensure your experiences influence our service design. This paid role is opening for applications soon – keep an eye on the careers page on our website.

Or, if you'd prefer a more flexible commitment, consider joining our **Scrutiny Panel**. Share your lived experiences and provide recommendations on specific service areas through one-day workshops or longer projects.

### Share your feedback

No time for a long-term commitment? Not a problem! Join our **Customer Advocates team** and complete surveys, review policies, and participate in workshops whenever it suits you.

Help us make our communications crystal clear by joining our **Editorial Review team**. Or, if you're keen to have your say on our repairs service, join our **Repairs Procurement Sounding Board**.

### Get hands-on

Want to get out and about in your community? Join our **Neighbourhoods teams on their monthly estate inspections** and help identify repairs, potential issues, and monitor our cleaning and gardening services.

Or join our **Repairs Forum** or our new **Estate Services Forum** to monitor and improve our services directly.

### Create your own community

Fancy starting your own **residents' association**? We're here to support you every step of the way. A residents' association is a fantastic way to have a stronger voice on the issues that matter most to your community, as well as organise social activities.



“ Home is important to everyone, and as part of this group I feel heard and understood. We are all individuals, and each bring something unique to the community ”

Jennifer -  
Moat customer

## Making it easy for you to get involved

Each year, thousands of our amazing residents kindly share their experiences and insights, helping us improve our services and make your communities even better places to live.

We want to make it as easy as possible for you to get involved. We often cover travel, childcare and carers expenses, offer digital options to participate, and provide training support when needed.

We're always looking for new ways to work with you, so if you have any ideas or suggestions, please get in touch with us. We'd love to hear from you.

## Want to play a role?

✉ [feedback@moat.co.uk](mailto:feedback@moat.co.uk)

☎ 0300 323 0011  
(Monday to Friday 8am - 5pm)

“ Where else do you have the opportunity or the platform to share your views with companies in person, it's not often in the age of chatbots, but the Repairs Forum allows your voice to be heard on subjects that matter to us all by those who can effect change ”

Marc -  
Moat customer

For more detailed information on how you can get involved scan the QR code or visit [moat.co.uk](http://moat.co.uk) and search for 'sharing your voice'



Scan me  
to find out  
more!

No matter how you choose to get involved, your voice is invaluable to us. Together, we can create a better Moat for everyone.

Becks Sheldon,  
Customer Engagement Manager



We'd love to  
hear from you!





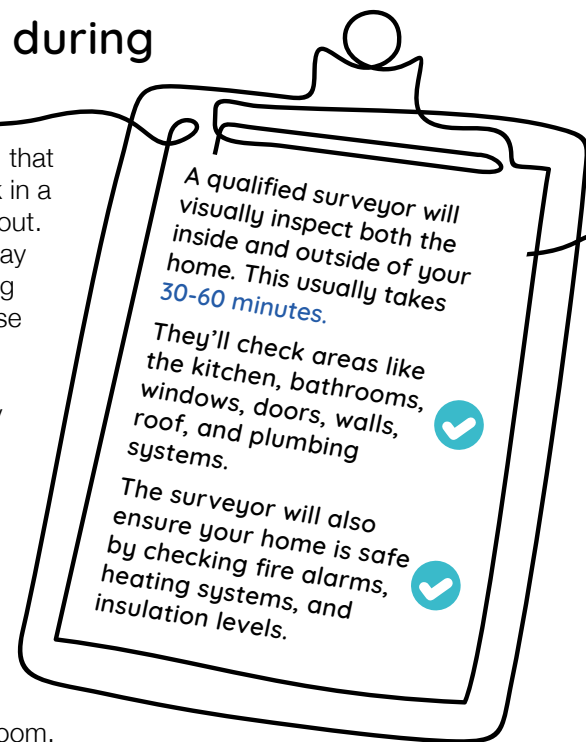
## Making sure your home is safe and well-maintained

If you rent your home with us, every five years, we will carry out a home improvements survey to make sure your home is safe and in a good condition. We'll use the survey findings to plan any necessary repairs, works, or upgrades. It's an important way for us to plan work to keep your home safe and well-maintained for the future.

### What to expect during the survey

If our surveyors find anything that needs to be fixed, we'll book in a time to get the work carried out.

We understand that you may have concerns about allowing access to your home for these surveys. Rest assured, our surveyors are professionals who will respect your privacy and will minimise disruption.



### Benefits for you

#### 1 Enhanced safety:

We'll identify and address any safety concerns, giving you peace of mind.

#### 2 Energy efficiency:

By assessing insulation and heating, we can help you save on energy bills.

#### 3 Improved living conditions:

Based on the survey, you may qualify for upgrades like a new kitchen or bathroom.

#### 4 Preventative maintenance:

Catching issues early prevents bigger problems and disruptions.

### When your survey is due

If your home is due for a survey, we'll let you know in advance via your preferred contact method. You'll receive our Home Improvement team's details to contact them and arrange a convenient date and time. If you have special access requirements they can discuss this with you, and take into consideration any personal circumstances. After completing your survey, you'll be entered into a prize draw that month for a chance to win a £100 e-voucher!

## Be BBQ safe this summer!

The sizzle of sausages, the smells of smoky charcoal - there's nothing quite like firing up the barbecue on a sunny summer day! However, before you break out the tongs and sauces, please remember to follow the safety tips below:



### Four essential BBQ safety tips:

#### 1 Location, location, location

Set up your barbecue in an open area away from sheds, fences, trees, shrubs, or garden waste. And never use a barbecue indoors, on your balcony, on decking or in communal areas.

#### 2 No unattended cooking

Never leave a barbecue unattended. Make sure children and animals stay well away and always keep a bucket of water, sand, or a garden hose nearby for emergencies.

#### 3 Never use accelerants

Never use petrol or paraffin to start or revive your barbecue, only use recognised lighters or starter fuels on cold coals. Plan ahead too - give yourself enough time for the coals to fully ignite before cooking.

#### 4 Cool it

Allow adequate time for proper cooling before disposing of ashes. Empty them on to bare garden soil, not into dustbins or wheelie bins. If the ashes are hot, they can melt the plastic and cause a fire.



### Improving your green spaces

We want to get your new grounds maintenance service right, so we're working closely with our contractor to make this happen.

While you may not see immediate improvements to your outdoor spaces, our contractor is visiting your estate as scheduled. However, the weather has posed challenges resulting in rapid grass and weed growth. Rain has also prevented tasks like spraying or mowing, and the nesting season has delayed hedge trimming.

We're working hard to address these issues and get your grounds in great shape. It'll take a few visits, but you should start noticing changes over the next eight weeks. Thank you for your patience.

### Protect your belongings

Did you know whether you're a tenant, shared owner or leaseholder, it's your responsibility to take out home contents insurance?

Many organisations provide cover and it's always good to shop around to find the right one for you. If you need some help, we've teamed up with Royal Sun Alliance (RSA) to offer our customers an exclusive contents insurance policy.



Visit our website and search 'insurance' for more information or call RSA directly on 0345 671 8172.



## Accountable to you

You've told us you want more honesty and openness about how we're doing as your housing association. We're listening, and we're taking action.

That's why we're now publishing regular updates on our performance on our website. Every three months, you'll get a clear picture of how we're measuring up against the things that matter most to you.

Our Customer Advocates (see page 4) helped us choose what to share:

1. How well our Customer Service Centre is doing
2. Our progress tackling anti-social behaviour
3. How quickly and effectively we're carrying out repairs
4. How we handle complaints
5. The condition of your homes

We'll share the good and the not-so-good. If we're not meeting your expectations (or our own!), we'll be upfront about it and explain what we're doing to improve.

This is just the beginning. We know there's more we can do to be transparent and accountable to you. We'll keep working with our actively involved customers to make sure we're sharing the information you need.

We'd love for you to take a look. Visit our website for a read: [moat.co.uk/about-us/our-performance](https://moat.co.uk/about-us/our-performance)

## Coming soon: Our Tenant Satisfaction Measures results

In April 2023, the Regulator of Social Housing introduced a new requirement for all social housing landlords, like us, to annually report on a set of measures that show how well we're doing at providing quality homes and services. These are called Tenant Satisfaction Measures.

We'll measure our performance by asking you for your feedback on 22 areas of our service covering the condition of your home, our repairs service, building safety, complaints, customer engagement, and neighbourhood management. Over the course of the year, we've spoken to 2,400 customers to get honest feedback on their experience with us.


### Sharing our performance

We'll submit our Tenant Satisfaction Measures shortly. You'll be able to view the results on the performance page of our website by the end of July.

## Need to make a complaint?

If you're unhappy with a service you've received from us please let us know. You can contact us via email at [complaints@moat.co.uk](mailto:complaints@moat.co.uk) or by using any of the contact details on the front page of this newsletter.

If you raise a complaint with us and need further assistance, the Housing Ombudsman Service can provide you with impartial advice and guidance. They can review your case and ensure your voice is heard. You can contact them anytime during the process by:

 [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

 0300 111 3000

 [housing-ombudsman.org.uk/residents](https://housing-ombudsman.org.uk/residents)

We're committed to providing accessible information to all our customers. If you require information in a different language or format, such as large print, audio, Braille, or electronic text, please contact us and we'll be happy to assist you.