

Your new grounds maintenance service

Your outdoor spaces are an important part of your home. Keeping them in great condition creates better, safer places for you and your families to enjoy with pride. With your help and feedback, we've appointed a grounds maintenance contractor who'll keep your estate in excellent shape.

A new service from idverde

You may already be familiar with idverde who've been maintaining your estate for the last five years. We followed a detailed process to select the next contractor to provide this service for our London-based customers, and idverde offered the winning combination of value for money and high-quality service.

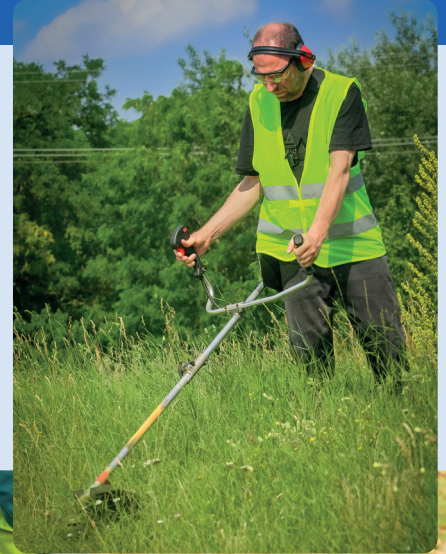
That doesn't mean you'll receive the same service as you have before - we've made changes to the contract, based on your feedback over the years. You'll receive a new, improved service going forward, including stricter management of the contract by our new Estate Services Officers who'll make sure you receive the service you should.

Once their new contract starts on 13 May 2024, idverde will be maintaining your outdoor spaces, including lawns, shrubs, hedges, and some hardstanding areas like paths and car parks. Some of your outdoor areas may be council-owned, and your local council will continue to maintain these.

The idverde team will visit your estate 25 times a year. Along with their usual duties, for the next three months, they'll also be focusing on bringing your outdoor spaces up to standard. That means they'll improve areas that aren't in great condition to start with, then maintain that higher standard throughout the years.

We know there'll be some challenges that come with launching the service during spring - lots of rain can prevent or delay certain tasks, and grass and weeds grow faster than usual. This may temporarily affect your outdoor spaces, but we'll work hard to tackle any issues and get your new service off to the best possible start.

Southern Land has also been appointed to maintain trees on the land we own. You won't see the team often, but they'll check the trees annually and trim or remove them when needed.



A big thank you!

Thank you to all customers who took part in our review to tell us what an excellent service looks like to you. You told us that quality and reliability are most important to you and showed us where improvements can be made - your feedback has truly shaped this new service!

- **1,176 of you** shared your views about the current service
- **215** took part in further surveys and workshops
- **7** evaluated all bids received from potential contractors.

THANK YOU!

Your new grounds maintenance service

Making improvements

We care about providing you with a consistently great service, so we've improved your new grounds maintenance service.



You'll receive a more local service

We previously had one contractor looking after all our customers' estates. We'll now be using four local contractors – one in each of the regions where our customers live. That means your contractor will serve a smaller area so they're able to listen to your feedback and use it to tailor their services.

You can expect high-quality work

Once your new service starts, we've set strict performance targets and penalties to ensure you're getting what you pay for. We've also set higher standards for your outdoor spaces, like a maximum grass height. We'll ask your contractor to put things right if these standards aren't met.

Your service will be more reliable

We're working on communicating attendance with you more effectively so you can keep track of your operatives' visits easily. This could be via a noticeboard or an online customer portal, and we'll be looking to roll these out over the next few months and years. In addition, we've set financial penalties for contractors who regularly fail to deliver services. Your contractor will be asked to reschedule any missed appointments, and if they can't, you'll pay only for the appointments you receive.

You'll have the support of an Estate Services Officer

You'll have a dedicated Estate Services Officer who'll work with your Neighbourhood Services Manager to monitor and manage your contractor's work. We've added these new officers to the Moat team to make sure work is carried out to a high standard and any poor work is put right.

Help make your service better

Is there anything you think we could be doing better? Why not register your interest in our customer-led Estate Services Forum which we'll be launching by the end of 2024! We believe the best way to improve our services is by working with our customers. You'll be able to review our performance, give feedback on the quality of the service, and make suggestions on how it can be improved. It's a great way to keep us and our contractors accountable.

If you'd like to get involved, we'd love to hear from you.

Please email Becks Sheldon, Customer Engagement Manager:

✉ feedback@moat.co.uk

We'll be in touch as soon as the Forum is up and running.

