



**Repairs Forum Action Tracker**  
**Actions from September 2023 meeting**

<b>Action no.</b>	<b>Meeting Date</b>	<b>Action</b>	<b>Owner</b>	<b>Updates</b>	<b>Date of completion</b>
<b>1</b>	12 September 2023	MSPS to discuss issue re PDA (Personal Digital Assistant) use with AH and provide an update at the next meeting.	<b>MSPS</b>		
<b>2</b>	12 September 2023	LD to catch-up after today's meeting with customer TH (Tony Harte) regarding a missed-appointment fee which he has been waiting c 6 weeks for.	<b>LD</b>	Missed Appointments have been raised and issued back to account.	Completed
<b>3</b>	12 September 2023	SR to investigate the ongoing communal issues at Johnsons Court, Sevenoaks. Update PT (Patricia Turner) who brought this up at the meeting.	<b>SR</b>	SR is working directly with PT on resolving the outstanding issues and will see through to completion.	Ongoing
<b>4</b>	12 September 2023	LD to discuss with Development the responsibilities around repairs, to ensure that these are fully understood by our customers when they buy into a shared ownership property.	<b>LD</b>	Confirmed with Development this is discussed at time of purchase and information is provided to all customers. Its also very clear within the lease on the repairing obligations.	Completed
<b>5</b>	12 September 2023	MSPS to start installing LED lighting as standard, where communal lighting needs replacing and they don't have a current supply of bulbs (or there is some other factor that is causing the problem that can be resolved by replacing with LED lighting).	<b>WH</b>	MSPS will provide samples of lights to Ben James (Sustainability Manager) for his approval and begin a pilot on suggested schemes.	Ongoing
<b>6</b>	12 September 2023	Improvements to the repairs interface within MyMoat are required including: <ul style="list-style-type: none"> <li>a. To ensure there is visibility of communal repairs in the history of reported repairs.</li> <li>b. When reporting communal repairs, customers want access to view</li> </ul>	<b>LD</b>	A mymoat review will be undertaken in the new year as this has had to be pushed back due to the L&Q stock acquisition which has become a priority. In the meantime, LD has suggested that we arrange (in Jan) a couple of hours at mariner for customers to come along and use the current MyMoat and start to look	



		<p>online whether the repair had been reported or not.</p> <p>c. More explicit questions are required to understand vulnerabilities and individual needs of customers, rather than rely on a generic text box.</p> <p>Ask customers to be a part of the My Moat review.</p>		at what changes our customers would like to see.	
7	12 September 2023	Once improvements have been made to MyMoat, Moat must promote the facility better and educate existing customers. Moat should also do more to encourage the use of MyMoat amongst Retirement Living customers.	LD	LD agrees and by reviewing and making changes to Mymoat will give us the perfect opportunity to re promote and re-engage with our customers on this service.	
8	12 September 2023	For customers not digitally active, MSPS should be provided appointment cards where follow on works is required rather than rely on an email or text link.	WH	These are being formatted and ready for approval	Ongoing
9	12 September 2023	LD to work with MSPS and our Customer Resolutions Team and advice at the next meeting what further steps will be taken to improve communication	LD	<p>This is going to be a work in progress, however at the last performance meeting with MSPS we discussed the importance of keeping our customers updated and re-enforced the agreed processes that need to be followed for this. Such as:</p> <p>Follow on appointments should be booked before leaving site where possible.</p> <p>Better sub-contractor management.</p> <p>Although cancellations and delays will happen MSPS must contact customers as soon as possible by their preferred method of contact and also offer missed appointments where applicable.</p> <p>Kerry – resident liaison for MSPS will also be working with customer resolutions team</p>	Ongoing



				going forward in order to go through the lessons learned from complaints. This will help identify if continued lack of communication is from one area in particular or a training issue with staff etc.	
<b>10</b>	12 September 2023	BS to liaise with Moat's communication team about promoting contents insurance.	<b>BS</b>	Post have gone out on social media to promote this and the Comms team will continue to post about contents insurance going forward.	Ongoing.
<b>11</b>	12 September 2023	TG to provide additional guidance to Customer Service Advisors regarding the questions they ask to ensure Moat is tailoring the service they need, ensuring the nuances of questions are understood.	<b>TG</b>	Our internal trainer has included this into our training for new starters and current employees have all been asked to consider disabilities when prioritising repairs – this has been communicated to them at team meetings.	Completed.
<b>12</b>	12 September 2023	MSPS to provide a specific update on sub-contractor performance and improvement at the next meeting.	<b>MSPS</b>	This item is on the agenda for the 12 December 2023 meeting.	
<b>13</b>	12 September 2023	Moat and MSPS should do more community Estate Days following the recent success at Cavell Way.	<b>LC</b>	This item is on the agenda for the 12 December 2023 meeting – LC to provide customers with an update on plans for 2024.	
<b>14</b>	12 September 2023	WH to catch up with TH (Tony Harte) about ongoing repairs issues at his property.	<b>WH</b>	Spoke with TH 25/09/2023	Completed