



Repairs Forum Action Tracker
Actions from December 2023 meeting

Action no.	Meeting Date	Action	Owner	Updates	Date of completion
1	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.	SR	Marlowe (BBCFire) have upgraded and fitted all new emergency lighting to the rear of the block in the garden and within the communal areas of the block. There is only 1 street light which has failed and a quote is being submitted. PT has been kept updated and has confirmed there are no communal repairs outstanding other than the 1 street light.	Ongoing
2	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).	AH	AH commented that this is ongoing, that MSPS are working to identify which fittings are in which blocks and this should be finalised before the next meeting. LA asked for the figures around this to be provided at the next meeting, to be updated in the action tracker.	Ongoing.
3	12 September 2023	Improvements to the repairs interface within MyMoat are required including: <ul style="list-style-type: none"> a. To ensure there is visibility of communal repairs in the history of reported repairs. b. When reporting communal repairs, customers want access to view online whether the repair had been reported or not. c. More explicit questions are required to understand vulnerabilities and 	LD	Our Transformation team have moved the full Mymoat review to beginning of financial year 2025. This is due to the number of changes within Moat and particularly the repairs contract. The system changes and resource required to take the contract forward has to be prioritised. In the mean time I have met with the transformation team and discussed if we can make some small changes to MyMoat in order to make the	Due to start Q1 2025



		<p>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>		<p>customer journey better until the wider review starts. We are testing if we can stop showing personal information like contact numbers and names on communal repairs. If so we will then be able to show communal repairs and history. We are also looking at the wording when raising a communal repair to ensure customers are aware not to provide any personal info on the job itself. We hope these changes are not going to be a big change and will be able to happen prior to the bigger review in 2025.</p>	
4	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	As above.	Due to start Q1 2025
5	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.	AH	MSPS are having designs created that are Multi Lingual. These will be given to Moat to decide on design and will then go to the printers for them to be despatched to the MSPS Operatives	Ongoing
6	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	Amber is attending the meeting and will be speaking about lessons learnt and trends etc.	19 March 2024
7	12 September 2023	BS to liaise with Moat's communication team about promoting contents insurance.	BS	Our comms team are regularly posting on social media. It was promoted in our last Customer Catch up Newsletter in October. We have a dedicated webpage for insurance. We have partnered with 'The	19 March 2024 (this action will be ongoing, but will



				Royal Sun Alliance' (TRSA). We have a section for customers to apply by filling out an application directly with TRSA.	remove from tracker)
8	12 December 2023	Report from CCC (Customer Communities Committee) to be provided as an attachment to the minutes at every meeting.	BS	CCC Meeting is taking place after our 19 th March repairs forum so the report is not ready. We'll present this at our next meeting.	Ongoing
9	12 December 2023	MSPS to include more details on the KPIs, specifically to include the top 3 trends for Repairs Satisfaction and Recalls	AH	<p>The top 3 trends for resident dis – satisfaction based on Rant & Raves, is - 1. Time taken from the repair being raised to the repair being completed. 2. Repair has not been finished, however, this is due to a VO that has been requested and a new order is raised due to amount and the original repair has been completed and MSPs is attending on a new order. 3. Residents scoring a 1 when they mean 5 as they think 1 is high and 5 is low.</p> <p>The top 3 Recall reasons – 1st P1 recalls where we have made safe, however, additional works required on a FOW order but raised as a recall. 2nd Drainage Recalls as the blockage could be further down the line or requires CCTV or a tanker. Drainage repairs are majority emergencies. 3rd Guttering works.</p>	This will be on the KPI report going forward
10	12 December 2023	<p>BS to add to the next meetings agenda in March:</p> <ul style="list-style-type: none"> • MSPS to provide update on Help Me Fix • Communal Repairs (outstanding repairs for communal areas) • Complaints: lessons learnt & trends (top 3 issues) 	BS	Added to agenda for 19 th March 2024	19 th March 2024



11	12 December 2023	MU raised an issue with myMoat and appointments getting lost. SF confirmed she had the same experience. LD to investigate whether there is a fault in the system and provide an update at the next meeting.	LD	We have tested this a number of times and cannot replicate the same issue. To provide clarity if an appointment is available customers will be asked to select appointment. However if an appointment isnt available then customers are asked to provide their preferred time slots for appointments. This doesn't book an appointment it just shows the user at Moat's end what the preferred slot is so that can be considered when booking an appointment. We recognise that this might not be as clear as we hope and as part of the MyMoat quick fixes we are looking at how we make this clearer.	
12	12 December 2023	SR to take off-line a conversation with MH re the ongoing issues his neighbour is having with a faulty door.	SR	The works to the door of the individual flat have now been completed. This was also confirmed with MH.	Completed Feb/Mar 2024
13	12 December 2023	LC to speak with MU about organising an Estate Day at the Gillingham Hub.	LC		