



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	Blocks already approved and works commencing at the end of June, are Cecil Kidby and Clifford Court. Honour street & Braggowensley are being quoted this week and will be submitted to Fire and Electrical Department to be approved	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. 	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	Due to start Q1 2025



		<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>		<p>changes to MyMoat in order to make the 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	<p>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.</p>	LD	As above.	Due to start Q1 2025
5	12 September 2023	<p>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.</p>	AH	<p>Cards have been approved by Moat and These are currently in the process of being printed.</p>	Complete.
6	12 December 2023	<p>Report from CCC (Customer Communities Committee) to be provided as an attachment to the minutes at every meeting.</p>	BS	<p>Have added to the pack for 20th June meeting. This will be BAU going forward (<i>will remove action from tracker after todays meeting on 20th June</i>)</p>	Ongoing
7	12 December 2023	<p>MSPS to include more details on the KPIs, specifically to include the top 3 trends for Repairs Satisfaction and Recalls</p>	AH	<p>KPIs include commentary on presentation.</p>	Complete – will be ongoing for future meetings



9	12 December 2023	LC to speak with MU about organising an Estate Day at the Gillingham Hub.	LC	LC to pick up with MU. <i>Will remove from tracker</i>	
10	19 March 2024	To take offline conversation with MU (customer) around Home Improvement Surveys, as to how our properties are checked for being Health & Safety compliant.	LD/SR	LD & SR will speak with MU. <i>Will remove from tracker</i>	
11	19 March 2024	BS to add aged WIP as an item to the Action Tracker, so that the number of repairs on the aged WIP can be monitored at future meetings.	BS	Added to agenda for 20 th June meeting.	20 th June 2024
12	19 March 2024	Add Help Me Fix update to every meeting	BS	Added to agenda for 20 th June meeting.	20 th June 2024.