

MEETING NOTES

Moat Customer Repairs Forum with Morgan Sindall Held on Tuesday, 12 December 2023 at 11am

Attendees (in-person):

Customer(s):

Lorraine A (LA) – Chair
Mike H (MH)
Malcolm U (MU)
Leigh W (LW)

Attendees (via Teams):

Customer(s):

John G (JG)
Sharon C (SC)
Tony H (TH)
Marc H (MH)
Lucy F (LF)
Yvonne C (YC)
Chelsey S (CS)
Clarissa A (CA)
Bob J (BJ)
Pat T (PT)
Suru F (SF)
Julie D (JD)
Tinuke A (TA)
Ramona R (RR)
Laura B (LB)

Other attendees:

Stephen Walker, Director of Customer Operations, Moat (SW)
Mark Warner, Director Property Services, Moat (MW)
Andy Harris, Partnership Manager, Morgan Sindall (AH)
Luke Culling, Social Value Officer, Morgan Sindall (LC)
Lanier Doyle, Partnering Manager, Moat (LD)
Sarah Reilly – Repairs Partnering Co-ordinator (SR)
Tanya Gray – Head of Customer Operations (TG)
Becks Sheldon – Customer Engagement Manager (BS)
Fran Aubrey – Minute Taker

1. Welcome, introductions and apologies

Apologies:

Warren Harris - Partnership Manager, Morgan Sindall (WH)
Zak D (ZD)

2. Purpose of the meeting – LA

LA asked for mobile phones to be switched off. LA reminded today's Committee that the purpose of these meetings is to focus on the customer experience relating to repairs carried out by MSPS. Additionally, LA advised that the purpose of these meetings is to give customers the opportunity to hold Moat and MSPS to account; to scrutinise performance, provide feedback, propose changes and ensure that customers' voices are represented.

2.1 Review of last minutes

Minutes agreed.

ACTION: Change initials under 8.1 to LA

ACTION: For the report that LA circulates to the Moat Board and the CCC (Customer Communities Committee) to be provided as an attachment to the minutes from today's Committee.

3. Update on performance since the last meeting including KPIs

AH talked to the slide pack that was shared with the Committee ahead of today's meeting, which outlined a summary of the contractual performance measures for Morgan Sindall.

AH highlighted MSPS' continued focus on the aged/ legacy repair jobs, pointing out a particular interest on those that are older than 60 days. It was advised that the focus on the aged/ legacy repair jobs was having a downward impact on the scores, specifically around customer satisfaction.

When asked the question, it was advised that customers were generally scoring low because of wait times and missed appointments. LA said she would like to see more details around Repairs Satisfaction and Recalls.

A discussion was held on the Right First-Time scores and MSPS were applauded that these are now heading in the right direction.

When talking specifically about the Repairs Completed in Target, LA highlighted this as a focal point going forward for the Housing Regulator, one that would be looked at as more important than whether a repair was being completed at the first-time fix.

At the last meeting it was discussed that MSPS could send customers text messages to let them know when the operative is on the way, however, this can only happen after the job previous has been completed. It was recognised that the process would be impacting the figures regarding appointments kept. At today's Committee, it was confirmed that this has since been addressed as a training issue and fed back to operatives through a series of "toolbox talks".

Talking specifically about the planning of MSPS' operatives, AH advised that they are now manually opening up the operatives' jobs the day before so that they can see what repair jobs they have and identify what materials they might need. Whilst this has helped, LD said she recognised a need for there to be a better line of communication between MSPS and Moat's customers.

ACTION: MSPS to include more details on the KPIs, specifically to include the top three trends for Repairs Satisfaction and Recalls.

ACTION: BS to add to the March agenda for MSPS to provide an update on the technology initiative, Help Me Fix.

ACTION: 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.

4. Improvement plan update (presentation)

MW presented the slide pack which outlines the contract with Morgan Sindall. When talking specifically about the Performance Improvement Tracker, MW confirmed that it's circulated to all Board members weekly. When asked the question, he confirmed that the top 3 KPIs are flexible, as they reflect what is of most concern at a particular point in time.

MW went on to say that for a long time there was a focus on the number of jobs in the WIP (Work In Progress), whereas now there is more of a focus on the age of the WIP.

MW went on to explain that the KPIs being reported on do have penalties for MSPS. When asked the question, MW confirmed penalties have been imposed, in cases where MSPS have fallen short of the MLAP (Minimum Level Accepted Performance), and that they are not currently getting the variable profit on all KPIs.

MH said he thought today's presentation from MW was really useful, for attendees at today's Committee to see exactly what is going on and who is accountable.

It was suggested by LA for Moat to consider raising the missed appointment fee from £20. She elaborated that it should be in line with inflation as this fee has not changed for 14 years.

It was recognised that feedback on MSPS' operatives has always been mixed, ranging from problems with communication and workmanship to a very positive experience with polite and professional operatives. When asked the question, AH explained that they recruited heavily at the start of the contract and assured attendees that all of their operatives are/ have been taught the "MSPS way". Today's Committee were all in agreement that one of the main focus areas needs to be the communication for follow-on works, that customers are kept in the loop as to when an operative will be returning to their property.

ACTION: SR to take off-line a conversation with MH re the ongoing issues his neighbour is having with a faulty door.

5. Sub Contractors, processes and improvements

At the last meeting the poor lack of communication regarding updates and delays to works, for repairs that are currently sat with sub-contractors was discussed. The repairs contract with MSPS stipulates that less than 5% of repairs will be carried out by sub-contractors. AH said he wanted to highlight to attendees at today's Committee the work going on behind the scenes to monitor the progression and completion of works being carried out by sub-contractors, which currently stands at 30% of repairs.

AH confirmed a recent change to the sub-contractor process, in that the Customer Contact Centre no longer book repair appointments for specialist works. These are now booked by the sub-contractors and often, it is the sub-contractor that confirms the repair appointment with the customer. The importance of a customer knowing when a repair is given to a sub-contractor was discussed and with this, LA suggested contact to customers is made by MSPS and not the sub-contractor. It was also suggested for sub-contractors to carry Moat/ MSPS identification with them when attending repair jobs on behalf of Moat.

AH expanded on the previous concerns that have been raised around sub-contractors and advised that there is now a dedicated team looking at sub-contractor usage. This team comprises a Customer Service Manager, a Project Co-ordinator

and a Planner. It was also confirmed to today's Committee that following a review, the number of sub-contractors MSPS are working with is down to 18, from 34. This has presented MSPS with a golden opportunity to improve sub-contractor driven queries and activities.

LA commented on the huge improvement in sub-contractor usage and wanted the involvement from today's Committee to be recognised, for the way the concerns around sub-contractors have been raised and then subsequently listened to by MSPS.

6. Community Estate Days (presentation) & training courses for customers

LC highlighted the success of the Repairs Clinics and the Sittingbourne (Cavell Way) Estate Day, and a short video was played to today's Committee.

LC said they looking at lessons learnt and what the plan for the Estate Days in 2024 will be.

Across these events 109 repairs were raised and MSPS engaged with 129+ customers in the process. In addition to the Repairs Clinics, MSPS have also been engaging customers in other areas. These include a variety of garden projects, community space regeneration and energy advice sessions in Sheltered and Retired Living Schemes. Some of the venues that have been supported include Ravensbourne Court, Knightswood Court and Washington Close.

LC also talked about training, he mentioned that he's busy trying to understand what the desire for training is so that he can deliver some relevant courses in 2024.

Customers thanked LC for the information presented to them today.

ACTION: LC to speak with MU about organising an Estate Day at the Gillingham Hub.

7. Any other business

7.1 Legal

LW commented that we need to be aware of the higher involvement/ interest from lawyers in housing associations and their activities. MW responded that Moat do have dedicated disrepair officers and that currently, Moat's level of disrepair isn't all that high.

7.2 Positive feedback

JD wanted to praise MSPS for the interactions she has had with them and for the professionalism of their operatives.

7.3 Any other feedback from our customers

Attendees were thanked for their time. A summary of discussions will be shared with the customers at today's meeting for their sign-off.

Action Tracker: -

ACTION No. 3 – PT confirmed communal issues at Johnsons Court, Sevenoaks, still haven't been resolved. LA asked for communal repairs to be added as an item to the agenda for the next meeting.

ACTION No. 5 – 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.

ACTION No. 8 – AH advised they are working with Moat on this, that they are currently going through the process. WH has already asked for the format to be created. AH said he hopes these will be active before the next meeting. Action ongoing, update to be provided at the next meeting.

ACTION No. 9 – Action ongoing, to stay on the tracker but also to be added as an agenda item at the next meeting. What will be provided is a summary of the lessons learnt from complaints, including trends.

ACTION No. 10 – LA suggested Moat need to do more to promote contents insurance alongside the social media posts (newsletters etc.). Moat to make sure our website is up to date with suggested insurance companies and that customers can get discounted rate. LW made a point about the fire doors needing to be shut in communal areas. JD commented that she can't get insurance due to broken communal door – LD/SR to call JD after today's meeting.

