

## MEETING NOTES

### Moat Customer Repairs Forum with Morgan Sindall Held on Tuesday, 19 March 2024 at 11am

#### Attendees (in-person):

##### Customer(s):

Lorraine A (LA) – Chair  
Mike H (MH)  
Malcolm U (MU)  
Terry S (TS)  
Tony H (TH)

#### Attendees (via Teams):

##### Customer(s):

Sharon C (SC)  
Laura B (LB)  
Julie D (JD)  
Amba L (AL)  
Pat T (PT)

#### Other attendees:

Stephen Walker, Director of Customer Operations, Moat (SW)  
Mark Warner, Director Property Services, Moat (MW)  
Luke Culling, Social Value Officer, Morgan Sindall (LC)  
Lanier Doyle, Head of Repairs Partnering, Moat (LD)  
Sarah Reilly – Repairs Partnering Manager, Moat (SR)  
Becks Sheldon – Customer Engagement Manager, Moat (BS)  
Darren Exley – Repairs Manager, Morgan Sindall (DE)  
Sabine Hosking – Customer Performance Manager, Morgan Sindall (SH)  
Steve Nunn – Acting Chief Executive, Moat (SN)  
Steve White – Chair of the Board (SWh)  
Rachel Hegg – Insight Manager, Moat (RH)  
Fran Aubrey – Minute Taker (FA)

### 1. Welcome, Introductions and apologies

Apologies - Andy Harris, Partnership Manager, Morgan Sindall (AH)  
Zak D (ZD)

### 2. Purpose of the meeting

LA set out the purpose of today's meeting to the Committee and welcomed guests Steve Nunn and Steve White. LA advised the Committee that there may be a fire alarm test and attendees were reminded to use the stairs, and not the lifts, to exit the building. LA also mentioned that we would be stopping for a comfort break at around Midday.

### 3. MSPS update

MW provided an update to today's Committee, to say that the Board have made a decision based on the Executive Team's recommendation to bring an end to our long-term contract with MSPS. This will happen over a 15-month period as we work in partnership with MSPS under a new model and operating arrangement that will begin in April and finish in June 2025.

We have come to the realisation that the Price Per Property (PPP) model doesn't work in our current operating environment. So the change to an Average Order Value

(AOV) model, is structured in such a way that will enable MSPS to bring in the additional resource to manage the demand. Allowing them to go from c. 40 operatives to over 60.

This decision has been made in partnership with MSPS to ensure the best way forward for us, our customers and MSPS.

During the 15-month period, we will be looking into alternative ways to manage our repairs, maintenance and empty homes service going forward and procure a new contract to run from July 2025.

In the meantime, we will be working closely with MSPS to ensure we're delivering the very best service for our customers.

MW confirmed the creation of a 'special repairs team'. This team will focus on handling follow-on work raised from initial repair appointments. They will contact customers to schedule follow-on appointments at times convenient to them and monitor the progress of a repair until it is completed. Ultimately, the goal is to improve customer satisfaction by providing a more efficient and effective repairs service. The plan is to very much to move to a more proactive approach.

When asked the question, MW responded that in terms of monitoring the performance, we've got a whole range of KPIs that will hold MSPS to account. So if MSPS don't deliver against the renewed targets there's about one and a half million pounds at risk for them and so, that really should help them keep on the ball.

Guests SN and SWh reassured attendees at today's Committee that the plan is very much to get the repairs service back on track. As we need to understand what a good repairs service should look like, both SN and SWh highlighted the very important role that our customers will play in the process.

SW confirmed the update provided today will go on the Moat website and that customers will soon receive a newsletter, depending on their preference, either by post or by email.

**ACTION: To take offline conversation with MU around Home Improvement Surveys, as to how our properties are checked for being Health & Safety compliant.**

**ACTION: PT to get car park details to BS, so that Property Services/ MW can look into the damage done to the brickwork.**

**ACTION: TS to provide details on personal repair issue, so that this can be looked into.**

#### **4. Update on performance since the last meeting including KPIs**

MW presented a summary of the presentation deck that was shared ahead of today's Committee.

MW commented that whilst MSPS's performance has stabilised since the last meeting, the number of jobs on the WIP has increased.

When talking specifically about the aged WIP, SH advised today's Committee that there is a designated coordinator, whose role it is to book the repair appointments for

the repair jobs on the aged WIP. On average they're booking between 25 and 35 appointments a day, plus closing off between 10 and 15 jobs that simply just needed completing.

When looking at the KPIs being reported on, they're hovering around the MLAP (Minimum Level Accepted Performance) and so, although they are expected to improve, are currently still a way from target levels.

**ACTION: 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.**

## **5. Repairs tenant satisfaction measures**

RH presented to today's Committee a slide pack on Tenant Satisfaction Measures. She explained that from 1 April 2023 all social housing providers in England must collect data on a new set of tenant satisfaction measures to assess how well social housing landlords are doing at providing good quality homes and services.

She went on to explain that we do this by collecting feedback impartially, using a company called TLF Research who survey our customers monthly. This, being based on our customer's preference, is collected either online or over the phone.

RH advised that the data collected helps us to stay on track of our performance and areas looked at include not just our repairs service, but also things such as Neighbourhoods and ASB. RH went on to say that as part of their process, they complete an in-depth review on a six-monthly basis.

RH highlighted to today's Committee that customer satisfaction with Moat overall and the repairs service are closely aligned. The comments we receive from our customers about our overall service are predominantly about repairs with positive comments when they receive a good service, but likewise it is the key theme customers talk about when they are not happy.

RH said the feedback received around repairs mainly covers the following topics; timescales, quality, communication and safety and maintenance. It was recognised that a lot of the topics from our customers on repairs feature heavily in the discussions held at this Committee and so it was agreed that the representatives we have at this table can be patted on the back for the experiences and issues they raise at these meetings.

RH concluded her talk by discussing some of the developments they plan to implement to the service and said with these, they should in turn lead to a more positive customer experience and then in time we would see our overall satisfaction improve.

## **6. 'Help Me Fix' update**

MW provided an update to today's Committee on the new technology initiative, Help Me Fix. The technology gives customers the option to be connected via their smart phone, when reporting a repair, to an experienced engineer. If they choose to do this they are sent a secure video link, which stays open for 24 hours. MW said the initiative was bought in to support repairs where tools were not needed, for example, isolating water and adjusting radiator valves.

MW advised the pilot with MSPS had come to an end, but was being continued with K&T Heating. MW talked through some of figures from the pilot and with this, advised that a total of 574 video calls were handled. Whilst 406 calls (c 70%) were not able to be resolved over the phone, they did give MSPS the advantage to agree the repair works that were needed. This in turn positively impacted the Right First-Time scores. A total of 205 calls were deemed as emergencies and of those, 48 were dealt with over the phone and 157 were “made safe”.

MW said they recognised the take up of this new initiative had been low and asked customers at today’s Committee to bring any feedback from other customers to future meetings.

**ACTION: BS to add this as an agenda item to future meeting.**

## **7. Communal repairs**

LD confirmed to today’s Committee that a full overview of the myMoat portal is not happening now until April 2025, but did want to point out that conversations are taking place to establish if any quick fixes on the reporting of communal repairs can be implemented before then.

LA said she was disappointed about the setbacks to the planned reviews of the myMoat portal, but thanked LD for the update and did say she agreed they were understandable.

**ACTION: Item to stay on Action Tracker, so that updates on can be brought to future meetings.**

## **8. Complaints, lessons learnt and trends**

AF presented to today’s Committee a slide pack on Repairs Complaints. When talking specifically about the process, AF advised that the information her team look at is analysed on a weekly basis. This includes looking at areas such as; repairs complaints volumes, number of jobs raised vs. number of complaints raised, location/ regions and trades.

A couple of specifics were highlighted from the slide deck, including the 4 main areas when looking at active complaints by trade, which were identified as roofing, plumbing, windows and doors and fencing. AF also talked to today’s Committee about the different drivers for dissatisfaction and called out one of the keys areas that needs addressing as communication.

When talking specifically about the repairs complaints volumes, AF wanted to highlight how small the number of complaints raised is against the number of repair jobs raised, so in the slide she presented it showed 31,719 jobs vs. 906 complaints.

AF talked through a couple of the next steps for her team and pointed out a key finding from lessons learnt, in that we need to take a more holistic view of the repair needed rather than multiple visits with short term solutions for bigger problems.

**ACTION: BS to circulate the Repairs Complaints slide pack with the minutes from today’s Committee meeting.**

## **9. Any other business**

### **9.1 Terms of reference (ToR) for customer repairs forum**

SW put forward a proposal to extend the Customer Repairs Forum's ToR for a further 12 months. It was also put to today's Committee that the ongoing TPAS project had noted a recommendation for customers to be a part of our governance structure and hopefully this will be implemented by October. A suggestion was then made that this Repairs Forum could then feed into that customer led group. When asked the question, all customers at today's Committee were in agreement for the ToR to be extended.

### **9.2 Scrutiny panel**

BS advised she will be sending out an email tomorrow, 20 March, about the setting up of a scrutiny panel. This panel is being piloted, so that customers can have a say and influence on repairs communication. BS further mentioned that she is looking for a panel of c. 12 customers, to come along to 5 sessions. Action for any customers interested in joining this panel to let BS know.

### **9.3 Action tracker**

Action no. 2 - 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).

SH provided an update to today's Committee on the above action, to say that 4 blocks that could benefit from installing LED lighting have so far been identified. Further update to be provided at the next meeting.

### **9.4 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.