

Customer Catch-up

Making changes, sharing news



Our new Impact and Action Group

Remember our summer recruitment campaign where we invited you to become a member of our new customer-led Impact and Action Group? We're thrilled to announce we've now launched the group!

Here's what happened:

- Over 290 of you applied, eager to make a difference
- We were blown away by the quality and enthusiasm of every applicant
- Due to the exceptional quality of the candidates, we've expanded the group from five to seven members.

Thank you to everyone who applied – it's your passion that drives us to improve our services and your experience.

What does this mean for you?

1. **Stronger customer representation:** seven dedicated individuals will now bring a stronger customer voice directly to our decision-making process

2. **Diverse perspectives:** The expanded group ensures a wider range of customer experiences are heard
3. **Greater potential for positive change:** More members mean more ideas and more impact on how we serve you.

What's next?

The group will meet four to six times per year and have direct links to our Board and senior management team. The first meeting is planned for 30 October. Stay tuned for updates on the group's work and meet the members in our next Customer Catch-up and at moat.co.uk.

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Make sure you're getting all the benefits you're entitled to

Just landed...

Our Annual Report to customers is available to read now on our website. Take a look and find out how we've been getting you more involved in shaping and improving our services.



moat.co.uk/about-us/reports-and-documents

Our customer-led Repairs Forum - making a difference!

We believe in the power of your voice. Since August 2022, our customer-led Repairs Forum has been helping us to improve the services and homes we provide.

What is the Repairs Forum?

The Repairs Forum is a vital platform where customer voices drive real change and hold us accountable to you. Chaired by Moat resident Lorraine Ash, our forum meetings take place every three months, bringing customers together with Moat staff, and our repairs provider, Morgan Sindall Property Services.

Our forum members have provided crucial feedback, making it clear that our repairs service wasn't improving at the pace needed. Their valuable input led directly to our decision to make significant changes to our current repairs contract. Moreover, they have played an instrumental role in shaping our vision and plans for our future repairs service.

Want to find out more about the forum's work?

Visit our website to read the minutes and actions from previous meetings:

Visit: moat.co.uk/your-home/sharing-your-voice/repairs-forum



“ We make the difference.
- Mike, Repairs Forum member ”



“ Many of the changes to the repairs service have come from suggestions from the forum and customer feedback. Moat has listened and have taken on board what we've said.
- Lorraine, Chair of the Repairs Forum ”



“ Being part of this has made me feel empowered.
- Kathy, Repairs Forum member ”

Here are some other important changes driven by our forum members:



Brighter, energy-efficient spaces:

We've made LED lighting the new standard for communal areas, creating brighter shared spaces while being environmentally conscious.



Simplified repairs reporting:

Our members heard your concerns about reporting communal repairs through MyMoat. Improvements to this system are scheduled to begin in 2025, making the process smoother for you.



Better communication:

For residents who prefer non-digital communication, we've introduced appointment cards for follow-up work, ensuring you're always informed about upcoming visits.



Tailored repair services:

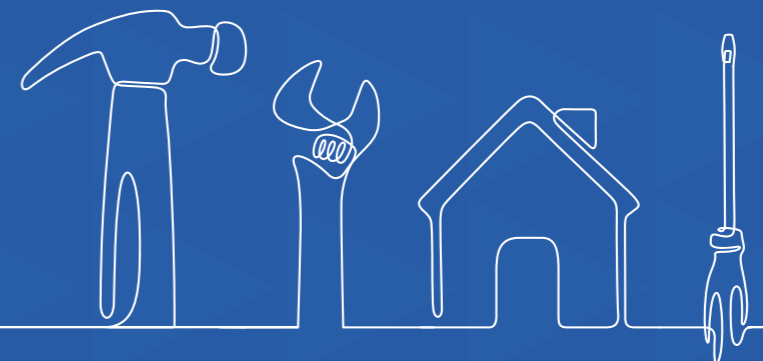
Our Customer Service Advisors now receive specialised training to consider disabilities and additional needs when scheduling repairs, prioritising your unique requirements.



“ Your voice matters. It's essential in shaping the future of our repairs service, and we believe our customers should have a say in how their homes are maintained.
- Becks Sheldon, Customer Engagement Manager ”

Tell us what you think!
Want to help improve our repair services? We'd love to hear from you!


✉ feedback@moat.co.uk
☎ 0300 323 0011





Keeping you and your home safe this winter

As winter approaches and temperatures start to drop, the risk of condensation in your home rises. Condensation, if left unchecked, can lead to damp and mould, which aren't just unsightly – they can damage your health and home.

To help you reduce condensation and the risk of damp and mould, we've added new tools and tips to our **Spot it, Report it, Sort it** damp and mould awareness campaign.


 **Spot it** Stay alert! Keep an eye out for signs of damp, such as dark spots on walls, peeling wallpaper, or musty odours.

 **Report it** Don't wait - contact us immediately if you notice any signs of damp or mould.

 **Sort it** Take quick action on minor issues. Wipe condensation and moisture off windows and windowsills every morning to stop moist air reaching other rooms.

Since we launched our campaign last October we've received over:

- 1,500 reports of damp and mould from our customers.
- Over 64% of these cases occurred in bathrooms or kitchens - rooms with excess moisture from everyday activities. It's important to ventilate these areas properly to prevent condensation build-up.

 Watch our **Top tips to reduce moisture in your home** video for helpful prevention tips! youtube.com/watch?v=4HnkXsmyCOA



Report it!

As soon as you spot any signs of damp or mould, let us know. Don't wait for the problem to get worse. Reporting is easy:

- You can speak to any Moat member of staff in-person or online at moat.co.uk/mymoat
- Call us on **0300 323 0011**
- Email us at customer@moat.co.uk

Together, we can ensure your home stays dry, healthy, and free of damp and mould.



Visit our **Spot it, Report it, Sort it** campaign page on our website for more helpful tips and advice!



Scan me to find out more!

moat.co.uk/your-home/home-safety/damp-and-mould




DID YOU KNOW...



... that a low-cost device called a hygrometer, can measure the humidity levels in your home and help prevent damp and mould?

Costing from as little as £5, this handy little device can help you identify potential issues in your home, before they become problems.

 Watch our new video: **Keeping condensation under control.** youtube.com/watch?v=eg6-X_Gw00c&feature=youtu.be



Spot it



Report it



Sort it

Let's **sort it** together.

Extra support when you need it

It's not always easy to talk about money. Whether you rent or own with us - if you're finding it difficult to make ends meet or need help keeping on top of things financially, you're not alone. We're here to help.

Since April 2024, our Benefits and Income Maximisation team have supported 342 customers with their money worries and helped them to boost their monthly incomes, resulting in a collective annual increase of £562,582.60!

Personalised support

Our dedicated Benefits and Income Maximisation team is ready to help you too. We provide personalised support tailored to your financial situation. Whether you need a one-off chat or regular check-ins, we're here to support you with:

- Uncovering benefits you might not know you're eligible for
- Guiding you through benefit and grant applications
- Increasing your existing benefit payments
- Connecting you with food banks and free debt advice organisations.

We understand that discussing money can be difficult, which is why we've several ways you can contact us to make it as comfortable as possible for you.



How we helped boost Paul's income by an extra £606 a month!

At 65, Paul - one of our independent living customers - found himself facing unexpected challenges when illness affected his mobility and ability to work. Like many in his situation, he assumed his pension would disqualify him from additional support.

"Nobody's got much information on benefits, and no matter who you ask, you never get the answers you want,"
Paul shared, reflecting on his initial struggle.

That's where we stepped in. Our commitment to our customers goes beyond providing housing; we're dedicated to enhancing your overall quality of life. When Paul was referred to Kirstie from our Benefits and Income Maximisation team, everything changed. "She's opened up a new world for me," Paul said.

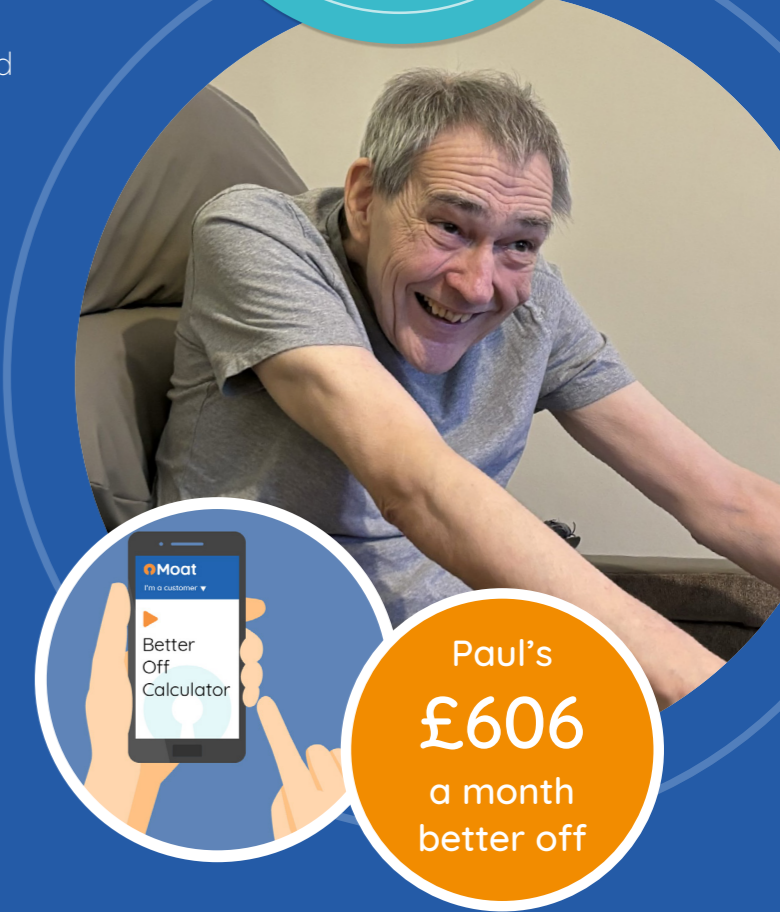
Using our online Better Off Calculator, Kirstie identified two additional benefits Paul was eligible for: Universal Credit and Limited Capability for Work Related Activities (LCWRA). The result? An extra £606 in Paul's pocket each month. "That made a lot of difference," Paul acknowledged gratefully.

But our support didn't stop there. We understand that navigating benefit systems can be overwhelming, especially during challenging times. That's why Kirstie regularly checked in with Paul, chasing his claims with the Department of Work and Pensions, ensuring his claims were processed smoothly. "I can't praise Kirstie enough. Not only did she get me what I needed, but she'd regularly phone me and ask if I'd heard anything. It was exactly what you want and exactly what you need, particularly when you're older because you do forget things now and again," Paul explained.

Recognising Paul's broader needs, she also connected him with adult social services, resulting in regular care visits to support his mobility issues. Our holistic approach aims to address not just financial concerns, but overall wellbeing.

Paul's experience demonstrates our customer-first approach. We're not just here to provide services; we're here to listen, understand, and tailor our support to each individual's unique situation. As Paul put it, "I got more than what I expected. It was absolutely wonderful."

" I can't praise Kirstie enough. Not only did she get me what I needed, but she'd regularly phone me and ask if I'd heard anything.
"
- Paul, Moat customer



**Paul's
£606
a month
better off**

Easy ways to reach us

As a first step, you can use our online Better Off Calculator (see below) or you can get a referral to speak to a member of our team by:

- Speaking with your Neighbourhood Services team
- Chatting with us live on our web chat at www.moat.co.uk
- Calling our customer service centre on 0300 323 0011
- Emailing us at customer@moat.co.uk

Face-to-face support

We understand that sometimes you may prefer to speak to someone in person. That's why we offer regular face-to-face support hubs:


- **London**
Wednesdays, 10am-12pm
Pollards Hill Studio, Montgomery Close, Mitcham, CR4 1XT
- **Kent**
Thursdays, 10am-12:30pm
The Stanhope Centre, 67 Otterden Close, Ashford, TN23 5TH
- **Essex**
One Tuesday per month
Fullbridge Church, 27 Fullbridge, Maldon, CM9 4LE
One Thursday per month
Plantation Hall, Colchester Road, Maldon, CM9 4AL

We can also offer pre-arranged appointments on request at our head office:

- Mariner House, Galleon Boulevard, Crossways, Dartford, Kent, DA2 6QE

Did you know...

our online **Better Off Calculator** now has an added function to help if you are struggling with utilities debts on your gas and electric? Visit our cost of living page and see if you could be better off: moat.co.uk/supporting-you/cost-of-living-support



Moat scan the QR code to see if you could be better off!



We're proud to have helped Paul and made a significant difference in his life, and we're committed to doing the same for all our customers. If you're facing similar challenges, or know someone who is, remember: we're here to help. Like Paul, you might discover benefits you never knew you were eligible for.

Get in touch with us today.

Call: **0300 323 0011** or
Email: customer@moat.co.uk or
Visit: moat.co.uk to find our Better Off Calculator.

Our six month plan to make your outdoor spaces look good!



We know how important your outdoor spaces are to you. They're an extension of your home, a place to relax and enjoy. That's why we want to update you on our grounds maintenance service and our plans to keep them in great condition.

We're listening and taking action

This summer has been unusually cool and rainy, presenting challenges for our new grounds maintenance teams, who have been providing your new service since May 2024. We've heard your concerns about the regularity of visits and the quality of service. We want you to know:

Your feedback matters: We're actively working with our contractors to bring all of our outdoors spaces up to standard. We're covering the cost of extra teams and visits required, at no additional cost to you.

Fair charging: You won't be charged for missed visits or full price for visits where the service didn't meet expectations. The reduced costs will be reflected in your 2024/25 scheme annual service charge accounts, issued in September 2025.



Thank you! ... for your patience and understanding. Together, we're working towards creating outdoor spaces you'll love.

What to expect this Autumn and Winter

As the seasons change so does our focus. The teams are now adapting their grounds maintenance work to keep your outdoor spaces safe and looking their best all year round.

Tasks includes:

- ✓ Installing noticeboards with maintenance schedules and contact details
- ✓ Continuing regular litter picking and leaf collection
- ✓ Adjusting grass cutting as growth slows down.

With the following seasonal tasks:

- ✓ Pruning shrubs and hedges
- ✓ Weed control on hard surfaces
- ✓ Clearing moss from pathways
- ✓ Applying fresh bark mulch to planted areas
- ✓ Tidying lawn and bed edges
- ✓ Major hedge reductions (December to February).

By focusing on the right tasks at the right time, whether that's clearing autumn leaves or managing spring growth, our teams are working to protect your green spaces for everyone to enjoy.

Key service dates:

- Last 2024 visits: Week commencing 9 and 16 December
- Service resumes: Week commencing 6 and 13 January 2025
- 2025 grass cutting starts: Late February/early March (weather permitting)

Please note if we don't own the common parts around your home, these are likely to be delivered by a managing agent or local authority, and therefore these dates do not apply to you.

For the latest updates, please visit:

moat.co.uk/your-home/communal-maintenance/grounds-maintenance



Scan me to find out more!

We value your input!

Your experience and ideas are crucial to improving our service. Following the success of our Repairs Forum, we're launching a new customer-led Estate Services Forum at the end of 2024, and we'd love you to be part of it!

This is about taking a big picture look at our cleaning and gardening services right across London, Essex, Kent and Sussex. If you've any specific issues in your local neighbourhood, please speak to our Estate Services team on 0300 323 0011.

As a member of the Estate Services Forum you'll:

1. Review our performance
2. Share your thoughts on service quality
3. Suggest improvements
4. Help keep us and our contractors accountable.

Interested in becoming a member?

Get in touch with Becks Sheldon, our Customer Engagement Manager:



✉ feedback@moat.co.uk
☎ 0300 323 0011



Are you eligible for winter fuel help?



Check now!

Important changes to Winter Fuel Payments could affect you. Previously, everyone above State Pension age received up to £300. The government has now changed the eligibility.

From winter 2024/25, you can get a Winter Fuel Payment if you:

1. Are over State Pension age;
2. Receive one of these benefits:
 - Income Support
 - Income-based Jobseeker's Allowance
 - Income-related Employment and Support Allowance
 - Pension Credit
 - Universal Credit (including joint claims).

Don't miss out on this vital support!

You can check if you are eligible for any of the above by using our Better Off Calculator: moat.co.uk/supporting-you/better-off-calculator

Or get in touch with our Benefit and Income Maximisation team.

Call 0300 323 0011 or
Email: customer@moat.co.uk

You can also speak to us if you already know you're not eligible and are worried about paying your heating bills. We're here to help you keep warm this winter.



Our Tenant Satisfaction Measures

We're committed to providing quality homes and services that put our customers at the heart of everything we do. Our Tenant Satisfaction Measures (TSM's) results help us understand what we're doing well and more importantly where we need to improve.

What are TSM's?

TSM's were introduced by the Regulator of Social Housing in April 2023 so that they can assess how well social housing landlords in England are doing at providing good quality homes and services.

These measures cover various aspects of our service, including: the condition of your home, our repairs service, building safety, complaint handling, customer engagement, neighbourhood management.

Some of these measures are based on your feedback, while others come from data we collect as a business, for example, number of complaints, anti-social behaviour cases and number of health and safety checks completed.

Our approach

Over the past year, we've engaged with 2,684 customers, including both tenants and shared owners, to gather honest feedback on their experience with us. You've rated our services, your homes, and your neighbourhoods, providing a clear picture of how we're meeting your expectations and where we need to take action. Thanks to everyone who took their time to share their feedback with us!

Results from our customers*



* Please note the repairs and home maintenance results have come from our rented customers feedback only.

We've published our full results on our website with a more detailed breakdown:
moat.co.uk/about-us/our-performance



Your feedback has highlighted several key areas where we need to improve:



While our results show we've work to do, we believe we're headed in the right direction. We're listening to your feedback and are committed to investing in your homes and taking action to deliver better, more locally focused services. We'll continue to report our progress to you throughout the year, ensuring transparency in our efforts to improve your home and living experience.

To learn more about our improvements watch our TSM's video: youtube.com/watch?v=X361Dd0U8PI&feature=youtu.be

Our commitment to better service

Your home matters to you, and it matters to us too. We always aim to provide you an exceptional service, but we recognise we don't always get it right. When our services fall short of your expectations, we want to hear from you.

Your feedback is crucial in helping us address issues quickly and improve our services for everyone.

Our performance in numbers

Between April and June 2024, we received **772** customer complaints – a **6%** decrease from the previous three months (January to March 2024). While this is a slight drop in complaints, it's clear we have more improvements to make.

What you told us

- Repairs service:** Many of you expressed frustration with long wait times for repairs.
- Grounds maintenance:** The transition to new contracts could have been communicated more effectively.
- Communication:** Across all services, poor communication was a significant concern.



Your voice matters

We encourage you to continue sharing your feedback with us. Together, we can create a better experience for everyone. If you're unhappy with a service you've received from us, please let us know. You can contact us by:

- 0300 323 0011
- complaints@moat.co.uk
- To a Moat employee
- moat.co.uk/mymoat
- moat.co.uk/mymoat/chat
- Mariner House, Dartford DA2 6QE

What we are doing

Our improvement plans

We're focusing on several areas:

- Better customer service:** Every single person at Moat is undergoing customer service training to improve our interactions with you.
- Improving your repairs experience:** We're on the hunt for a new repairs service.
- Recognising diversity:** We're working to understand that each household has different needs and priorities.
- Faster problem-solving:** We're aiming to spot and fix issues quicker.
- Better follow-through:** We're improving how we track long-term solutions.
- Smarter use of tools:** We're using our systems better and upgrading them as needed.
- More personal touch:** We're encouraging more direct conversations with you to really understand your situation.
- Honesty:** We can't fix everything overnight, but we promise to be upfront with you.
- Data-driven decisions:** We're using accurate data to quickly spot and address problems.

Your voice drives our improvements. We're listening, learning, and committed to serving you better. By using your feedback and our complaint data more effectively, we're aiming to make your experience with us better every day.

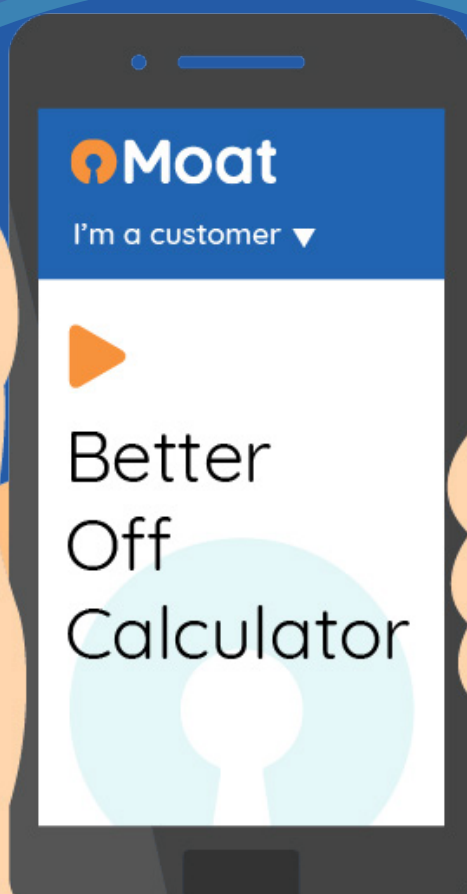
If you raise a complaint with us and need further assistance, the Housing Ombudsman Service can provide you with impartial advice and guidance. They can review your case and ensure your voice is heard. You can contact them anytime during the process by:

- info@housing-ombudsman.org.uk
- 0300 111 3000
- housing-ombudsman.org.uk/residents

Make sure you're getting all the benefits you're entitled to

Discover your full benefits entitlement with our free online **Better Off Calculator**.

It's a simple way to understand what support you could receive, whether you own or rent your home.



Scan me to find out more!



To see if you could be better off, visit moat.co.uk/supporting-you/better-off-calculator or scan the QR code.

We're committed to providing accessible information to all our customers. If you require information in a different language or format, such as large print, audio, Braille, or electronic text, please contact us and we'll be happy to assist you.