

MEETING NOTES

Quarterly Repairs Forum with Morgan Sindall Held on Tuesday 17 September 2024 at 11am

Attendees (in-person):

Customer(s):

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

Attendees (via Teams):

Customer(s):

Lucy F (LF)
Yvonne C (YC)
Violetta O (VO)
Abi B (AB)

Other attendees:

Mark Warner, Director Property Services, Moat (MW)
Lanier Doyle, Head of Repairs Partnering, Moat (LD)
Sarah Reilly – Repairs Partnering Manager, Moat (SR)
Becks Sheldon – Customer Engagement Manager, Moat (BS)
Stephen Walker – Director of Customer Operations, Moat (SW)
Joanne Hiscock (via Teams) - Head of Strategic Asset Management, Moat (JH)
Tanya Gray (via Teams) – Head of Customer Operations, Moat (TG)
Sarah Marsden – Director of Communications and Facilities, Moat (SM)

Theo Minus – Senior Partnership Manager, Morgan Sindall (TM)
Sabine Hosking – Customer Performance Manager, Morgan Sindall (SH)

Fran Aubrey – Minute taker (FA)

Guests:

Victoria Gale – RSH, Regulator of Social Housing
Sophie Daniells – RSH, Regulator of Social Housing

1. Welcome, introductions and apologies

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

2. Purpose of the meeting

LA thanked everyone for attending and outlined the purpose of today's meeting. Attendees were reminded 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.

3. Update on performance since the last meeting including KPIs

TM presented a summary of the presentation deck that was shared ahead of today's meeting. When talking specifically about 'Recalls' (A recall is when Morgan Sindall have to re-visit the same job again) TM pointed out a slight increase from 5.77% to

7.64% over the last 3 months. We received 737 recalls and 68 were cancelled. The main reasons for recalls were identified as;

- Works not completely finished.
- Some of the recalls were not 'true recalls', however, these are not cancelled but the expenditure code is changed on Moat's system. LA asked if we could separate out the chargeable recalls from the overall scores.

Action for MSPS to present the information, as requested, at the next meeting.

- Expectations of what works are carried out on a P1. (A P1 is classed as an emergency repair).

The aged Works in Progress (WIP) was discussed and with this, it was confirmed that c. 5000 repairs jobs are outside of target. When asked the question as to what the delays have been, MSPS responded that they are still addressing larger than normal volumes of repairs (c. 800 a week) and advised that the majority of those outside of target are multi task repairs.

A discussion was held around MSPS' operatives and the difference between multi task and multi trade. When asked the question, it was advised that out of the 52 c. 45 operatives are multi trade, it is only the electricians who are not.

MU raised the question to MSPS around wait times for repairs, specifically when a customer is told a part needs to be ordered and the operative needs to go back. TM assured that the impact to customers is being looked at and confirmed the process with MSPS, in that the appointment to go back should be being made at the first appointment/ initial visit. It was agreed by customers at today's meeting that this particular process with MSPS needs improving.

MU also raised an issue with MSPS around emails and the way appointments are confirmed to customers. MU said there have been experiences of customers having operatives turn up at their home outside of the time that it had been confirmed to them.

Action for MU to pick up this issue with MSPS and then it can be fed back to these meetings what is happening.

Action also for KE to pick up with MSPS the issue of appointment times being changed by MSPS/ Customer Service Advisors and customers not being notified.

4. Help Me Fix update

MW provided an update to today's meeting on the new technology initiative, Help Me Fix. MW reminded everyone that the technology is essentially a video triaging service, which gives customers the option to be connected via their smart phone, when reporting a repair, to an experienced engineer. MW reminded attendees that the initiative was brought in to support repairs where tools were not needed, for example, isolating water and adjusting radiator valves.

Following the trial period, it was recognised that in terms of the repair jobs that have been saved a visit, this was sitting at around 9%, for electrical and plumbing repairs. At the last meeting it was advised that a trial period had started on the gas side, so for K&T Heating, and that their success rate had been even higher. Whilst the solution was looking to be a better fit on the gas side, MW went on to say that the

technology was still a huge benefit to responsive repairs, for making safe electrical and plumbing issues.

MW went on to advise today's attendees that Moat have since introduced Aidenn, an AI powered repairs assistant, to support Moat's Customer Service Advisors. This advanced technology will give us the chance to help add another layer of diagnostics and support to our customers.

MW further commented that there will be a pilot of the test platform over the next months, where the technology will be tested in real-life situations. It was confirmed that updates on how this is progressing will be brought to these meetings. A suggestion was put forward to arrange for Help Me Fix to come in and do a demo of the technology and MW said he would see if we could make this happen.

5. Stock condition surveys

JH presented to today's attendees a slide deck on Home Improvement Surveys, which covered; an overview of the process, information on what happens during a visit, examples of communications inc. FAQs, how the surveys are analysed and then a quick look at the tools used i.e. to look at priority by locations.

A couple of points that were raised by customers and noted by JH were;

- That there have been experiences of customers not receiving all of the communications, so receiving the letter only and not the FAQs.
- That there have been experiences of customers receiving multiple reminders, even after their survey has been booked in.
- That Moat need to make it very clear that as part of the survey, someone will be going into every room of the customer's home

Action for TS to provide his details, as his experience is that he has been at his home c. 12 years and has never been contacted about a Home Improvement Survey.

6. Repairs contract procurement update

MW discussed with attendees the 'Repairs Service Procurement Update', papers that were shared ahead of today's meeting.

When talking specifically about the key objectives for the procurement strategy, MW highlighted the plan to have one main supplier to manage day-to-day routine repairs, along with a number of additional suppliers for specialist and complex repairs. This approach will enable Moat to deliver a more efficient, reliable service tailored to what matters most to our customers.

MW talked also about interim arrangements and highlighted a plan to source short-term contracts for a range of specialist services to reduce the WIP (Work in Progress) and in anticipation of an increase in required repairs over the winter period.

MW further commented that the update given today is subject to Board's approval at the end of the month and so asked at this time, for the plan not to be shared wider. It was suggested by LA for Moat to provide when they can give a high-level update to customers about the repairs service, for example, an update on the Moat website.

7. 'You said, We did' – customer feedback

MW presented an overview of the presentation deck that was shared ahead of today's meeting and highlighted a couple of really good examples of where we have acted following feedback from our customers.

A couple of observations were noted around service levels and follow-ups. When talking specifically around follow-ups it was recognised that mobile phone signal issues would likely have an impact on the process for follow-on appointments to be booked at the initial visit and also on the engineer's ability to provide real-time updates.

LA asked for an amendment under Customer call-backs for it to say, 'The contract **will** require the contractor to have a clear system for capturing and managing customer call backs. This process should be demonstrated during the tendering process.'

8. Repairs scrutiny recommendations

SW discussed with attendees the presentation deck that was shared ahead of today's Meeting.

SW went on to explain that a scrutiny panel was recently set up so that customers could have a say, and influence, on repairs communication.

At the last Repairs Forum, it was confirmed to attendees that 20 recommendations had been put forward by the scrutiny panel. The pack presented today sets out who will be managing each recommendation and by when.

When talking specifically about Recommendation 11, the majority of customers at today's Committee were in agreement that the missed appointment fee stay the same, at £20.

9. Communicating our future repairs service

SM joined the meeting and said she was keen to do a 'temperature check' with customers at today's meeting, to see if Moat are getting their communications right.

She went on to say that there is already a 'one stop' place on the Moat website, a page that was created to keep customers updated on the plans for our repairs service. As we move along the timeline, SM assured today's attendees that a comprehensive plan would be put in place, for customers to be kept in the loop at every step of the way.

The suggestion was put forward by customers at today's meeting for Moat's successes to be better communicated across their channels.

It was discussed that the phrase "You said, we did" be updated. The suggestion was put forward for it to include the word 'listen', in support of the way Moat interact with their customers. It was also suggested for Moat to use video more as a medium of communication, to better convey important messages to their customers.

MH stressed the importance of the role of Moat's Customer Advocates to spread wider the topics/ key messages being raised at these meetings.

SM further commented that she is keen to attend future meetings, so that the conversations around communications are ongoing.

10. Any other business

- SW wanted to clarify a point he raised earlier and confirmed that it is actually over 50% of housing association tenants who have a long-term illness or impairment.
- LA raised the point of some of the stories she has been hearing at other meetings (what meetings?) she attends about builders that have fitted light sockets that only take certain bulbs, which as it turns out are rather expensive and she wanted to know if Moat had encountered any similar stories. MW confirmed he wasn't aware of any, however, this is to be taken away and looked into further.

Action tracker updates: -

Action No. 2 - LED lighting, TM advised this is ongoing. Parameters have been agreed and we are moving forward. Discussion held to have these running for a while and then bring the updates inc. a comparison on costs back to the Repairs Forum in Spring 2025.

Action No. 5 – TM confirmed the format and layout for the cards had been agreed and that these are currently being printed. It was suggested for a PDF copy to be shared by email, however, LA wanted to point out that an opportunity had been missed to have these approved by customers/ the Customer Advocates.