

**Repairs Forum Action Tracker**  
**Actions from June 2024 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. The street light was not repaired due to being disconnected as Marlowe fitted brand new lighting. PT has been updated.	Complete
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	<p>Blocks already approved and works commencing at the end of June, are Cecil Kidby and Clifford Court. Honour street &amp; Braggowensley are being quoted this week and will be submitted to Fire and Electrical Department to be approved</p> <p><b>UPDATE AT JUNE 20<sup>TH</sup> MEETING:</b>            AH commented that the specification has been agreed. Testing has started at the first block and as the programme rolls out, discussions are being held regarding the second and third block. Outcomes to be</p>	Ongoing.

				discussed at the next meeting. No feedback as yet but AH commented that when we finish the block we will door knock to get the views of our customers. MW to look to see if we can get the figures on how much money we will save, on a block-by-block basis.	
3	12 September 2023	<p>Improvements to the repairs interface within MyMoat are required including:</p> <ol style="list-style-type: none"> <li>a. To ensure there is visibility of communal repairs in the history of reported repairs.</li> <li>b. When reporting communal repairs, customers want access to view online whether the repair had been reported or not.</li> <li>c. More explicit questions are required to understand vulnerabilities and individual needs of customers, rather than rely on a generic text box.</li> </ol> <p>Ask customers to be a part of the My Moat review.</p>	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 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.	Due to start Q1 2025
4	12 September 2023	Once improvements have been made to MyMoat, Moat must promote the facility better and educate existing customers. Moat should also do more to	LD	As above.	Due to start Q1 2025

		encourage the use of MyMoat amongst Retirement Living customers.			
5	12 September 2023	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.	AH	Cards have been approved by Moat and These are currently in the process of being printed.  <b>UPDATE AT JUNE 20<sup>TH</sup> MEETING:</b> AH to share examples of the cards at the 17 <sup>th</sup> September 2024 meeting	Complete.

**NOTE: No additional actions were noted from 20<sup>th</sup> June 2024 meeting.**

