

## MEETING NOTES

### Repairs Forum meeting

#### Morgan Sindall Property Services contract update

Held on Tuesday 19 November 2024 at 5:30pm via Microsoft Teams

#### Attendees (customers)

Lorraine A (LA) – Chair  
John G (JG)  
Simon P (SP)  
Sharon C (SC)  
Theresa A (TA)  
Terry S (TS)

Suru F (SF)  
Ramona R (RR)  
Mandy (M)  
Patricia T (PT)  
Zak D (ZD)

#### Other attendees (Moat)

Steve Nunn, Executive Director of Growth (SN)  
Becks Sheldon, Customer Engagement Manager (BS)

#### Meeting notes

1. LA thanked customers for attending the meeting at short notice and explained that Moat had made an important decision regarding the repairs contract with Morgan Sindall Property Services (MSPS). LA further added that Moat wanted to personally update the Repairs Forum, as customers who work closely with the contract, on this decision.
2. SN explained to the forum that Moat and MSPS made a mutual decision to end the contract. A 12 weeks' notice period is now in place and will end on Monday 10 February 2025. SN further explained what that meant for customers and that we've started the process to find a new repairs partner that we'll appoint for an 18-month period from Monday 10 February 2025. SN also confirmed that Moat had appointed Mears to work alongside MSPS from Monday 2 December 2024 to help with existing repairs.
3. SN and LA opened up to the forum for any questions, observations, and comments:
  - 3.1. RR expressed concern about her previous experience with Mears and hope they had and will improve whilst helping out MSPS with the existing repairs.
  - 3.2. RR asked if there would be a review as to why the contract had to be ended early.

- 3.3. RR made a suggestion that both Moat's repairs team and Mears concentrate on improving communication as she feels 'it gets lost'.
- 3.4. JG expressed a concern about Mears using sub-contractors, as that is where customers can see problems. SN agreed we'd deep dive into this subject at the next Repairs Forum on Tuesday 10 December 2024.
- 3.5. JG wanted to personally thank Theo from MSPS, who had taken ownership of the work required at his block, and for the work he had done to help complete their repairs.
- 3.6. TS echoed JGs concerns about sub-contractors.
- 3.7. LA agreed that MSPS use of sub-contractors was excessive and expressed anticipation for knowing what Moat's new contractual approach will be. LA also expressed a desire to see Moat's ethos and values reflected in the future repairs contract.
- 3.8. LA added that while the MSPS operatives have been polite and considerate, she felt the underlying issues lay in the booking process, ensuring the right person arrives and the overall office administration.
- 3.9. Finally, LA expressed gratitude for Moat's decision to terminate the contract early, rather than allowing it to continue until June 2025. She thanked the Board for making this decision.
- 3.10. The Forum, as a whole, also echoed LA's thoughts and thanked Moat for making this courageous decision.