

What's on your doorstep!

Mondays

**28 July
and 11 August**

- Youth Club (5 – 14 years)
11am – 1pm

Tuesdays

**29 July, 5 August
and 12 August**

- Men's Group 11am – 1pm

Thursdays

**31 July, 7 August
and 14 August**

- Youth Club (5 – 14 years)
11am – 1pm
- Community larder and
coffee afternoon
1.30pm – 3pm

Fridays

1, 8 and 15 August

- Youth Club (5 – 14 years)
11am – 1pm

Please note that our Community Hub will be closed from Monday 18 to Sunday 31 August. Our usual term time activities will return on Monday 1 September.

New!

Friday 18 July

**Teddy Bear's picnic
12pm – 2pm**

For children under five and their grown ups. Bring your little cubs and their favourite teddy for a special end-of-term celebration! We're hosting a fun-filled picnic for our baby and toddler group at the Hub. It's free to attend and there's no need to book—just pack a picnic and join us for an afternoon of play, laughter, and teddy bear fun.



Save the date!

Monday 4 August

- Stanhope community trip
9.30am – 4.30pm

Join us for a fun summer day out with the Stanhope community! We're planning a great day with residents and our friendly team. There's limited spaces available, so be sure to book your place! Contact Felicity for details or visit the Hub.

Free events
and activities for
Stanhope residents
at the Stanhope
Community Hub.

All activities are free and include food and refreshments. No need to book. For more info on any of our events please get in touch with your Moat Foundation Officers:

✉ beverley.wood@moat.co.uk

☎ 07742 886 563

✉ felicity.white@moat.co.uk

☎ 07729 080 482



Need a helping hand with food?

If you have a gap in your income and need some extra support, our Stanhope Community Larder is here for you. You don't need to book, simply stop by the Hub and pick up free food essentials. You're not alone - our friendly team are here to help.

**Open every Thursday
between 25 July and
15 August
1.30pm - 2.30pm**

Stanhope
Community

Summer Fair 2025

Saturday 12 July
12pm - 3pm

Join us for a
fun-filled day for
the whole family!

Free event!

Hosted by

 **Moat foundation**

and sponsored by the
Stanhope Community Chest

Enjoy **Free** activities and
entertainment including:

- Ashford community drumming band
- Basketball competition
- Dog show
- Emergency services display
- Garden games for under fives
- Glitter tattoos
- Skateboarding

Free
Food and
activities*



For more information, please contact Felicity,
Moat Foundation Officer on **07729 080482**
or email felicity.white@moat.co.uk



*Show us this poster on arrival for free entry and food vouchers.

Stanhope PFI Customer Satisfaction Survey 2025 results

Chrysalis

In partnership with:



We invited The Leadership Factor (TLF) to carry out our annual customer survey by phone. TLF reached out to all 306 of our Stanhope PFI households to see who'd like to take part – and **77 of you** kindly agreed to share your valuable feedback. The results are now in, and we're excited to share them with you!

Thanks to everyone who took part!

Why we do the survey

Your feedback from our annual survey really matters. It helps us understand what we're getting right and where we can make things better for you and your Stanhope neighbours.

If you didn't take part but still have something to share, we'd love to hear from you:

 stanhopecustomer@moat.co.uk

 01233 647396

or speak to one of your Neighbourhood Services Managers.

What you told us

How you rated Chrysalis' services

81% of those surveyed are either very satisfied or fairly satisfied.

How you rated MSPS repairs service

81% were satisfied with MSPS repairs service.

“ They get it done and do a good job; they don't need to come back to repair the same issue more than once.

Stanhope PFI customer

“ Normally when MSPS come out, they take their time and make sure the repair is satisfactory. They always check the repair before leaving.

Stanhope PFI customer

How you rated Moat's services

79% of you were satisfied with the service from Moat.

“ I am very satisfied. In my experience the response times have been brilliant, and my issues are always acted upon straight away. The staff who work for Moat are lovely people.

Stanhope PFI customer

“ I've lived here in this house since 1983 and I know all the staff personally. They are super polite, amicable and helpful.

Stanhope PFI customer

Stanhope service providers

- **Chrysalis** provides funding for the management and initial refurbishment of Stanhope, under a 30-year Private Finance Initiative (PFI) contract held with Ashford Borough Council.
- **Moat** oversees the day-to-day management of homes on Stanhope estate that are owned by Ashford Borough Council. Moat also manage communication between Chrysalis partners and PFI customers.
- **Moat Foundation** invests in Stanhope through the Community Chest funding and activities at the Hub and Suite.
- **Morgan Sindall Property Services (MSPS)** provides repairs and maintenance services for your home and shared areas at Stanhope.

Your feedback, our actions!

Thank you for your positive feedback on our customer service and repairs – we really appreciate it. We've also noted your concerns about call response times and outstanding repairs. Our teams are working to improve both areas and will keep you updated as we make progress.

Did you know we've a dedicated web page just for Stanhope PFI residents? You'll find service updates, past issues of Your Stanhope newsletter, satisfaction results, and much more – all in one place. Visit: moat.co.uk/your-home/stanhope-pfi

