

## MEETING NOTES

### Customer Repairs Forum with Mears

Held on Tuesday, 29 July 2025 at 11am to 1pm

Mariner House, Dartford Room 101 and via TEAMS

#### Attendees (in-person):

##### Customer(s):

Lorraine A (LA) – Chair

John G (JG)

Tony H (TH)

Ian H (IH)

Malcolm U (MU)

Kathy E (KE)

Terry S (TS)

Mike H (MH)

#### Attendees (via Teams):

##### Customer(s):

Rabina I (RI)

Amba L (AL)

Katie C (KC)

Zak D (ZD)

Simon P (SP)

#### Other attendees (Moat):

Lanier Doyle, Head of Repairs Partnering, Moat (LD)

Gray Lovell-Watson – Customer Engagement Manager, Moat (GLW)

Tanya Gray – Head of Customer Operations, Moat (TG)

Theo Minas – Senior Partnership Manager, Mears (TM)

Ruth Edkins, Customer Communications Manager, Moat (RE)

Sam Bould-Newton – Internal Communications Lead (SBN)

Rory Kuypers – Communication Officer (RK)

Alison Wilkinson – Mears (AW)

Kathryn Stevens – Head of Procurement, Moat (KS)

Kerry Hunt – Mears (KH)

### **Agenda Item 1: Welcome, Introductions & Action Tracker**

Introductions were made. The action tracker was reviewed. Repairs and scrutiny trackers will be merged. Updates on repairs stats will continue via Facebook and the website.

### **Agenda Item 2: Interim Contract & WIP/KPIs**

Performance has improved significantly since Mears took over, with reduced backlog and faster completion times (down to 20 days for new jobs). Customer satisfaction is improving. Target setting and sharing positive KPIs with customers were discussed.

### **Agenda Item 3: Mears' Use of Subcontractors**

Concerns raised that subcontractors don't always follow Moat's customer approach. Mears confirmed performance and communication are monitored, with underperforming contractors removed. Subcontractor use will continue, especially for specialist work. Customers praised recent experiences, e.g. pest control.

### **Agenda Item 4: Repairs Communication Scrutiny Recommendations**

Recommendations relating to MyMoat will be built into the new repairs contract. Repairs forum will revisit these at the next meeting to track progress.

### **Agenda Item 5: Update on Repairs Communications**

Updates shared on website, newsletters, and Facebook. Discussions covered accessibility of the quarterly newsletter (Braille, large print, multiple formats), customer engagement (door knocks, newsletters at hubs). Customers suggested more involvement of Neighbourhood teams. Plans made for a forum article about influencing the new contract.

### **Agenda Item 6: Repairs Procurement Update**

Procurement process is progressing, with over 20 customers who have expressed an interest of being involved to evaluate the tenders. Next stage (invitation to tender) begins in September, with final tenders due before Christmas and board approval expected in January. Customers who attended site visits shared feedback on differences between providers.