

Spring 2026

Chrysalis

Moat

MORGAN  
SINDALL  
PROPERTY SERVICESems  
management services

# Your Stanhope

“What motivates me in my role is truly making a difference to customers' lives.”

Sarah Knowler



Sarah Knowler,  
Neighbourhood Services Manager

## A hello from Sarah, your Neighbourhood Services Manager

Hi, I'm Sarah and I've been supporting residents at Stanhope for nearly two years.

My role is all about helping you feel happy, safe and supported in your home and within the community. I'm here if you've questions about your home, tenancy or lease, or if you'd just like to talk through any worries or concerns. If I can help, I will – and if I can't, I'll put you in touch with the right people or organisations who can support you.

I also:

- Oversee home viewings and welcome new and existing customers moving into the area.
- Carry out regular estate inspections to make sure our cleaning, grounds maintenance and repairs partners are keeping Stanhope clean, tidy, and well-maintained.

- Work closely with our partner agencies like the Police, social services, mental health services, and local authorities to keep you safe in your home and community.

You can find me at the Stanhope office on Mondays between 10am and 2pm. I'm also out and about on the estate during the week - so please come and say hello!



### Our Stanhope office opening times:

- Monday 10am - 2pm
- Wednesday 10am - 2pm
- Friday 10am - 2pm

## Keeping Stanhope clean

Many of you told us about your concerns with rubbish and bulky items being dumped around the estate, such as furniture, mattresses and bags of waste. Thanks to your feedback and reports, we're making progress and will continue to work with you to keep Stanhope clean and tidy.

Working alongside our community partner, Chrysalis, we're doing monthly inspections across Stanhope and we're working closely with Ashford Borough Council's enforcement team to help address any issues we find. When rubbish or fly-tipping is spotted, we log it and report it straight away, so it can be removed as quickly as possible.

We know there is still more to do, and your continued support makes a real difference.



Please keep reporting any issues you see to us, or directly to Ashford Borough Council on 01233 331111 or at [www.ashford.gov.uk](http://www.ashford.gov.uk).

☎ 0300 323 0011  
(for Moat residents)

☎ 01233 647396  
(For Ashford Borough  
Council tenants)

✉ Stanhopecustomer@  
moat.co.uk

🌟 [moat.co.uk](http://moat.co.uk)

🌟 [moat.co.uk/mymoat](http://moat.co.uk/mymoat)



Our next event is coming to the Community Hub this May -



and everyone's welcome!

12pm - 3pm

No need to book!

Join us for free, nature-themed family activities including a nature scavenger trail – with a community litter pick along the way – and nature arts and crafts, where you can get creative and take home your own masterpiece.

Some of our partner organisations will also be there to share home improvement tips, talk about apprenticeships and job opportunities, and answer any questions you may have.



We'd love to see you there!




## Moat is turning 60 - Join the celebration

We're reaching a special milestone this year, and we want to celebrate it with you! We've lots of happy memories of the customers and communities we've served over the last 60 years. And we'd love to hear your stories of what your home means to you, whether you've lived there for one year or 20.

Our 60th anniversary gazebo will be popping up at events in our communities, including the Stanhope Summer Fair – we hope you'll drop by, chat to our team, and join in the celebrations.

We'd love to see you there!

## Volunteers needed for your best Summer Fair yet!

We want to make this year's Stanhope Community Summer Fair our best one yet, and we need your help. If you've got great ideas for the day or want to get more involved, we'd love to hear from you.



12pm - 3pm



Stanhope Summer Fun Day 2025

If you'd like to get involved and help with organising the fair, we're hosting planning meetings at the Hub:

- 20 April: 1pm - 2pm
- 11 May: 1pm - 2pm
- 8 June: 1pm - 2pm



Want to get involved? Get in touch with Bev or Felicity.



## Helping young residents into work

Starting out in your career isn't always easy, and sometimes a little extra support can make a real difference. If you're a young person living in Stanhope and looking for help finding work, we're here to help you.

Our Access to Work programme helps local young people build their confidence and skills through education, qualifications, and job opportunities. We also work closely with our partners who let us know about their latest jobs and apprenticeships - so we can connect you with opportunities that might be just right for you.

After eight tough months of job hunting, we helped Josh, a Stanhope resident, find a new career with our partners, The Window Company (WinCo). Josh has since completed his qualifications in window installation. WinCo has now taken on his younger brother, Zack, following in his brother's footsteps.

“ Recruiting Josh and Zack via the Stanhope Hub is particularly special because we're setting both youngsters up for what could be long and successful careers working within their own community. ”

Rob Petre,  
Managing Director,  
The Window Company

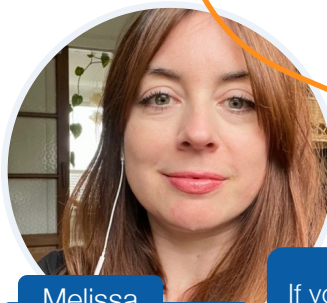
Alongside job opportunities, we're also supporting Stanhope residents with things like college courses, construction licences, counselling, income advice, and more.

If you're finding it tough to get started or aren't sure where to turn, Bev or Felicity are here to help - just get in touch to find out more.

## Benefits and money advice

Money worries can feel overwhelming, and many of us go through times when things feel a bit uncertain. If you're struggling to keep up with rent or just want some help with budgeting, you're not alone and support is available.

Melissa, from our Benefits and Income Maximisation team, visits the Stanhope Hub every other week during term-time to offer free, confidential one-to-one support. She recently helped a Stanhope resident, who was finding managing his money difficult because of his disability. With Melissa's help, he's now applied for a Discretionary Housing Payment through Ashford Borough Council, as well as receiving all the benefits he's entitled to. We've helped lots of other residents and we're here for you too.



Melissa

Benefits and Income  
Maximisation Officer

“ Melissa was so helpful and understanding. I'd gotten myself into a difficult position and she really helped me out. Moat also helped me apply for Universal Credit, and my rent is now a lot easier to manage. ”

Stanhope resident



If you'd like some help just let us know. We'll match you with a Benefits and Income Maximisation Officer for friendly, confidential advice - right here in Stanhope. Speak to Bev or Felicity for more info or call 0300 323 0011 to request a benefit referral.

# what's on?



All activities are FREE!

“There’s nothing better than seeing people of all ages coming together to enjoy their community. All our activities are free and there’s no need to book - simply pop by and we’ll welcome you in!”

## at your Stanhope Community Hub

Everyone is welcome at the Hub. Pop in for a chat, get to know your neighbours, and enjoy your community.



Beverley Wood

Moat Foundation Hub Officer

### Mondays

Ladies’ Arts and Crafts Group  
9.30am – 11.30am

Get creative, enjoy a chat, and meet new people in a friendly setting.



### Tuesdays

Men’s Group  
11am – 1pm

Swap stories and interests in a welcoming, supportive space.



### Thursdays

Community Morning  
10am - 12pm

New to the area? Drop in for a chat, a coffee, or a relaxed game of pool.

#### Stanhope Community Food Larder

12pm - 1pm

Having trouble finding money for groceries? We’ve free food essentials to help - no booking required.



#### Youth drop-in

4pm – 5.30pm  
(15-17 years old)

Enjoy games, music, and good company in our games shed.

### Fridays

Stay and Play toddler and baby group

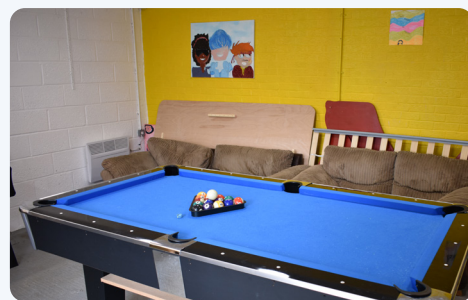
12pm – 2pm

Perfect for parents, caregivers and soon-to-be mums and dads. Our play group is attended by Ashford Family Hubs, who bring a wealth of family expertise, advice and support right here at our Stanhope Community Hub. Search ‘Ashford Family Hubs’ on Facebook for more information.

#### Youth drop-in

4pm – 5pm (5-11 years old)  
5pm – 6pm (11-13 years old)

Get stuck into crafts, cooking and table football – a great way to start the weekend.



### Join our Community Chest Panel

We’re looking for volunteers to join the Stanhope Community Chest panel. The panel meets three to four times a year to decide on which exciting new project ideas - put forward by Stanhope residents - will receive funding from our £20,000 Community Investment Fund.

If you’d like to become a member, we’d love to hear from you. Please get in touch with Felicity:

✉ felicity.white@moat.co.uk

☎ 07729 080 482

