

Responsive Repairs, Voids and Gas Servicing Focus Group

Thursday 10th June 2021

PRESENT:	Bradley Staff	BS	South Essex Homes
	Louise Morl	LM	South Essex Homes
	Steve Morl	SM	South Essex Homes
	Paul Davey	PD	South Essex Homes
	Westley Wallace	WW	Aarons Services
	Caroline Taylor	CT	Careline SOS
	Ade Onileyan	AO	Morgan Sindall
	Charlie Brain	CB	Morgan Sindall
	Luke Culling	LC	South Essex Homes
	Bob Ayriss	BA	
	Keith Ducker	KD	

1	<u>Apologies For Absence</u> Diane Nicholls	
2	<u>Declaration Of Interest</u> None.	
3	<u>Previous Minutes/ Matters arising, Covid update</u> Everyone agreed minutes are in true record.	
4.	<u>Aaron Services Gas Contract - Performance</u> WW went through monthly figures. 4723 properties on the contract. Serviced 1291 so far which is 27.33%. 2.56% audits complete, 12 in May as the access was poor. Hiring a new team leader for the role which will increase in audit numbers. 1 overdue which is a void which will be coming off shortly. <u>May</u> 354 jobs raised. 25 first time fix failures, wireless roomstats have come down. There was a job for a condense hose which they have learnt from as the engineer did not have supplies in the van.	

	<p>Complete – deadlines</p> <p>P1 – 275 – 100% P2 – 54 – 91.53% P3 – 20 – 100%</p> <p>Failures on the P2's were 5 jobs, 3 were raised incorrectly due to admin issues. The other 2 jobs were raised and booked in after the deadline due to the workload on emergencies that day, no one was left without heating or hot water.</p> <p>They've had a change with Admin as Darren is leaving, Emma Beanie is going to be picking up the work.</p> <p>BS advised the KPI's that were sent out are not 100%, WW confirmed it's the fire damaged property which has now been capped.</p>	
5	<p><u>Resident feedback on Aaron Services/gas work generally</u></p> <p>WW advised KD he has the may draw for the raffle that he is sending over with the publication of the KPI's, KD asked WW to send it over to him and he will discuss with Julia Pack.</p>	WW
6	<p><u>Any Other Business – Aaron Services</u></p> <p>Nothing to discuss.</p>	
7	<p><u>Morgan Sindall Voids – Performance</u></p> <p>PD goes through monthly stats,</p> <p>May</p> <p>Lettings –</p> <p>14 void</p> <p>Average of 50.7 days – target is 18 (excluding majors)</p> <p>47 voids from contractor point of view – 7 came back in target</p> <p>They've had a backlog from March that's why figures seem high.</p> <p>Imposing rent loss with morgan sindall, had a meeting with them with process mapping.</p> <p>AO agreed there has been very positive meetings regarding voids, looking to keep up the standard.</p> <p>BA asked if this will be coming down next month.</p> <p>PD advised there are still some on there therefore it wont be 100%. Looking at July to meet targets fully.</p>	

	KD asked BS to have figures put in the minutes, BS agreed and said he will attached figures when sending out the minutes.	
8	<u>Residents Feedback on Morgan Sindall Voids generally</u> Nothing to discuss.	
9	<u>Morgan Sindall Repairs – Performance</u> AO went through monthly figures, May 1404 jobs logged, theres a split between emergencies and routine at 35% each. Urgent – 59 – 3% WIP is sitting at 537. May KPI's Responsive repairs – target 98% - 99.9% Emerncies on time – target 98% - 100% Routine on time – target 98% - 99.9% Urgent – target 98% - 100%	
10	<u>Residents Feedback on Morgan Sindall Repairs generally</u> KD asked why there was no jobs missed on the figures, AO advised there was problem with the data as he couldn't gather it but he will try and get figures for the minutes.	
11	<u>Any Other Business – Morgan Sindall</u> KD asked BS that when Aaron come out, when they've done a missed call they provide a reason but they don't get this from Morgan. BS advised that he has spoke with AO about this already and due to there being so many trades there will never be a first time fix. AO is working on this anyway, AO advised we should have something for the next meeting.	AO
12	<u>Contact Centre</u> CT goes through monthly figures, May 1458 calls in total. 96% were answered. 25 abandoned calls.	

	<p>They've lost a member of staff so could potentially be higher next month.</p> <p>KD confirmed there has been no complaints within the federation regarding the call centre.</p> <p>BA asked CT that last time for out of hours she mentioned it being through email or facebook, BS put something on the website, should it stay or be removed.</p> <p>CT confirmed to keep it there as it is really helpful.</p>	
13	<p><u>Corporate Social Responsibility Update – Morgan Sindall</u></p> <p>LC mentioned a good success story who joined one of the mental circles and he was contacted to say that he'd been offered a job.</p> <p>They are in the YMCA school in prittlewell doing a virtual work experience workshop and give young people insight about having a career.</p> <p>There are 2 week long work experience programmes starting.</p> <p>They are doing some really exciting work with Sarah gallgher in the Sheltered schemes with the digital inclusion work.</p> <p>Rihanna is working on going online safely with residents.</p> <p>LC asked if anyone has any ideas which they think would be a good opportunity get in contact with him.</p> <p>BA asked all the mentoring stuff and he uploaded all the stuff onto the website but there's just one flyer now for evening and day time.</p> <p>LC will keep sending them across to BA.</p> <p>KD asked if LC If he meets with Sheree, manager of hostels, LC confirmed he is doing attending this afternoon.</p>	
14	<p><u>Date of next meeting/location: Via Teams</u></p> <p>Everyone confirmed nothing to discuss.</p>	