

Responsive Repairs, Voids and Gas Servicing Focus Group

Wednesday 23rd February 2022

PRESENT:	Chloe Hague	CH	South Essex Homes
	Bradley Staff	BS	South Essex Homes
	Steve Morl	SM	South Essex Homes
	Louise Morl	LM	South Essex Homes
	Paul Davey	PD	South Essex Homes
	Charlie Brian	CB	Morgan Sindall
	Dean Wortley	DW	Aarons Services
	Keith Ducker	KD	

1	<u>Apologies For Absence</u> Westley Wallace Ade Onileyan Caroline Taylor Mike Bryant Bob Ayriss	
2	<u>Declaration Of Interest</u> None	
3	<u>Previous Minutes/ Matters arising. Covid update</u> ITEM 7 10 BARRINGTONS - AO is speaking to the electrician regarding this. Will note in minutes for next meeting	AO
4.	<u>Aaron Services Gas Contract - Performance</u> DW runs through monthly figures, Properties serviced – 4299 430 emergencies, 416 were completed on a FTF No failures for P1, 2 or 3	
5	<u>Resident feedback on Aaron Services/gas work generally</u> BS asked what's happening regarding the standstill position DW advised all staying the same BS asked KD to present something at each meeting regarding the	KD

	social value side of things	
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 runs through monthly figures,</p> <p>59 properties to let – 11 are readvertised properties, struggling to house sheltereedd studio. There were 31 town centre proeprties</p> <p>BS asked if the town centre properties are for relet, PD advised out of the 31, 7 are being used for domestic abuse and they'll be fully furnished</p> <p>18 voids with Morgan Sindall, 10 are due back this week and theres been 4 new ones this week</p> <p>1 major which is the property which had a fire</p> <p>BS advised that property and the one below will be completely refurbished</p> <p>PD spoke to BA regarding resident inspections and advised he is meeting with John and Beverly Monday so its clear and will let BA know the outcome</p> <p>PD advised he will speak to AO regarding clean list and snagging works</p> <p>BS would like Morgan Sindall to make SEH aware if there are changes they must be advised</p> <p>PD advised £3000 worth of rent loss for January which was enforced</p>	<p>PD</p> <p>PD</p> <p>AO/CB</p>
8	<p><u>Residents Feedback on Morgan Sindall Voids generally</u></p> <p>Nothing to discuss</p>	
9	<p><u>Morgan Sindall Repairs - Performance</u></p> <p>Everyone was sent repairs stats</p> <p>BS asked CB do you think the stormy weather is going to affect anything</p> <p>CB advised there's been an increase in fencing and roofing therefore it has had a knock on affect, works have been shuffled around to get to the urgent stuff. There has been an increase but it's in hand</p> <p>BS advised there was a complaint regarding works being moved when they already have a complaint raised, there should be a note on the job to advise everyone not to move the works</p>	

10	<p><u>Residents Feedback on Morgan Sindall Repairs generally</u></p> <p>AO to look into light work that was taking so long that KD raised regarding his neighbour</p> <p>CB asked the address</p> <p>KD confirmed 158 Gainsborough Drive and advised it was just the pendant</p> <p>BS advised CB to speak to AO regarding engineers to have parts on the van</p> <p>LM advised that wasn't the issue it was admin not raising it as an urgent job, AO to look into this</p>	AO
11	<p><u>Any Other Business – Morgan Sindall</u></p> <p>Nothing to discuss</p>	
12	<p><u>Contact Centre</u></p> <p>BS asked if everyone received the monthly KPI's</p> <p>Everyone confirmed they had received them</p> <p>CT advised BS she will do her best to get them sent out every month</p> <p>BS and LM are spending the day at the contact centre, once a month they will do a bit of shadowing and buddying up to listen to the calls. Would like staff to think about solutions rather than just raising the works</p>	CT
13	<p><u>Corporate Social Responsibility Update – Morgan Sindall</u></p> <p>BS advised he is pleased with Lauren, suggested doing a monthly update like Luke did so it can be brought to this meeting</p>	Lauren
14	<p><u>Date of next meeting/location: Via Teams</u></p> <p>KD put in a report that his fence and part of the wall come down, he received a text someone would attend advising someone would be attending to fix. He made Morgan Sindall aware what engineers are required but is curious as it's multiple trades</p> <p>LM advised the attendance would be to make safe and not necessarily to fix.</p> <p>BS advised this is a standard text</p> <p>KD advised the way it was worded some residents may assume that the works are going to be fixed on the day</p>	

	<p>LM asked CB to speak to the team regarding the way the text is worded</p> <p>BS suggested the message read something like 'Repairs will be subject to inspection</p> <p>CB will speak to the IT team regarding the wording</p> <p>KD advised considering the storm their response is good and there has been no complaints</p>	CB
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