

## Responsive Repairs, Voids and Gas Servicing Focus Group

Tuesday 22<sup>nd</sup> March 2022

**PRESENT:**

Chloe Hague	CH	South Essex Homes
Bradley Staff	BS	South Essex Homes
Ade Onileyen	AO	Morgan Sindall
Westley Wallace	WW	Aaron Services
Dean Wortley	DW	Aaron Services
Bob Ayriss	BA	
Diane Nicholls	DN	

1	<p><b><u>Apologies For Absence</u></b></p> <p>Caroline Taylor Keith Ducker Louise Morl Steve Morl Paul Davey Charlie Brain</p>	
2	<p><b><u>Declaration Of Interest</u></b></p> <p>None</p>	
3	<p><b><u>Previous Minutes/ Matters arising. Covid update</u></b></p> <p>Minutes agreed in true record</p>	
4.	<p><b><u>Aaron Services Gas Contract - Performance</u></b></p> <p>DW runs through monthly figures,</p> <p>Properties serviced – 4708 up to 6<sup>th</sup> March</p> <p>Aduits haven't been met due to covid restrictions, slowly coming back to those</p> <p>13 on the passback list, all due within the next 4 weeks</p> <p>461 repairs, 36 failures, 425 FTF most being 10 wireless stats</p> <p>KPI's don't match up at the moment due to an IT issue</p> <p>Looking at options for resident satisfaction</p>	

5	<p><b><u>Resident feedback on Aaron Services/gas work generally</u></b></p> <p>DN advised she recently had her has service, she was advised it was 2 years out of date. She checked her gas certificate and it says the smoke alarm is out of date</p> <p>DEAN advised smoke alarms are reported out of date but they never used to replace them. They do replace them now instead of just reporting them</p> <p>DN asked does it get reported to South Essex Homes</p> <p>DW confirmed yes</p> <p>DW wasn't sure who is meant to action this</p>	
6	<p><b><u>Any Other Business – Aaron Services</u></b></p> <p>Nothing to discuss</p>	
7	<p><b><u>Morgan Sindall Voids – Performance</u></b></p> <p>AO runs through March figures,</p> <p>33 97 % in target</p> <p>BS said he noticed some green on the sheet so thanked AO and the team</p>	
8	<p><b><u>Residents Feedback on Morgan Sindall Voids generally</u></b></p> <p>BA raised an issue with a void for 30 avon way, gone dwont there finding a do not use sign on the gas boiler, waited 2 weeksd to even get in there</p> <p>BS advised if there was a sign on the boiler, this would have been noted for either Steve to replace it or Aarons to check it</p> <p>BS asked AO to look into the files</p> <p>If the tenant has credit on the meter, Ms go back to do the test</p> <p>BS advised it is not a fail as they are aware, as soon as the new tenant moves in and they top up the gas MS will then attend</p> <p>BA advised he would have to fail it</p> <p>BS advised this is the process therefore he would have to discuss this with Paul</p>	
9	<p><b><u>Morgan Sindall Repairs - Performance</u></b></p> <p>BS advised still low on routine jobs, which they are aware of</p> <p>Recalls are being done on time</p>	

	Target was 98% but now changed to 99%	
10	<p><b><u>Residents Feedback on Morgan Sindall Repairs generally</u></b></p> <p>DN asked in regards to th8ings like fencing could she get a copy of boundaries</p> <p>BS advised if she speaks with her tenancy officer who will be able to confirm turtory marks which confirms who's is who's.</p>	
11	<p><b><u>Any Other Business – Morgan Sindall</u></b></p> <p>Nothing to discuss</p>	
12	<p><b><u>Contact Centre</u></b></p> <p>BS run through figures on behalf of CT.</p> <p>16% of abandoned rate</p> <p>8.06% was abandoned after the message</p>	
13	<p><b><u>Corporate Social Responsibility Update – Morgan Sindall</u></b></p> <p>Nothing to discuss</p>	
14	<p><b><u>Date of next meeting/location: Via Teams</u></b></p> <p>Nothing to discuss, BS thanked everyone for attending and closed the meeting.</p>	