

Responsive Repairs, Voids and Gas Servicing Focus Group

Tuesday 18th May 2021

Minutes of Meeting via Teams

Present: Westley Wallace(WW), Louise Morl(LM), Keith Ducker(KD), Bradley Staff(BS), Bob Ayriss(BA), Luke Culling(LC), Diane Nichols(DN), Paul Davey(PD), Ade Onileyan(AO), Chloe Hague(CH).

1	<u>Welcome</u>	Action
	BS welcomed everyone to the meeting.	
2	<u>Apologies</u>	
	Brenda Tilley Michael Bryant Steve Morl Dean Wortley Caroline Taylor	
3	<u>Declarations of interest</u>	
	No declarations of interest.	
4	<u>Previous Minutes/ Matters arising, Covid update</u>	
	<p>BS asked if the carpark lights at Barringtons have been investigated, LM confirmed this is going to be added onto the planned programme.</p> <p>BS asked WW regarding increasing the van stocks, going forward looking at using Danfoss stats which are more reliable.</p> <p>AO advised regarding the generator for the FED events, they found one, but it is not suitable, so they are looking for an alternative.</p> <p>BS advised that are some generators may need an annual PAT test.</p> <p>Everyone agreed minutes as a true record.</p>	AO
5	<u>Aaron Services Gas Contract - Performance</u>	
	<p>WW advised they started the new service programme; numbers are coming up as expected regarding MOT style servicing.</p> <p>605 services have been completed so far, 12.8% of the contract. Now beginning to complete external audits by sending out letters.</p> <p>Regarding properties on the pass back list, 21 properties for this week and 1 that is overdue has been scheduled for 20th May.</p> <p>Repairs – 389, 358 were first time fix.</p> <p>Wireless room stats are stopping the FTF but as previously mentioned WW looking into</p>	

	<p>changing the stats.</p> <p>Resident satisfaction is not live on the tablets yet but looking to get that sorted.</p> <p>WW advised 2 failures which were then cancelled due to emergency rebook.</p> <p>KD advised regarding the 2 failures should not be showing a failure by them if it was the resident's fault.</p> <p>WW advised they were raised and when attended realised works could not be done by them, but WW kept status and made a note.</p>	<p>WW</p> <p>WW</p>
6	<u>Resident feedback on Aaron Services/gas work generally</u>	
	DN asked regarding 75 Mendip as they are having repeated boiler issues but its new and they've had continuous engineers out to look into it, WW will look into this one.	WW
7	<u>Any Other Business – Aaron Services</u>	
	No other business.	
8	<u>Morgan Sindall Voids - Performance</u>	
	<p>PD shared his screen to show the monthly figures and advised will send over to attach with minutes.</p> <p>BS advised when there is a back log its difficult to clear, therefore another weekly meeting is being held for the next couple of months to clear everything up.</p> <p>AO agreed the performance has not been great, but this is his focus to clear up and improve.</p>	
9	<u>Residents Feedback on Morgan Sindall Voids generally</u>	
	BA asked how they let it slip to that level, AO advised it was a transition from staff leaving and new ones coming in.	
10	<u>Morgan Sindall Repairs - Performance</u>	
	<p>BS advised they had a problem with Pentana that generates the KPI's but BS circulated a document showing the performance for April. Only thing that's slipped is routine priority at 97.2% which needs to improve. (BS advised all yellow is Morgan Sindall and green is Aaron). AO agreed and advised as we are coming out of lockdown tenants are pushing back appts as they are going out again.</p> <p>BS advised staff are having weekly WIP meetings to focus on those.</p>	AO
11	<u>Residents Feedback on Morgan Sindall Repairs generally</u>	
	Nothing to raise.	
12	<u>Any Other Business - Morgan Sindall</u>	
	No other business	
13	<u>Contact Centre</u>	
	BS goes through figures on behalf of CT.	

	<p>Total number of calls – 1566.</p> <p>94% answered on the first call.</p> <p>2% abandoned after the message.</p> <p>Message is going to be changed as lockdown continues to ease.</p> <p>BA advised they are not giving out job numbers, BS advised that as it was an OOH call it would be Pinnacle and therefore a C number. BS asked if the leak got resolved and BA confirmed yes.</p>	
14	<p><u>Corporate Social Responsibility Update – Morgan Sindall</u></p>	
	<p>LC went through an update regarding HACT certification information, wants to reiterate the figure £111,290 is not a physical format but an indicative value.</p> <p>BS asked if its work he has done, LC confirmed this is across the board.</p> <p>Looking at doing digital inclusion sessions with Sarah Gallagher to touch up on basic technology and being secure and safe online, will look at doing this the end of June.</p> <p>There will also be a Kickstart opportunity which is a government project for 18–24-year-olds which will be a paid placement working with a multi-trade business for 6 months, if they like it they will look into apprenticeship with MS.</p> <p>LC is going to be working with a family and he will go in on a 6-month commitment once a week and support them regarding coming away from their current social care plan.</p> <p>BS advised he would like to come down to one of the digital inclusion pilot sessions, LC advised he will provide him with more information when he can.</p> <p>DN advised this sounds brilliant.</p>	LC
15	<p><u>Date of next meeting/location: Via Teams</u> 15th June 2021</p>	
	<p>No other business, BS closed the meeting.</p>	