

5	<p><u>Resident feedback on Aaron Services/gas work generally</u></p> <p>No feedback</p>	
6	<p><u>Any Other Business – Aaron Services</u></p> <p>None</p>	
7	<p><u>Morgan Sindall Voids – Performance</u></p> <p>December</p> <p>AW Voids are still in a working progress.</p> <p>KD Houghton’s should attend this meeting along with a manager, so we can be fully updated.</p> <p>BA Resident post inspections should be conducted on the works being completed by Houghton’s. Have not conducted any inspections for months</p>	Note
8	<p><u>Residents Feedback on Morgan Sindall Voids generally</u></p> <p>Nothing to discuss</p>	Note
9	<p><u>Morgan Sindall Repairs - Performance</u></p> <p>December</p> <p>Total 450</p> <p>Repairs completed in target 90%</p> <p>Urgent Repairs completed 100%</p> <p>Emergencies completed in target 100%</p> <p>Appointments kept 97.2%</p> <p>Rant & Rave 82%</p> <p>AO In a good position. We expected an increase, and it stayed warmer for longer in December, so people put heating on later, but we have kept on top of it.</p>	<p>Note</p> <p>Note</p>

10	<p><u>Residents Feedback on Morgan Sindall Repairs generally</u></p> <p>. None</p>	
11	<p><u>Any Other Business – Morgan Sindall</u></p> <p>No other business</p>	
12	<p><u>Contact Centre</u></p> <p>November/December</p> <p>Total Calls 2,500 Answered 47%</p> <p>CT We had 25 days in December with staff on leave and we had two staff members leave. We have seen an improvement already in January and we have two new staff members and so it will take a few months to get back on track.</p>	Note
	<p><u>Any other business</u></p> <p>No other business</p>	Note
13	<p><u>Corporate Social Responsibility Update – Morgan Sindall</u></p>	
14	<p><u>Date of next meeting/location: Via Teams</u></p> <p>.</p> <p>February 2024</p>	Note