



5	<p><b><u>Resident feedback on Sureserve/gas work generally</u></b></p> <p>None</p>	Note
6	<p><b><u>Voids – Performance</u></b></p> <p>March</p> <p>33 overall voids – Average 10 days  13 Routine Voids returned - Average of 14 day - In target 4  11 Inspections carried out average score 9.5  Resident inspections 4</p> <p>AV Minor voids have reasons behind being out of target, will send breakdown out with minutes.</p> <p>PD Information is needed on why they are late and provide information in this meeting to residents. Send before this meeting each month and make sure voids team are aware of any possible delays, so it can be updated on our system.</p>	<p>Note</p> <p>AV</p> <p>AV</p>
7	<p><b><u>Residents Feedback on Voids generally</u></b></p> <p>BA 5 properties were inspected in March, will send Paul the one missing to be put on system. I have not had any from last week sent over.</p> <p>AV There have been system errors which have caused delays but will be sending over inspections in next few days.</p> <p>BA Properties are still not being inspected by Axis or SEH before I attend or not being inspected correctly and only passing them, as Axis are correcting issues onsite.</p> <p>PD There are joint actions being taken regarding staff on both sides and will be discussing with Anthony. Make sure any issues, even if they are fixed onsite are noted.</p> <p>KD Would like a representative of the healthy homes team to attend meeting on 22/4 with the complaints panel.</p> <p>PD If unable to get healthy homes staff member then I will send a representative on our behalf.</p>	<p>Note</p> <p>Note</p> <p>Note</p> <p>PD/AV</p> <p>Note</p> <p>PD</p>
8	<p><b><u>Axis Repairs - Performance</u></b></p> <p>March</p> <p>Routine repairs raised 1,744  Repairs Cancelled 128  Repairs outstanding 607  Repairs outstanding after 28 days 0  Emergency Repairs in target 90%  Urgent repairs in target 41%  All appointments in target 75%</p>	Note

	MF At the moment there is high reappointments and will look in to getting a breakdown. This can be due to operative turning up early. We pay compensation if we are late or cannot attend.	MF
9	<p><b><u>Residents Feedback on Axis Repairs generally</u></b></p> <p>KD Are complaints team aware of who is being paid compensation?</p> <p>MF We meet every week with complaints team to update them and make them aware of any compensation paid.</p> <p>KD Axis operatives have also said they are unable to obtain parts without authorisation and therefore cannot carry out the works.</p> <p>MF Staff have been spoken to about talking to residents and they are able to purchase any items without authorisation using trade cards, below a limit. Above the limit they only need to call in to the office to get approval.</p> <p>KD Is there a health and safety report being sent out?</p> <p>PD Health and safety report is issued and is covered during the strategic meeting.</p>	<p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p> <p>Note</p>
10	<p><b><u>Any Other Business – Axis</u></b></p> <p>No other business</p>	
11	<p><b><u>Contact Centre</u></b></p> <p>March</p> <p>PCA 64 % Calls offered 2615 Calls answered 1903 Abandon after message 26%</p>	Note
12	<p><b><u>Corporate Social Responsibility Update – Axis</u></b></p> <p>Update next month</p>	MF
13	<p><b><u>Key outcomes</u></b></p> <p>Void standards Inspections/Resident inspections Void out of target breakdowns Performance on repairs and breakdown of reasons why appt missed Corporate Social updates</p>	Note
14	<p><b><u>Any other business</u></b></p> <p>Next meeting 20<sup>th</sup> May</p>	Note