

## Responsive Repairs, Voids, and Gas Servicing Focus Group

Tuesday 25<sup>th</sup> May 2025

<b>PRESENT:</b>	Paul Davey	PD	South Essex Homes
	Francesca Capes	FC	South Essex Homes
	Wendy Lane	WL	South Essex Homes
	Wesley Wallace	WW	Sureserve
	Bob Ayriss	BA	Resident
	Keith Ducker	KD	Resident
	Matt Foulger	MF	Axis
	Anthony Vidal	AV	Axis

<b>1</b>	<b><u>Apologies For Absence</u></b>  SR, DW, SM	Note
<b>2</b>	<b><u>Declaration Of Interest</u></b>  None	
<b>3</b>	<b><u>Previous Minutes/ Matters arising</u></b>  Minutes agreed	
<b>4.</b>	<b><u>Sureserve Gas Contract - Performance</u></b>  April  Jobs completed 1063 Domestic services 659 Satisfaction 100% Complaints 5 Emergency repairs in target 99% Outstanding repairs over target 141 Appointments kept 99%	Note
<b>5</b>	<b><u>Resident feedback on Sureserve/gas work generally</u></b>  None	Note
<b>6</b>	<b><u>Voids – Performance</u></b>  April  21 overall voids – Average 17.5 days	Note

	16 Routine Voids returned - Average of 12.7 day - In target 7 21 Inspections carried out average score 8.6 Resident inspections 4	
7	<b><u>Residents Feedback on Voids generally</u></b>  BA Only received 4 properties to inspect and received them only yesterday  AV Will be sending more over shortly, and will meet criteria by end of May	Note  AV
8	<b><u>Axis Repairs - Performance</u></b>  April  Routine repairs raised 1,598 Repairs Cancelled 83 Repairs outstanding 399 Repairs outstanding after 28 days 0 Emergency Repairs in target 97% Urgent repairs in target 68% All appointments in target 62%	Note
9	<b><u>Residents Feedback on Axis Repairs generally</u></b>  No feedback	Note
10	<b><u>Any Other Business – Axis</u></b>  No other business	
11	<b><u>Contact Centre</u></b>  April  PCA 48 % Calls offered 2133 Calls answered 1682 Abandon after message 20%	Note
12	<b><u>Corporate Social Responsibility Update – Axis</u></b>  MS Axis will be attending the estate walkabouts along with tenancy officers, offering tenants opportunity to book any repairs directly on the day. Meeting with Sarah Gallagher to arrange projects  We are starting phase 2 on Queensway, including repainting the Muriel and repainting other areas  Offering services to tenants that are struggling with bills, refuse collection, IT, DIY  2 apprentices starting in September	Note

	<p>Will issue full report for next month of timelines for projects</p> <p>PD There is possible project at Senier house. The decking has not been maintained and now needs removing or replacing.</p> <p>MF We can discuss with residents, as to whether they would want us to repair or replace with something else.</p> <p>KD That would need to go through the funding panel and the residents would need to apply directly and have it approved before Axis carry out repairs</p>	<p>MF</p> <p>Note</p>
<b>13</b>	<p><b><u>Key outcomes</u></b></p> <p>Interviews for voids Team leader, update next month Resident inspection quota Corporate Social update report</p>	<p>Note</p>
<b>14</b>	<p><b><u>Any other business</u></b></p> <p>Next meeting 17<sup>th</sup> June</p>	