

Repairs Focus Group

Tuesday 15th July 2025

Minutes of Meeting

Attendance:	Paul Davey	PD	South Essex Homes
	Francesca Capes	FC	South Essex Homes
	Wendy Lane	WL	South Essex Homes
	Steve Morl	SM	South Essex Homes
	Dean Wortley	DW	Sureserve
	Peter Freeman	PF	Sureserve
	Bob Ayriss	BA	Resident
	Keith Ducker	KD	Resident Board Member
	Sam Reader	SR	Resident
	Matt Foulger	MF	Axis
	Anthony Vidal	AV	Axis

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> None	
3	<u>Minutes of last Meeting</u> Agreed	
4	<u>Sureserve Gas Contract – Performance</u> Emergency Response Rate: 100%. Repairs Completed Within 20 Days: 96%. First Time Fix Rate: 90%. Repair Appointments Kept: 99% Outstanding Jobs: Reduced to 21 Properties with Valid LGSR: (per Apex report)	Note
5	<u>Resident feedback on Sureserve/Gas works</u> No comments	

11	<p><u>Contact Centre Stats</u></p> <p>PCA (Percentage of Calls Answered): 56%.</p> <p>Calls Offered: 1,937.</p> <p>Calls Answered: 1,677</p> <p>Abandoned After Message: 13%.</p>	Note
12	<p><u>Corporate Social Responsibility Update</u></p> <p>MF We attended Beaver tower community day, but it was not as well attended as we anticipated. We are working with South Essex homes social value team, to book in further estates.</p> <p>After summer break we will continue work on Queensway project, preparing for the Murial.</p>	Note
13	<p><u>Any other Business</u></p> <p>No current issues</p>	
14	<p><u>Date of next meeting</u></p> <p>19th August 2025</p>	

Actions from Meeting (to be completed in meeting)

Paul & Keith to address windows at ■■■ Barrington's	
Social values update, with dates for events and more community days around different areas	
Sam to attend inspections with Bob	