

Repairs Focus Group

Tuesday 19th August 2025

Minutes of Meeting

Attendance:	Paul Davey	PD	South Essex Homes
	Francesca Capes	FC	South Essex Homes
	Steve Morl	SM	South Essex Homes
	Wesley Wallace	WW	Sureserve
	Peter Freeman	PF	Sureserve
	Bob Ayriss	BA	Resident
	Matt Smith	MS	Axis
	Anthony Vidal	AV	Axis

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> WL, MF, KD, SR, DW	
3	<u>Minutes of last Meeting</u> Agreed	
4	<u>Sureserve Gas Contract – Performance</u> Emergency Response Rate: 100%. Repairs Completed Within 20 Days: 100%. First Time Fix Rate: 92%. Repair Appointments Kept: 99% Outstanding Jobs: Reduced to 16 from 21 Properties with Valid LGSR: (per Apex report) Complaints: 3, one missed appointment and upheld, 2 damage to property, which were not upheld	Note
5	<u>Resident feedback on Sureserve/Gas works</u> No comments	

11	<u>Corporate Social Responsibility Update</u> Due to annual leave there is no update. Resume next month	Note
12	<u>Any other Business</u> No current issues	
13	<u>Date of next meeting</u> 16 th September 2025	

Actions from Meeting (to be completed in meeting)

BA Tap at 3 Barringtons to be addressed
Social values update, with dates for events and more community days around different areas
BA Is now happy with inspection scoring, as it is more accurate.
Diane to attend next Meeting