

Repairs Focus Group

Tuesday 21st October 2025

Minutes of Meeting

Attendance:	Paul Davey	PD	South Essex Homes
	Francesca Capes	FC	South Essex Homes
	Dean Wortley	DW	Sureserve
	Peter Freeman	PF	Sureserve
	Bob Ayriss	BA	Resident
	Sam Reader	SR	Resident
	Matt Foulger	MF	Axis
	Anthony Vidal	AV	Axis

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> WL, WW, CC	
3	<u>Minutes of last Meeting</u> Agreed	
4	<u>Sureserve Gas Contract – Performance</u> <u>September</u> Emergency Response Rate: 100%. Repairs Completed Within 20 Days: 100%. First Time Fix Rate: 94%. Repair Appointments Kept: 99% Outstanding Jobs: 17 Properties with Valid LGSR: (per Apex report) Complaints: 1, missed appointment, Tenant compensated.	Note
5	<u>Resident feedback on Sureserve/Gas works</u> No comments	

6	<p><u>Voids Performance</u></p> <p><u>September</u></p> <p>18 voids returned.</p> <p>11 of 18 returned within 10-day target.</p> <p>Average turnaround time: 13 days</p> <p>10 voids post-inspected.</p> <p>Average score: 87% (target: 81%).</p> <p>5 resident's inspections</p> <p>AV Very busy month and staff shortages both Axis and SEH. Standards of voids had been poor, and this has now been addressed.</p> <p>PD In context 91 Active voids, 21 were Alet, the others are 4 ex sheltered, 12 structural, 1 fire, 2 to be sold, 16 decants, leaving 35 with contractor.</p>	Note
7	<p><u>Resident feedback on voids</u></p> <p>BA Sam is now able to conduct inspections on her own but would like to inspect with RB SEH.</p> <p>PD Agreed for Sam & Bob to attend inspections with surveyor and arrange for both to attend void progress inspections through the stages. Other resident inspectors can also attend. Will arrange a morning to do this.</p>	Note PD
8	<p><u>Axis Repairs performance</u></p> <p><u>September</u></p> <p>Report attached to minutes</p> <p>Resident Satisfaction: 93%.</p> <p>Emergency Repairs in target: 95%</p> <p>Routine Repairs in target: 68%</p> <p>Urgent Repairs in target: 67%</p> <p>All repairs in target: 77%</p> <p>% of jobs over 28 days: 62%</p> <p>1st Time fix rate: 89%</p> <p>PD Repairs performance is being actioned, and we are implementing a partnership working with Axis and FFT and should see improvements by end of the month. Any changes, we will keep you updated. We do discuss repairs in weekly meeting and 2 weekly strategic meeting, so we are making changes.</p>	Note

9	<p><u>Resident feedback on Axis Repairs</u></p> <p>BA Now we are coming into winter months, has anyone attended 33 Barrington's?</p> <p>MF We have only overhauled windows.</p> <p>BA Will speak to resident and update PD and Axis can the attend and assess.</p> <p>MF will be attending complaints panel and attends joint complaints meeting with SEH.</p> <p>PD Complaints manager now attends weekly WIP meeting</p>	<p>Note</p> <p>BA</p>
10	<p><u>Contact centre Stats</u></p> <p><u>September</u></p> <p>PCA (Percentage of Calls Answered): 57%.</p> <p>Calls Offered: 2,508.</p> <p>Calls Answered: 1,989</p> <p>Abandoned After Message: 19%.</p> <p>MF Very busy last few days, over 100 jobs raised daily.</p>	<p>Note</p>
11	<p><u>Corporate Social Responsibility Update</u></p> <p>MF Joint project with Sarah Gallager at Chaucer House. Pallets made in to seating area. We were conducting estate days but due to the weather it was agreed that this will be postponed until Easter. There is a project after Christmas, we are waiting for the details.</p>	<p>Note</p>
12	<p><u>Any other Business</u></p> <p>FC to update on disrepairs PD to update on D&M stats</p> <p>BA D&M box to be added to inspection sheets</p>	<p>FC PD</p> <p>PD</p>
13	<p><u>Date of next meeting</u></p> <p>November 2025</p>	

Actions from Meeting

Disrepair & D&M data for next meeting	
Resident inspectors to attend void progress with PD	
Sam to attend inspections Ross	
Carol Campbell to attend next meeting	