

## Repairs Focus Group

Tuesday 18<sup>th</sup> November 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
	Keith Ducker	KD	Resident
	Diane Nicholls	DN	Resident
	Matt Foulger	MF	Axis
	Anthony Vidal	AV	Axis

		Action
1	<b><u>Welcome</u></b>	
2	<b><u>Apologies</u></b> WL, WW, SR	
3	<b><u>Minutes of last Meeting</u></b> Agreed Send minutes to Diane.	FC
4	<b><u>Sureserve Gas Contract – Performance October</u></b> <b>Emergency Response Rate: 100%.</b> <b>Repairs Completed Within 20 Days: 100%.</b> <b>First Time Fix Rate: 93%.</b> <b>Repair Appointments Kept: 99%</b> <b>Outstanding Jobs: 22</b> <b>Properties with Valid LGSR: (per Apex report)</b> <b>Complaints: 1, Tenant felt that it was too long to wait for repair</b>	Note
5	<b><u>Resident feedback on Sureserve/Gas works</u></b> No comments	



9	<p><b><u>Resident feedback on Axis Repairs</u></b></p> <p>KD Can we have information relating to appointments kept, missed appointments and reasons.</p> <p>MF Will send out separately for October and FC can send with minutes</p> <p>BA Will speak to resident and update PD and Axis can then attend and assess. 33 Barrington's</p>	Note  MF BA
10	<p><b><u>Contact centre Stats</u></b></p> <p><b><u>October</u></b></p> <p>PCA (Percentage of Calls Answered): 60%.</p> <p><b>Calls Offered: 2,447.</b></p> <p><b>Calls Answered: 2,126</b></p> <p><b>Abandoned After Message: 12%.</b></p>	Note
11	<p><b><u>Corporate Social Responsibility Update</u></b></p> <p>MF Donating vouchers for Christmas raffles. Projects to start again in April 2026</p>	Note
12	<p><b><u>DMC &amp; Disrepair</u></b></p> <p>Since April 283 DMC surveys have been conducted, 218 in target and remaining 65 are due to staff shortages or no access from tenant.</p> <p>76 active disrepair cases 6 Closed in October 6 New cases in October</p> <p>We have new DMC team leader which will improve stats and allow residents to have copies of safety culture reports for their property.</p> <p>PD I have trained with the contact centre on how to categorise DMC, and between us and Axis all areas will be covered and no opportunity to miss anything.</p>	Note
13	<p><b><u>Any other Business</u></b></p> <p>None</p>	
14	<p><b><u>Date of next meeting</u></b></p> <p>Meeting to resume on 16<sup>th</sup> January 2026</p>	Note

**Actions from Meeting (to be completed in meeting)**

Axis to provide missed appointment info	
Resident inspectors to attend void progress with PD. This will now be in the new year	