

Repairs Focus Group

Tuesday 20th January 2026

Minutes of Meeting

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

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> WL, WW, SM	
3	<u>Minutes of last Meeting</u> Agreed	Note
4	<u>Sureserve Gas Contract – Performance</u> <u>December</u> Emergency Response Rate: 100%. Repairs Completed Within 20 Days: 97%. First Time Fix Rate: 92%. Repair Appointments Kept: 99% Outstanding Jobs: 38 Properties with Valid LGSR: (per Apex report) Complaints: 3	Note
5	<u>Resident feedback on Sureserve/Gas works</u> KD Can we not have uniform wireless room stats to help with FTF rates DW Unfortunately with companies bringing out new variations every few years it is difficult to stay on top of. We are improving van stock to help stay on top of issue.	Note
6	<u>Voids Performance</u> <u>December</u>	

	<p><u>Excluding majors, NOMS & Homeless</u> 23 voids returned 23 returned within target. Average turnaround time: 14 days 5 voids post-inspected. Figure low due to staff leave Average score: 76% (target: 81%). 0 resident's inspections</p>	Note
7	<p><u>Resident feedback on voids</u></p> <p>BA No residents' inspections for December and have not yet received any of January.</p> <p>PD As of yesterday we have a final agreement in place of working arrangements with Axis and reshuffle. This has added to delays for January inspections being issued.</p> <p>AV Will send void inspections to BA, starting next week 26/1.</p> <p>PD Agreed for Sam & Bob to attend inspections with surveyor and arrange for both to attend void progress inspections through the stages. This is booked for 3/2/26. I will contact RB void inspector to arrange with Sam, separate visits to voids.</p> <p>BA Void attended in November was a failure because when toilet flushed the water backed up and almost overflowed. Why was this not picked up by Axis before sending to me for inspection. Property was 86 Malvern</p> <p>AV Will investigate reason the above was missed.</p>	Note Note Note Note
8	<p><u>Axis Repairs performance</u></p> <p><u>December</u> Resident Satisfaction: 88%. Emergency Repairs in target: 92% Routine Repairs in target: 77% Urgent Repairs in target: 84% All repairs in target: 83% % of jobs over 28 days: 71% 1st Time fix rate: 88% <u>FTF Failures</u> 7% New windows 5% More time needed 1% Materials 1% Other <u>Resident dissatisfaction</u> – 10 Negative – 9 due to wait times & 1 – wanted new bathroom not repairs 565 – surveys sent out to residents – 93 returned responses MF – Lots of recruitment in call centre and training complete. We are not collecting data on short term calls, so if tenant hangs up within 10 seconds it is not registered on stats. We are looking on how we can increase return rate on surveys</p>	Note Note
9	<p><u>Resident feedback on Axis Repairs</u></p> <p>KD, I have tried to respond via text to survey but the messages keep getting sent back. This has now happened twice. Also, appointment times on text messages are midnight to midnight.</p> <p>SR Resident mentioned appointment time in text message and that they received appointment text the day after the scheduled appointment.</p> <p>PD MF needs to check IT systems and make sure surveys and appointment messages</p>	Note MF

	are being sent correctly. BA Will speak to resident and update PD and Axis can then attend and assess. 33 Barrington's	
10	<u>Contact centre Stats</u> December PCA (Percentage of Calls Answered): 70%. Calls Offered : 2,096 Calls Answered : 1,914 Abandoned After Message : 8%.	Note
11	<u>Corporate Social Responsibility Update</u> MF Donated Christmas trees and chocolates for children at open day events. Projects to start again in April 2026. Dates will be confirmed hopefully next meeting. SR Some months ago Axis was to provide an open day for 16- to 18-year-olds, which are interested in trade jobs, but this did not happen MF The event was cancelled the day before due to low demand. Now looking at next year apprenticeships and Queensway youth group. SR Have contacts with schools to help promote apprentice days for school and college students. Will discuss with Matt.	Note
12	<u>DMC & Disrepair</u> December Live 33 Cases 65 Out of target 12 but all properties visited within target 68 active disrepair cases 7 Closed 2 New	Note
13	<u>Any other Business</u> None	
14	<u>Date of next meeting</u> Meeting to resume on 17 th February 2026. KW to lead next meeting	Note

Actions from Meeting (to be completed in meeting)

Axis to provide update on cooperate social responsibility	
Resident inspectors to attend void progress with PD. 3 rd February	
Axis to send BA void resident inspections	