

Repairs Focus Group

Tuesday 17th February 2026

Minutes of Meeting

Attendance:

Francesca Capes	FC	South Essex Homes
Keith Wortley	KW	South Essex Homes
Wendy Lane	WL	South Essex Homes
Dean Wortley	DW	Sureserve
Peter Freeman	PF	Sureserve
Bob Ayriss	BA	Resident
Keith Ducker	KD	Resident
Sam Goodbourn	SG	Resident
Matt Foulger	MF	Axis
Anthony Vidal	AV	Axis

		Action
1	<u>Welcome:</u>	
2	<u>Apologies:</u> PD	
3	<u>Minutes of last Meeting:</u> Agreed	Note
4	<u>Sureserve Gas Contract – Performance:</u> <u>January</u> DW Will send stats next week as there was confusion over the dates of meeting.	DW
5	<u>Resident feedback on Sureserve/Gas works:</u> No feedback	Note
6	<u>Voids Performance:</u> <u>January: Excluding majors, NOMS & Homeless:</u> 36 voids returned 8 returned within target. Average turnaround time: 17 days 30 voids post-inspected. Average score: 81% (target: 81%). 5 resident's inspections, 1 fail due to clean	Note

7	<p><u>Resident feedback on voids:</u></p> <p>BA Inspected 5 and 1 failed due to cleanliness which is an issue in a few others. Due to using two contractors, the stats should be separate so the scores can reflect each contractor to make it fair. Also, a property at Bradfordbury was open.</p> <p>AV We had two properties that left open on the same day. That morning there were a lot of people onsite coming and going so we were unable to track who was responsible. It was left open for a limited time.</p> <p>SG We had arranged to attend some void properties with Paul, but we had not had any arranged times right up until the day before we were due to meet Paul. BA did receive an email with a list of properties but with no context. We had left a day free to attend and was unable to make any other arrangements. We need a fixed time, date, and place, as it is not possible to rearrange appointments last minute to accommodate.</p> <p>KW Will discuss above with Paul to arrange</p> <p>KW We have met this week with contractors onsite to work together to improve void standards and turnaround times. Changes both internally and externally.</p> <p>BA There has been an improvement on voids recently</p>	<p>Note</p> <p>Note</p> <p>Note</p> <p>KW/PD</p> <p>Note</p> <p>Note</p>
8	<p><u>Axis Repairs performance</u></p> <p><u>January</u></p> <p>Resident Satisfaction: 92%.</p> <p>Emergency Repairs in target: 93%</p> <p>Routine Repairs in target: 60%</p> <p>Urgent Repairs in target: 55%</p> <p>All repairs in target: 71%</p> <p>% of jobs over 28 days: 45%</p> <p>MF We have senior meeting tomorrow with SEH and a plan to propose to them to make improvements over the next few months. Once signed off and agreed, will share plans next meeting. We have a backlog, but a recovery plan is in place to bring us back in target. A big drop in production due to Christmas shutdown and backlog and will be corrected over next few weeks.</p>	<p>Note</p>
9	<p><u>Resident feedback on Axis Repairs</u></p> <p>KD Still text message issue</p> <p>MF Text should now get an open allocation but with period unless roofing issue but will check.</p> <p>BA Within Barringtons a lot of properties reporting no hot water, dating back some years from when rewire was completed.</p>	<p>Note</p> <p>MF</p> <p>Note</p>

	<p>MF This is possibly timers failing. Tenancy to issue a letter to all of Barrington's asking them to raise a repair if they have issues with heating or hot water</p> <p>BA Will speak to resident and update PD and Axis can the attend and assess. 33 Barrington's</p>	MF
10	<p><u>Contact centre Stats</u></p> <p><u>January</u></p> <p>PCA (Percentage of Calls Answered): 60%.</p> <p>Calls Offered: 2,793</p> <p>Calls Answered: 2,311</p> <p>Abandoned After Message: 16%.</p>	Note
11	<p><u>Corporate Social Responsibility Update</u></p> <p>MF Attending Sandpiper next week on joint project with Sarah Gallager, to clean up and remove sheds</p> <p>SG School Info passed over to matt to help promote the apprenticeship</p> <p>MF We have had contact from several schools regarding apprenticeships and are currently discussing this further.</p>	Note
12	<p><u>DMC & Disrepair</u></p> <p><u>January</u></p> <p>Live 484 Cases 19 72 active disrepair cases 3 Closed 7 New</p>	Note
13	<p><u>Any other Business</u></p> <p>None</p>	
14	<p><u>Date of next meeting</u></p> <p>17th March 2026</p>	Note

Actions from Meeting (to be completed in meeting)

Resident inspectors to attend void progress with PD.	
Repairs improvement plan	
Sureserve to send stats	