

Resident Panel for Improvements

Friday 28th November 2025

Minutes of Meeting

Attendance:

Resident	(DN)	Resident Member
Resident	(SG)	Resident Member
Resident	(AB)	Resident Member
Resident	(BA)	Resident Member
Resident	(JM)	Resident Member
Resident	(CC)	Resident Member
Resident	(MM)	Resident Member
Sam Elliott	(SE)	Inspection and Continuous Improvement Manager
Paul Davey	(PD)	Housing Maintenance Manager
Mike Bryant	(MB)	Property Services Manager – Compliance

		Action
1	<u>Welcome</u>	
	Sam Elliott opened the meeting and welcomed all attendees.	
2	<u>Apologies</u>	
	Apologies received from 3 residents.	
3	<u>Minutes of last Meeting</u>	
	The minutes from the previous meeting were agreed as a true and accurate record.	
4	<u>Matters Arising</u>	
	<p>BA clarified that URLs must be used in text messages, as QR codes cannot be scanned easily from a phone. QR codes may still be included in emails or printed materials – SE confirmed relevant officers have been made aware – complete.</p> <p>Void garden standard was shared following last meeting – complete.</p> <p>Damp, mould and condensation (DMC) service standard was updated significantly following last meeting and shared with members – no further comments received – complete.</p> <p>A discussion took place regarding the DMC policy and requirement for this to be in resident friendly language. SE explained these are corporate policies and service standards and additional resident friendly documents are produced in order for the information to be accessible to residents. SE acknowledged SG's concerns and agreed to raise this with the Executive Management Team.</p> <p>PD agreed to change wording in DMC Policy from 'older people' to 'people with health conditions or vulnerabilities'.</p>	<p>SE</p> <p>PD</p>

	SG suggested further amendments for consideration, SE and PD to work through and provide update to members.	SE/PD
5	<u>Repairs and Maintenance</u>	
	<p>PD advised that since the policy was circulated to members, additional content has been added. This includes a new requirement, in line with Ombudsman guidance, confirming that temporary accommodation will be provided where a repair presents a significant health and safety risk.</p> <p>Residents raised concerns about delays in kitchen and bathroom renewals, ongoing backlogs in repair completion, slow emergency response times from Axis, and communication issues between contractors and residents. PD explained that major works are dependent on available budgets and planned programmes, which can affect timescales.</p> <p>PD also confirmed that emergency repairs should be attended within two hours and advised that a reminder will be issued to Axis to reinforce this requirement.</p> <p>Agreed due to changes a further two weeks to be provided to members for comments. SE to send to members.</p> <p>Members requested development of contractor behaviour standards covering areas such as parking, access, and communication. MM advised he was contacted by a contractor working for Axis asking if and where parking would be available on his estate.</p> <p>PD advised contractors should not be contact residents for this purpose, they have access to permits. Will send an email to Axis requesting reminder sent to their staff.</p> <p>PD agreed to look at a contractor service standard to be provided to residents, standards are outlined in the repairs contract. Agreed to add to future focus for group.</p> <p>BA advised under the repair responsibilities, residents with a wet room are not permitted to change the bulb in their bathrooms.</p> <p>PD to update responsibility table.</p> <p>CC clarified responsibility for sheltered housing residents to change fuses.</p> <p>PD confirmed the responsibility table sets out who is responsible, under fuses SEH is responsible where a resident is OAP or disabled.</p> <p>BA suggested making clear within the service standard that damage to external doors i.e. forced entry will be recharged to residents.</p> <p>PD to update service standard.</p> <p>A discussion took place regarding issues with bleeding radiators with a combination boiler, leading to reduced pressure within the boiler requiring a call out from SEH.</p> <p>PD agreed to update responsibility table to clarify where it is appropriate for residents to bleed radiators themselves and when to contact SEH.</p> <p>Members agreed the repair responsibility breakdown is useful and discussion took place regarding handbook for residents containing useful information across all service areas. SE confirmed this is being looked into.</p> <p>MM clarified garden maintenance responsibility as states residents responsibility, however needs to clearly state communal gardens as SEH responsibility.</p>	<p>PD</p> <p>SE</p> <p>PD</p> <p>PD</p> <p>PD</p> <p>PD</p> <p>PD</p> <p>PD</p> <p>PD</p> <p>PD</p>

	<p>PD to amend responsibility table.</p> <p>SG queried residents responsibility of fences as where they are unable to afford a new fence it could cause ASB issues between neighbours.</p> <p>PD confirmed this has been experienced in the past however there is no budget available for fences to be installed between properties. SEH have access to maps which clearly state who is responsible for the fence.</p> <p>A discussion took place regarding responsibility for fences and out building installed by previous residents. PD confirmed as part of the viewing and lettings process, residents assume responsibility for anything provided by the previous resident.</p> <p>SG queried residents responsibility for double glazing where a window has blown or where vandalism has occurred.</p> <p>PD confirmed this would be SEH responsibility, for vandalism a crime reference number would be required. PD to update the responsibility table.</p> <p>BA queried decoration allowance being included.</p> <p>PD confirmed this will be removed from the responsibility table as the redecoration scheme is no longer available due to budget constraints.</p> <p>Members agreed the following repair performance to be reported:</p> <ul style="list-style-type: none"> • Satisfaction of repairs completed • Amount of emergency, urgent and routine repairs raised against how many completed in target time • First time fix rate • Kept appointments • Upheld complaints made relating to repairs <p>SE and PD to update documents and SE to send to group providing 2 weeks for further comments.</p>	<p>PD</p> <p>PD</p> <p>PD</p> <p>SE</p>
6	<p><u>Health and Safety Compliance Service Standards</u></p>	
	<p><u>Asbestos Management</u></p> <p>Members highlighted confusion where asbestos was shown on records but not visible in properties i.e. bath panel where no bath in property.</p> <p>MB explained during sign up residents should be made aware of any asbestos, the system SEH use to record asbestos may not have been updated in this case to reflect the bath has been removed. All operatives will have had asbestos awareness training and will know what to look for.</p> <p>MB to include residents to be informed of asbestos during sign up within service standard.</p> <p>MB to work with relevant teams to ensure process of updating information is accurate and consistent.</p> <p>MB further explained a number of the surveys are quite old on the premise that it doesn't really change just the condition can change. In communal areas there will be annual inspections, we don't currently have a programme for reinspection within individual properties. Advised all void properties which have an asbestos survey older than 10 years will be inspected from April 2026.</p> <p>DN asked if this would affect void turnaround times.</p> <p>MB confirmed conducting the survey wouldn't impact turnaround times however if asbestos was found it would need to be removed which could have an impact.</p> <p>Performance agreed:</p>	<p>MB</p> <p>MB</p>

	<ul style="list-style-type: none"> • 100% of properties built before 2000 have an asbestos survey • Annual review of asbestos management plan. • Emergency response within 4 hours of fibre release <p><u>Passenger Lifts</u></p> <p>MB advised due to issues with contractors providing the lift maintenance service, a new contractor has been procedure and will be in place from 5th December.</p> <p>Members requested the response time for a lift breakdown to be included within service standard (4 hours). Also further clarification about what the timeframe means and at what stage they will be informed if there are delays.</p> <p>MB to update service standard.</p> <p>DN requested information relating to someone getting trapped in a lift to be expanded upon.</p> <p>MB to update to include call button within lift goes through to a call monitoring centre and emergency services will be requested.</p> <p>BA suggested making it clear about SEH providing support only where there are major lift outages.</p> <p>MB to reflect in service standard.</p> <p>Performance agreed:</p> <ul style="list-style-type: none"> • 100% lifts have valid 6 monthly inspection • Emergency lift failures responded to within 4 hours • Planned maintenance completed within agreed timescales • Lifts risk assessments reviewed annually (or after significant changes) <p><u>Water hygiene</u></p> <p>Members asked for clarity in service standard for residents in different types of properties should expect.</p> <p>MB to update service standard.</p> <p>MB clarified that the standard mainly relates to sheltered as general needs are at less risk due to age and vulnerability. Also higher likely of water flow within a general needs property.</p> <p>BA suggested tower blocks be added to the checks due to flooding issues. Boiler temperatures are changed by contractor which leads to overheating and flooding.</p> <p>MB advised water temperature checks on the water tanks within tower blocks. Agreed to ensure contractors are aware of potential issue of flooding as a result of changing the temperatures and to consider whether additional checks are feasible.</p> <p>Performance agreed:</p> <ul style="list-style-type: none"> • Legionella risk assessment every 2 years • Temperature monitoring monthly in sheltered part 2 • Immediate response to contamination reports <p><u>Gas</u></p> <p>SG raised issues of access for gas safety checks.</p> <p>SE explained it is a legal requirement and SEH obtain injunctions through the courts to gain access.</p> <p>MB to include this is a legal requirement within the service standard.</p> <p>BA questioned whether information relating to gas is required to be kept for 2 years.</p> <p>MB confirmed it is a legal requirement and that SEH holds this information for a much longer timeframe.</p>	<p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p> <p>MB</p>
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	<p>SG suggested all service standards to include provision of temporary accommodation in the event of a significant H&S risk.</p> <p>MB to update all service standards to reflect this.</p> <p>Performance agreed:</p> <ul style="list-style-type: none"> • 100% of properties have annual gas safety check • Gas safety certificates issues to residents within 28 days • Urgent gas hazards made safe within 24 hours <p><u>Fire</u></p> <p>BA requested information relating to servicing and maintenance of fire alarms, emergency lighting, fire doors, sprinklers, extinguishers, dry risers, automatic opening vents and other fire safety systems within performance.</p> <p>MB advised this will be possible and to provide details to be included in the quarterly reports to residents.</p> <p>Performance agreed:</p> <ul style="list-style-type: none"> • 100% of communal areas have a valid Fire Risk Assessment (FRA) <ul style="list-style-type: none"> ○ Six-monthly FRA review for high risk and hostels ○ Annual FRA reviews for sheltered and medium rise buildings ○ 18-monthly reviews for low rise buildings ○ Or after significant changes • Urgent fire safety hazards mitigated within 24 hours • Smoke alarms are installed on every storey and tested annually • Servicing and maintenance performance (as above) <p><u>Electrical</u></p> <p>SG asked if there is a requirement to keep electrical certificates for 2 years.</p> <p>MB confirmed there are no requirements, however SEH keep this information on their systems longer than 2 years.</p> <p>BA raised concerns about contractors carrying out electrical rewiring are the ones who carry out checks to sign them off. Aware of issue with rewire and feel they should be quality checked by another company.</p> <p>MB advised SEH responsibility to ensure a percentage of post inspections are carried out, the contractor carrying out the work will sign the works off to confirm it is safe and would ask residents to report any issues so that SEH can investigate. Agreed to discuss individual case after the meeting.</p> <p>SE advised SEH are in the process of procuring third party quality assurance checks for works.</p> <p>SG requested clarity under performance and whether remedial works should be completed in 28 calendar days, also the year for regulations to be included.</p> <p>MB to update the service standard accordingly.</p> <p>Performance agreed:</p> <ul style="list-style-type: none"> • 100% of homes have a valid EICR within 5 years • Urgent hazards made safe within 24 hours • Remedial work completed within 28 calendar days 	<p>MB</p> <p>MB</p> <p>MB</p>
7	<p><u>Review Name of Group</u></p>	
	<p>SE suggested that as residents have expressed they do not want to be referred to as customers, the group may wish to reconsider their name.</p> <p>Members agreed Resident Panel for Improvements (RPI).</p>	

8	<u>Any Other Business</u>	
	<p>SE provided the group with an example of a performance report which has been taken directly from our performance management system.</p> <p>Members agreed it is in a clear format but would benefit from a glossary and make the target wording more resident friendly.</p> <p>SE to amend and include on the website on a quarterly basis.</p>	
8	<u>Focus of Future Meetings</u>	
	<p>Next meeting:</p> <ul style="list-style-type: none"> Update on new data systems, how they are chosen and how they integrate. <p>SE to request Dan Lyons/Dave Chidgey to attend.</p> <p>Future meetings:</p> <ul style="list-style-type: none"> Repairs Service Improvement Plan update Repair customer journey mapping update Contractor behaviour service standard 	SE
9	<u>Date of next meeting</u>	
	Thursday 29 th January 2026, 2pm in Civic Centre, Committee Room 3.	

Key Outcomes from Meeting (to be completed in meeting)

Repair service standard performance agreed.
 Health and safety compliance service standards and performance sharing agreed with amendments.
 Service standard performance template agreed for sharing quarterly with residents.

For Resident Engagement – You Said, We Did uploaded