

## Repairs Focus Group

Tuesday 17<sup>th</sup> March 2026

### Minutes of Meeting

Attendance:

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 Goodbourn	SG	Resident
Matt Foulger	MF	Axis
Anthony Vidal	AV	Axis

		Action
1	<b><u>Welcome</u></b>	
2	<b><u>Apologies</u></b> PD, SM, WL	
3	<b><u>Minutes of last Meeting</u></b>  Agreed	Note
4	<b><u>Sureserve Gas Contract – Performance</u></b>  <b><u>January</u></b>  DW These are stats for January, will send February after meeting on Thursday.  <b>Emergency Response Rate: 100%.</b>  <b>Repairs Completed Within 20 Days: 98%.</b>  <b>First Time Fix Rate: 92%.</b>  <b>Repair Appointments Kept: 99%</b>  <b>Outstanding Jobs: 64</b>  <b>Properties with Valid LGSR: (per Apex report)</b>  <b>Complaints: 3</b>	DW

5	<p><b><u>Resident feedback on Sureserve/Gas works</u></b></p> <p>No feedback</p>	Note
6	<p><b><u>Voids Performance</u></b></p> <p><b><u>January</u></b></p> <p><b><u>Excluding majors, NOMS &amp; Homeless</u></b></p> <p>13 voids returned</p> <p>6 returned within target.</p> <p><b>Average turnaround time: 18 days</b></p> <p>15 voids post-inspected.</p> <p><b>Average score: 85%</b> (target: 81%).</p> <p>6 resident's inspections, 2 fail due to clean</p> <p>AV The voids are not out of target as they have EOT on them. We are still in process of making improvements to voids.</p>	Note
7	<p><b><u>Resident feedback on voids</u></b></p> <p>BA Stats only show 4 inspections for February, but I carried out 6</p> <p>SG How do we make sure information is correct for inspection?</p> <p>KW Will look into why information is different on spreadsheet.</p> <p>KD The board have requested more resident inspectors are required</p> <p>KW Will arrange appointment with Paul once new inspectors are confirmed and go through the void process stages onsite.</p>	<p>Note</p> <p>KW/PD</p> <p>KW/PD</p>
8	<p><b><u>Axis Repairs performance</u></b></p> <p><b><u>February</u></b></p> <p><b>Resident Satisfaction: 100%.</b></p> <p><b>Emergency Repairs in target: 94%</b></p> <p><b>Routine Repairs in target: 70%</b></p> <p><b>Urgent Repairs in target: 60%</b></p> <p><b>All repairs in target: 76%</b></p> <p><b>% of jobs over 28 days: 50%</b></p> <p>MF We are working on the overdue repairs and target is to complete over the next 3 months, so by June they will be complete.</p>	<p>Note</p> <p>Note</p>

9	<p><b><u>Resident feedback on Axis Repairs</u></b></p> <p>SG Why is the resident satisfaction 100%</p> <p>MF Out of 581 surveys sent out we only had 28 response and that is only 4% response rate. We contractually have a target of 20%. The Comms team are going to be promoting in June, resident feedback surveys and offering possible incentives.</p>	<p>Note</p> <p>MF</p>
10	<p><b><u>Contact centre Stats</u></b></p> <p><b><u>February</u></b></p> <p>PCA (<b>Percentage of Calls Answered</b>): 40%.</p> <p><b>Calls Offered: 2,538</b></p> <p><b>Calls Answered: 1,974</b></p> <p><b>Abandoned After Message: 22%.</b></p>	<p>Note</p>
11	<p><b><u>Corporate Social Responsibility Update</u></b></p> <p>MF We cleared a shed within communal area at Townsfield and removed shed from Sandpiper. In April we are starting project at Chauser house, with details to be confirmed. We have had pupils apply for work experience with our trades contractors and looking to start promoting apprenticeships for September.</p>	<p>Note</p>
12	<p><b><u>DMC &amp; Disrepair</u></b></p> <p><b><u>February</u></b></p> <p><u>DMC</u> Live 484 Cases 19</p> <p><u>Disrepair</u> 58 active disrepair cases 15 Closed 4 New</p>	<p>Note</p>
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>21<sup>st</sup> April 2026</p>	<p>Note</p>

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

More resident inspectors to be trained	
Resident inspectors to attend void progress with PD.	
Repairs improvement plan	
Sureserve to send stats	