

Repairs Focus Group

Tuesday 21st April 2026

Minutes of Meeting

Attendance:

Francesca Capes	FC	South Essex Homes
Paul Davey	PD	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> WL, KW	
3	<u>Minutes of last Meeting</u> Agreed	Note
4	<u>Sureserve Gas Contract – Performance</u> <u>March</u> Emergency Response Rate: 100%. Repairs Completed Within 20 Days: 89%. First Time Fix Rate: 95%. Repair Appointments Kept: 99% Outstanding Jobs: 180 Properties with Valid LGSR: (per Apex report)	Note

	<p>Complaints: 0</p> <p>DW 3 failures due to staff sickness and we needed to prioritise servicing so that was reason for cancelling 3 jobs. Good month overall.</p> <p>End of year KPI was 92%</p>	
5	<p><u>Resident feedback on Sureserve/Gas works</u></p> <p>No feedback</p>	Note
6	<p><u>Voids Performance</u></p> <p><u>March</u></p> <p><u>Excluding majors, NOMS & Homeless</u></p> <p>17 voids returned</p> <p>1 returned within target.</p> <p>Average turnaround time: 17 days</p> <p>17 voids post-inspected.</p> <p>Average score: 84% (target: 81%).</p> <p>7 resident's inspections</p> <p>Stats for the year summary 24/25, sent with minutes.</p> <p>PD We had a trial on voids to try and minimise the amount of time going back to properties, however this turned out to not be cost affective and added to delays. We have now reverted to lettable standard.</p>	Note
7	<p><u>Resident feedback on voids</u></p> <p>BA There was a failure at Kestrel because the oven and cooker were disconnected. These need to be working before I attend.</p> <p>PD Will speak to void team regarding sheltered appliances working before resident void inspection is conducted</p>	Note PD
8	<p><u>Axis Repairs performance</u></p> <p><u>March</u></p> <p>Resident Satisfaction: 91%.</p> <p>Emergency Repairs in target: 96%</p> <p>Routine Repairs in target: 66%</p> <p>Urgent Repairs in target: 51%</p>	Note

	<p>All repairs in target: 72%</p> <p>% of jobs over 28 days: 51%</p> <p>MF We are working on the overdue repairs and target is to complete by end of June set by SHE. We are also getting approval from SEH on deescalating repairs. End of year targets were out of target but through July and August we will be able to show a steady maintained on repairs and that we have enough staff and resources to over the workload.</p>	Note
9	<p><u>Resident feedback on Axis Repairs</u></p> <p>No feedback</p>	Note
10	<p><u>Contact centre Stats</u></p> <p><u>March</u></p> <p>Stats unavailable</p> <p>BA Call waiting time was over 8 minutes</p> <p>PD to address with Wendy on her return from leave, although new staff members have been recruited.</p>	Note PD
11	<p><u>Corporate Social Responsibility Update</u></p> <p>MF We attend Chaucer house last week to install plants and benches. We have recruited a new social value representative, will have better update soon.</p>	Note
12	<p><u>DMC & Disrepair</u></p> <p><u>March</u></p> <p><u>DMC</u> Live 613 Cases 4</p> <p><u>Disrepair</u> 57 active disrepair cases 2 Closed 6 New</p>	Note
13	<p><u>Any other Business</u></p> <p>None</p>	
14	<p><u>Date of next meeting</u> 19th May 2026</p>	Note