

Repairs Focus Group

Tuesday 19th May 2026

Minutes of Meeting

Attendance:

Paul Davey	PD	South Essex Homes
Dean Wortley	DW	Sureserve
Peter Freeman	PF	Sureserve
Keith Ducker	KD	Resident
Matt Foulger	MF	Axis
Anthony Vidal	AV	Axis

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> BA, FC, SG	
3	<u>Minutes of last Meeting</u> Agreed	Note
4	<u>Sureserve Gas Contract – Performance</u> <u>April</u> Emergency Response Rate: 99%. Repairs Completed Within 20 Days: 95%. First Time Fix Rate: 95%. Repair Appointments Kept: 99% Outstanding Jobs: 141 Properties with Valid LGSR: (per Apex report) Complaints: 1	Note

	<p>Electrical Plug on the side with warning 'Do not use' label. Bare wiring laying inside a cupboard. 3 photos to show the problems.</p> <p>■ Elm Cottages Wetroom/bathroom dirty. 1 failure WC bowl needed cleaning. 1 failure Radiator was not fixed on wall just leaning against it. 2 failure Lounge radiator was not fixed on wall just leaning against it. Bedroom radiator was not fixed on wall just leaning against it. All radiators in the home were off the wall. Mould on window frame. 2 photos to show problems</p> <p>AV I looked into the electrical issues raised in today's meeting The plug with the do not use sticker on and the cable was for the oven and hob that was being changed by a third party before the new tenant was moving in</p> <p>PD resident inspections on voids to be discussed with void surveyor and Axis for update at next meeting</p> <p>KD There were a small number of resident inspections recently</p> <p>AV This is because the voids were going to another contractor and we did not have voids for inspections</p> <p>KD If another contractor is conducting void works then these still need to be resident inspected.</p>	<p>Note</p> <p>PD</p> <p>Note</p>
8	<p><u>Axis Repairs performance</u></p> <p><u>April</u></p> <p>Resident Satisfaction: waiting for numbers%.</p> <p>Emergency Repairs in target: 95%</p> <p>Routine Repairs in target: 73%</p> <p>Urgent Repairs in target: 69%</p> <p>All repairs in target: 79%</p> <p>% of jobs over 28 days: 46%</p> <p>PD Calls abandoned data needs number of calls as well as percentage</p> <p>MF A recovery plan in place to get the figures up, this month is concentrating on emergencies and attending within 5 days</p>	<p>Note</p> <p>MF</p> <p>Note</p>
9	<p><u>Resident feedback on Axis Repairs</u></p> <p>KD requested that the missed calls should be listed and reason why. This was always part of your report and could this be reported as a number not a percentage.</p> <p>MF said he would add to sheet</p>	<p>MF</p>

10	<p><u>Contact centre Stats</u></p> <p><u>April</u></p> <p>PCA 64.13% Calls offered 2111 Calls answered 1725 Abandoned after message 18.09%</p>	Note
11	<p><u>Corporate Social Responsibility Update</u></p> <p>MF Shed was built at Nicholson, and we are attending next week to finish second shed. We have workshops and open days planned with Sarah Gallagher. Estate days in July volunteering.</p>	Note
12	<p><u>DMC & Disrepair</u></p> <p><u>April</u></p> <p><u>DMC</u> DMC Inspections 4 Live Cases 6</p> <p><u>Disrepair</u> 57 active disrepair cases 2 Closed 5 New</p>	Note
13	<p><u>Any other Business</u></p> <p>PD An out of hour call to Axis regarding block chute and was told by Axis it is not their responsibility. Matt to look in to and make staff aware.</p> <p>MF Call raised Sunday, passed to operative, and attended same evening.</p>	MF
14	<p><u>Date of next meeting</u></p> <p>16th June 2026</p>	Note

Actions from Meeting (to be completed in meeting)

New void process	
Meeting to discuss void resident inspection	
Repairs improvement plan	
Call data breakdown for Axis	