

Repairs Focus Group

Tuesday 16th June 2026

Minutes of Meeting

Attendance:

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

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> FC, PD	
3	<u>Minutes of last Meeting</u> Agreed	Note
4	<u>Sureserve Gas Contract – Performance</u> <u>May</u> Emergency Response Rate: 100%. Repairs Completed Within 20 Days: 97%. First Time Fix Rate: 90%. Repair Appointments Kept: 99% Outstanding Jobs: 40 Properties with Valid LGSR: (per Apex report) Complaints: 2	Note
5	<u>Resident feedback on Sureserve/Gas works</u> KD I have never been asked to carry out survey	

	DW Will look in to and report back next month	DW
6	<p><u>Voids Performance</u></p> <p><u>May Excluding majors, NOMS & Homeless</u></p> <p>12 voids returned</p> <p>4 returned within target.</p> <p>Average turnaround time: 12 days</p> <p>5 resident's inspections – 3 passed</p>	Note
7	<p><u>Resident feedback on voids</u></p> <p>BA These inspections are two contractors, and this looks like Axis failures and they are not. This needs to go back to before when all contractors have been to void property and conducted works, it is sent to me once fully complete to inspect. - Axis are being penalised for things that are out of their control.</p> <p>KD Stats show working days 12 and 4 within target, but target is 10 days. These should be actual figures not average; it is not a true figure that reflects Axis.</p> <p>KW The stats are worked out on average, some voids returned early some over target. Meeting with Paul and Axis void team to review stats. Every stage of void is included in void stats, outside contractors, to sign up. It covers whole void performance. We can add more information and breakdown of stats.</p> <p>SG Resident inspection should be a tick box to show that the property is good to go but there is a breakdown in this system.</p> <p>KW There needs to be a meeting to address this issue once and for all, regarding void process and resident inspections and stats</p> <p>AV The sheets we use are the same for Axis and void inspector but only our work is marked, there are other contractors works that could be outstanding. We have our own KPI to work to.</p>	<p>Note</p> <p>PD/KW</p> <p>Note</p>
8	<p><u>Axis Repairs performance</u></p> <p><u>May</u></p> <p>Resident Satisfaction: 100%.</p> <p>Emergency Repairs in target: 95%</p> <p>Routine Repairs in target: 82%</p> <p>Urgent Repairs in target: 81%</p> <p>All repairs in target: 86%</p> <p>% of jobs over 28 days: 44%</p> <p>MF We will be in insight magazine in the Autum to promote resident satisfaction surveys. There was a 3-week delay on fans coming into the UK, but this is now</p>	Note

