

Repairs Focus Group

Tuesday 21st July 2026

Minutes of Meeting

Attendance:

Keith Wortley	KW	South Essex Homes
Wendy Lane	WL	South Essex Homes
Wesley Wallace	WW	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
Sir James Duddridge	JD	Guest

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> PD	Note
3	<u>Minutes of last Meeting</u> Agreed	Note
4	<u>Sureserve Gas Contract – Performance</u> <u>June</u> Emergency Response Rate: Repairs Completed Within 20 Days: First Time Fix Rate: Repair Appointments Kept: Outstanding Jobs: Properties with Valid LGSR: (per Apex report)	Note

	Complaints: Stats to be sent via email separately.	
5	<u>Resident feedback on Sureserve/Gas works</u> KD How many overdue on Apex? WW 13, due to new legal process, was 9.	Note
6	<u>Voids Performance</u> <u>June</u> <u>Excluding majors, NOMS & Homeless</u> 18 voids Raised 16 returned Average turnaround time: 10.9 days 5 resident's inspections – 4 passed	Note
7	<u>Resident feedback on voids</u> BA In June I inspected 8 and passed 7. So figures are not correct. During July's inspections, once again there are failures due to other contractors attending after SEH have inspected. I should be the last person to enter the property to inspect, once all other works are conducted, and this was also noticed by Paul Longman. Axis are being penalised for void performance which is not down to them. Bev should send over the list of voids for me to inspect once Ross has signed them off. KW Will speak with both Paul Longman and Ross to discuss a way forward on inspections and pass on comments from meeting. KD Can the reason for the failures be added to the stats sheet	Note KW KW
8	<u>Axis Repairs performance</u> <u>June</u> Resident Satisfaction: 100%. Emergency Repairs in target: 95% Routine Repairs in target: 82% Urgent Repairs in target: 81% All repairs in target: 86% % of jobs over 28 days: 44% MF We have not yet been put in the insight magazine to promote Axis feedback	Note

	and so the responses are low. We sent out 504 and only received 27 back which were all positive, but it is only 1%.	Note
9	<u>Resident feedback on Axis Repairs</u> KD If an appointment is missed by Axis is compensation paid? MF Yes, 20 pound is paid if we are at fault.	Note
10	<u>Contact centre Stats</u> <u>June</u> PCA 80% Calls offered 2273 Calls answered 2092 Abandoned after message 7%	Note
11	<u>Corporate Social Responsibility Update</u> MF We have an estate day next week at Saxon, Viking & Delaware and more in August with dates to be confirmed. We have donated paints to SG team so the children can decorate planters.	Note
12	<u>DMC & Disrepair June</u> <u>DMC</u> Inspections 42 Completed 34 Cancelled 4 <u>Disrepair</u> 59 active disrepair cases 6 Closed 11 New SG What are the reasons for cancellations? KW This is due to tenant not available or they have moved SG How many staff are there working in healthy homes department and are the timescales being met? Based on lived experience they are not and there has been a significant delay in repairs around my leak and DMC repairs. So, I question the accuracy of the stats. MF Will look in to repairs and speak to SG separately KD I am sent the stats, and we are at 97% completion and 100% inspected and the information is correct	Note
13	<u>Any other Business</u> None	
14	<u>Date of next meeting</u> 18th August 2026	Note