

Focus Group Planned Maintenance Workshop

Monday 13th April 2026

Attendance:

Bob Ayriss
Sam Goodburn

Charlotte Roberts
Sam Elliott

		Action
1	<u>Welcome</u>	
	Bob Ayriss and Sam Goodburn	
2	<u>Apologies</u>	
	Keith Ducker	
3	<u>Notes from workshop</u>	
	A workshop was held on Monday 13th April @ 1.30pm to discuss documents with members of the Resident Focus Group. The meeting was held by Charlotte Roberts and Sam Elliot (SEH) and attended by Bob Ayriss and Sam Goodburn. - The Equality, Diversity and Inclusion (EDI) Contractors Handbook was discussed, a few small amendments were suggested such as a link to be added against the first point on item 15 of the booklet, along with SEH Logo. Once these amendments have been made, CR to create the document as a PDF and start rolling out to Contractors and include as an agenda item. - Surveserve Electrical and Gas letters were reviewed, BA and SG made a number of suggestions and SE is to discuss further with SEH/Sureserve. - The Planned Maintenance template letters were reviewed, SG made a number of suggestions as to how this could be better worded, BA agreed with these suggestions and also asked that if working in a block that residents are invited to take on the role of 'Resident Coordinator'. - CR to amend the wording and issue to BA/SG for further review. - SG also made some good points regarding residents that may require additional support with reading and asked if versions can be made available for residents with dyslexia, dyscalculics, partially sighted/unsighted and we will look into this further.	
	<u>Outcomes</u>	
	- Planned Maintenance, Gas Safety Testing and Electrical Safety Testing letters reviewed by group to improve access. - EDI Contractor Booklet agreed to ensure all contractors are aware of their	

	responsibilities under equality legislation and understand the importance of providing reasonable adjustments.	
--	--	--

Actions from Meeting (to be completed in meeting)

For Resident Engagement – You Said, We Did uploaded ☐