Repairs Focus Group

Tuesday 18th August 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
Matt Foulger	MF	Axis
Anthony Vidal	AV	Axis

		Action
1	**Welcome**	
2	**Apologies** PD, BA	Note
3	**Minutes of last Meeting** Agreed	Note
4	**Sureserve Gas Contract – Performance** **July** **Emergency Response Rate:** 100% **Repairs Completed Within 20 Days:** 96% **First Time Fix Rate:** 92% **Repair Appointments Kept:** 98% **Outstanding Jobs:** 46 **Properties with Valid LGSR:** (per Apex report) **Complaints**: 1	Note

5	**Resident feedback on Sureserve/Gas works** Keith to send Sam info on difficult access	Note
6	**Voids Performance** **July** **Excluding majors, NOMS & Homeless** 17 voids Raised 24 returned **Average turnaround time:** 10.8 days 7 resident's inspections – 5 passed – 2 Failures on cleaning, extractor fan, sink, and window handle.	Note
7	**Resident feedback on voids** SR Want to confirm that properties are only being passed to BA once signed off by SEH	Note
8	**Axis Repairs performance** **July** MF Stats were corrupt so unable to have full information this month. Basic info below. Emergency jobs in target – 519 Routine – 753 Urgent - 171	Note
9	**Resident feedback on Axis Repairs** None	Note
10	**Contact centre Stats** **July** PCA 72% Calls offered 2348 Calls answered 2118 Abandoned after message 9%	Note

11	**Corporate Social Responsibility Update** MF Meeting on the 20/8 to discuss future projects.	Note
12	**DMC & Disrepair** **July** DMC Inspections 16 Completed 15 Cancelled 5 Disrepair Active disrepair cases 53 New 4 Closed 8	Note
13	**Any other Business** None	
14	**Date of next meeting** 15th September 2026	Note

Actions from Meeting (to be completed in meeting)

Corporate social update after meeting on the 20/8/26	

For Resident Engagement – You Said, We Did uploaded ☐