Repairs Focus Group

Tuesday 20th October 2026

Minutes of Meeting

Attendance:

Keith Wortley	KL	South Essex Homes
Dean Wortley	DW	Sureserve
Peter Freeman	PF	Sureserve
Steve Morl	SM	South Essex Homes
Sam Goodbourne	SG	Resident
Keith Ducker	KD	Resident
Bob Yaris	BY	Resident
Matt Foulger	MF	Axis
Anthony Vidal	AV	Axis

		Action
1	**Welcome**	
2	**Apologies** FC, WL	Note
3	**Minutes of last Meeting** Agreed	Note
4	**Sureserve Gas Contract – Performance** **September** **Emergency Response Rate:** 100% **Repairs Completed Within 20 Days:** 99% **First Time Fix Rate:** 91% **Repair Appointments Kept:** 98% **Outstanding Jobs:** 4 **Properties with Valid LGSR:** (per Apex report) **Complaints**: 3	Note

5	**Resident feedback on Sureserve/Gas works** No feedback	Note
6	**Voids Performance** **September** **Excluding majors, NOMS & Homeless** 43 voids Raised 19 returned **Average turnaround time:** 11.5 days Post inspection KPI 8.5 Resident inspected 4 all passed	Note
7	**Resident feedback on voids** BA 4 inspections in September should be higher as we have not had any more than 4 come through. Sam can now conduct inspections, and we want to increase the number of inspections. KW Will speak to PL and team to make sure these are passed over.	Note KW
8	**Axis Repairs performance** **September** **Resident satisfaction 74%** **Emergency jobs in target – 98%** **Routine – 88%** **Urgent – 82%** **All repairs in target 90%** **% of jobs over 28 days 52%** MF Figures may not be exact as system has been down and only able to pull figures together before this meeting.	Note
9	**Resident feedback on Axis Repairs** No feedback	Note
10	**Contact centre Stats** **September** PCA 72.50% CALLS OFFERED 2038 CALLS ANSWERED 1851	Note

	ABANDONED CALLS % 9.07%.	
11	**Corporate Social Responsibility Update** MF Meeting with Sam. We have a Christmas project, with Christmas trees at sheltered and chocolate boxes for children at temporary accommodation. Estate days have been cancelled due to weather, and we are looking to increase turnout of estate days with input from tenancy. KD Sureserve should also update up on corporate social responsibility, as I have vouchers given by sureserve to hand out.	Note
12	**DMC & Disrepair** **September** DMC Inspections 17 Completed 25 Cancelled 2 1 cancelled by resident and 1 cancelled due to void property KD Last month it was agreed that the reason for cancellations and out of targets would be added to the DMC report KW Will tidy it up and add for next month **Disrepair** Active disrepair cases 57 New 2 Closed 4 BA Disrepair still seems high. KW There are a few that are almost complete and waiting to get signed off so this will close a few down. BA Do we send letters for access? MF We do not send letters out directly this goes through legal teams.	Note KW
13	**Any other Business** None	
14	**Date of next meeting** 17th November 2026	Note

Actions from Meeting (to be completed in meeting)

Keith to speak to PL to increase resident inspections	
Cancellation reason and targets to DMC	
Sureserve to update corporate social responsibility	