

**RESPONSIVE REPAIRS, VOIDS AND GAS SERVICING FOCUS GROUP
HELD ON
TUESDAY 21ST MAY 2019 AT 10AM
AT THE CIVIC CENTRE, SOUTHEND ON SEA.**

Present:	Louise Morl	LM	SEH
	Paul Davey	PD	SEH
	Paul Longman	PL	SEH
	Russell Haynes	RH	SEH
	Steve Morl	SM	SEH (Part)
	Clarke Everitt	CE	SBC
	Dean Wortley	KW	Aaron Services
	Westley Wallace	WW	Aaron Services
	Gemma Schaverien	GS	Morgan Sindall
	Glenn Monksfield	GM	Morgan Sindall
	Helen Sheen	HS	Morgan Sindall
	Keith Wortley	KW	Morgan Sindall
	Steve Watson	SW	Morgan Sindall
	Glenn Ashdown	GA	Resident
	Keith Ducker	KD	Resident
	Wendy Greenberg	WG	Resident
	Charlotte Roberts	CR	Minute Taker

Item		Action
1.0	APOLOGIES FOR ABSENCE/INTRODUCTIONS	
1.1	Apologies received from BA (Resident) BS (SEH) DN (Resident) MB (SEH) TR (Aaron)	
2.0	DECLARATIONS OF INTEREST	
	Nothing to declare.	
3.0	PREVIOUS MINUTES/MATTERS ARISING	
3.1	The previous minutes were agreed.	NOTE
4.0	AARON SERVICES GAS CONTRACT – PERFORMANCE	
4.1	Servicing – 590 properties have been serviced, achieving 12.61% (YTD) of the total. DW confirmed that they are up to date with Gas Audits.	INFORMATION
4.2	First Time Fix – 293 jobs were completed in April, 264 being FTF. This achieved 90.10%.	INFORMATION
4.3	Failures – There were 26 failures in April 2019 for reasons shown on the Aaron paperwork.	INFORMATION

4.4	Dissatisfied Residents – There were no dissatisfied residents in April 2019.	INFORMATION
5.0	RESIDENT FEEDBACK ON AARON SERVICES/GAS WORK GENERALLY	
5.1	KD said that he thought Aaron had done a fantastic job in the last financial year. Well done and keep up the good work.	INFORMATION
6.0	ANY OTHER BUSINESS – AARON	
6.1	There is no other business.	NOTE
7.0	MORGAN SINDALL REPAIRS – PERFORMANCE	
7.1	<p>SW advised that they were receiving a high number of emergency jobs in April and this is continuing into May, he confirmed that he is working closely with Lorraine Williams (CCTL) to resolve this as it appears there is an issue. Prior to this meeting the emergency figures were at 46% with routine jobs at 54%. SW to include CE in emails he is sending to LW.</p> <p>CE confirmed that he will investigate these issues and ensure that the contact centre are asking the correct questions and provide further training if required.</p> <p>PL stated that the figures for April and May will not be used for contract extension considerations due to Morgan Sindall having two months' workload in one month.</p> <p>HS gave an update on the social value side</p> <p>KD has asked for dates of events to be provided so that these can be included in the insight magazine.</p>	<p>SW</p> <p>CE</p> <p>NOTE</p>
7.1	Appointments Kept – 75% appointments kept. This is low due to the high amount of emergency jobs.	INFORMATION
7.2	First Time Fix – Jobs With As A First Time Fix and Failed – 83% of the jobs were a first time fix.	
7.3	Post Inspections – 37 post inspections were carried out.	
8.0	RESIDENT FEEDBACK ON MORGAN SINDALL REPAIRS GENERALLY	
8.1	KD asked for Morgan Sindall to ensure that customers are let know if operatives are running late so that we do not receive complaints.	

9.0	MORGAN SINDALL VOID PERFORMANCE	
9.1	PD advised that he is disappointed with the void performance because of promises made during the mobilisation period so it is not a good start to the new contract and May is not looking likely to be much of an improvement. SW explained that this is due to Hanover not being an approved contractor and requiring validation.	
9.2	SW confirmed that they have 15 completed voids but these are awaiting handover due to certification required.	
9.3	PD asked for the easier properties to be concentrated on so that they can be completed and handed over ready to be tenanted.	
9.4	PD to check figures in P2.	
10.0	RESIDENTS FEEDBACK ON MORGAN SINDALL VOIDS GENERALLY	
10.1	Nothing to add.	
11.0	ANY OTHER BUSINESS – MORGAN SINDALL	
11.1	Meeting to be arranged with Aaron/MS/SEH to discuss gas in void properties.	AARON / MS / SEH
12.00	DATE OF NEXT MEETING	
	The next meeting of the Responsive Repairs Voids and Gas Servicing Focus Group will be on Tuesday 18th June 2019 in Committee Room 2 at 10am.	ALL

cc Sue Rickard; Julia Pack; Mike Bryant; Mario Ambrose