

Resident Asset, Repairs and Maintenance Forum

9 June 2026 meeting notes

Microsoft Teams Meeting

Attendees

- Daniel Grimes
- Richard Rawlings
- Marella Hoffman
- Will Barfield
- Mandy Wallace
- Mandy Powell-Hardy
- Kay Harris

Apologies

- Diane Best
- Stan Best
- Lena Barnes

Review of previous actions

Contractor management

- Will Barfield confirmed tenant satisfaction forms remain a key performance measure and are monitored monthly.
- Contractor meetings routinely review satisfaction survey return rates to maximise resident feedback.

Section 20 consultation letters

- A review of the Section 20 process is planned with the Home Ownership Team and City Homes.
- This review is linked to implementation of the new Foster contract.

Mullally snagging issues

- Contract completed over a year ago. No further action possible.
- Previous concerns related primarily to low customer satisfaction response rates.

1. Repairs update: Daniel Grimes, Team Leader Maintenance

Performance overview

- 361 repair jobs completed during the previous week.
- Current average productivity is approximately 6.2 jobs per operative per day.
- Complaints have reduced.
- Compliments from residents have increased.

Quality assurance

- Daniel conducts quality inspections on approximately 10% of completed jobs each week.
- Reported that repair works are being completed to a high standard.

Resident questions raised

- Kay requested:
 1. Average job volumes over a longer period rather than a single week
 2. First-time fix statistics
 3. Full KPI information relating to repairs performance.
- It was agreed that further detailed KPI information and performance statistics could be provided.

2. Voids update: Richard Rawlings, Team Leader Voids

Current void position

- Total void properties: 80
- With contractor: 23
- With direct labour organisation (DLO): 29
- Awaiting allocation or inspection: 28
- Major voids: 29
- Retained properties: 5

Major voids

Major voids typically involve:

- Kitchen replacements
- Bathroom replacements
- Window upgrades
- Fire door replacements
- Full rewires

June activity

As of 9 June:

- 12 new voids received
- 14 voids returned to Lettings for reoccupation

Richard highlighted that voids are continuously moving through the system and that this level of activity is normal.

Void turnaround performance

- Average turnaround time currently around 15 days.
- Larger and more complex properties take longer.
- Team remains focused on reducing turnaround times further.

Kay acknowledged this represented an improvement compared with previous reports.

Void costs

General needs properties

- Average cost per void: £2,836

Temporary housing

- Average cost per void: £713

Contractor-led major voids

- Average spend: approximately £9,800

High-cost properties

Properties requiring extensive refurbishment can cost between £11,000 and £20,000.

These are often homes where:

- No major investment has been made for many years.
- Kitchens and bathrooms require replacement.
- Boilers require replacement.
- Gardens require significant clearance.
- Extensive refurbishment is necessary.

Causes of delays

Richard outlined the main factors preventing faster turnaround:

- Next of kin clearance following deceased tenancies.
- Increasing material costs.
- Storage arrangements for tenant belongings.
- Asbestos identification and removal processes.

- Fourteen-day statutory asbestos notification periods.
- Contractor availability.
- Furniture and rubbish removals.
- Difficult-to-let properties.
- High numbers of properties being returned.

Workforce capacity

Kay asked whether staffing shortages were contributing to delays.

Richard confirmed:

- The DLO workforce remains stable.
- Staffing levels are unchanged compared with 3 to 6 months ago.
- Contractors are used to supplement existing resources and increase capacity.

Resident scrutiny

Members expressed interest in undertaking site visits.

Richard agreed to share:

- Before-and-after photographs.
- Void performance reports.
- Ward-based analysis information.

3. Appointments and Planning service update: Mandy Wallace

Operational improvements

Mandy reported substantial operational improvements across repairs and appointments.

Appointment availability

- Electrical appointments are now frequently available next day.
- Plumbing appointments are now frequently available next day.
- Urgent cases are prioritised immediately.

Priority residents include:

- Vulnerable residents
- Elderly residents
- Pregnant residents
- Properties with significant leaks or safety concerns

Follow-on repairs

New processes now require operatives to:

- Arrange follow-on appointments while still onsite.
- Contact planners directly when additional work is required.
- Reduce delays between visits.

This has significantly improved efficiency and reduced backlog.

Resident communication

Changes introduced include:

- Greater use of telephone contact.
- Fewer letters issued.
- Better communication with residents.
- Improved resident satisfaction and engagement.

Residents have reportedly responded positively to increased personal contact.

Backlog reduction

Significant improvement achieved:

December 2025 position

- Approximately 1,000 open repair jobs.
- 565 follow-on repairs outstanding.

Current position

- Approximately 25 follow-on jobs outstanding.
- Zero overdue emergency repairs.
- No-access cases fully up to date.

Breakdown of current follow-on workload:

- 9 internal works
- 13 surveyor referrals
- 3 external contractor jobs

Emergency repairs

- Historical emergency repair backlog cleared.
- Previous backlog of 58 emergency jobs eliminated.
- Emergency repairs now reviewed and managed daily.

Planning team improvements

Better system management has delivered:

- Improved workload visibility.
- Better scheduling.
- Faster surveyor response times.

- Improved relationships between planners and surveyors.
- Reduced resident waiting times.

4. Asset management and planned maintenance section: Will Barfield

Stock condition survey programme

Contract awarded to Pennington Choices.

Objectives

- Begin surveys at the end of June.
- Complete all stock surveys over a five-year programme.
- Establish a rolling stock condition programme.

Year one target

- 4,500 surveys to be completed.

Current position

- Approximately 43% of properties have received full internal and external surveys within the last five years.

Survey content

Surveys will include:

- Stock condition data
- Energy Performance Certificates (EPCs)
- Housing Health and Safety Rating System assessments
- Asset replacement forecasting

Planned maintenance programmes

TSG contract

Includes:

- Kitchens
- Bathrooms
- Boilers
- Electrical upgrades

Foster contract

Includes:

- Roofs
- Doors
- Windows
- Communal entrance doors

Both contracts are operating within approved budgets.

New workstreams

Planned programmes include:

Upper Hall Court

- Roofing defect remediation works.

External wall insulation

- Ongoing maintenance and inspection programme.
- Approximately 1,000 properties involved.

Solar panels (PV systems)

- Development of routine servicing and maintenance arrangements.

Listed buildings

Special management arrangements required for:

- Chesterton Hall
- Mount Pleasant
- Shelley Road

Resident satisfaction

Will confirmed:

- Satisfaction surveys are monitored monthly.
- Return rates of 25 to 30% are considered positive.
- Contractors must issue surveys following works.

Concerns were raised that surveys are sometimes distributed too late after work completion. Will agreed to address this with contractors.

Accessibility concerns

A resident concern was raised regarding:

- Wheelchair access restrictions resulting from contractor scaffolding.

This issue will be raised with the relevant contractor to prevent recurrence.

5. Date of next meeting

September TBC, via Teams.

6. Summary of actions for next meeting

- Arrange site visit for Kay and Mandy to inspect void properties and refurbishment standards. Owner: Richard Rawlings

- Provide detailed repairs KPI information, including first-time fix rates and performance measures. Owner: Daniel Grimes
- Share before-and-after void photographs with resident representatives. Owner: Richard Rawlings
- Forward ward-level void analysis and presentation material to resident representatives. Owner: Richard Rawlings
- Chase Foster contractor regarding prompt distribution of satisfaction surveys following works completion. Owner: Will Barfield
- Ensure satisfaction surveys are issued consistently for communal works programmes. Owner: Will Barfield / Foster contractor
- Raise wheelchair access issue caused by scaffolding with relevant contractor. Owner: Asset Management Team