

Repairs and Maintenance Group

Meeting Minutes

Date: 23rd May 2024

Time: 14:00 – 15:30

Location: Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Kate Hall (KH), Engagement & Inclusion Officer
- Simon Allen (SA), Head of Housing Technical Services
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant

Apologies

- [REDACTED], Tenant

Topic	Discussion
Welcome, introductions and apologies	Group members each introduced themselves. Staff included their role and responsibilities. Members included how long they have been a tenant for and why they would like to join.
Key Performance Indicators	<p>Presented by KH. SA contextualised the percentages by giving enumerative figures.</p> <p>Some participants didn't feel the results reflected their experience of the repairs service. SA explained the need for a greater increase of tenants to complete the satisfaction survey to ensure results are representative.</p>
Current vacancies	<p>Explanation was given to the two current roles we're recruiting for: Damp and Mould Inspector and a Compliance Officer. The damp and mould inspector is a new role, and further discussion was had on the stock condition and how we hope the new role will ensure we deal with damp and mould reports effectively.</p> <p>Participants explained the importance of empathy and listening skills, awareness of tenants' experience, and communication in such a role.</p>
Communications on window replacements	<p>KH explained how RBC had received a complaint due to the lack of communication when it came to window/door programme. Tenants were receiving measure ups, but no further communication.</p> <p>Members reviewed the letter written by KH, which explained the process, and an apology for the delay and lack of communication. Members signed off this letter, ensuring it is clear.</p>

Guttering	<p>█ requested this item to be put on the agenda due to guttering issues at Darley Dene. RBC do not currently have a guttering contractor, and it has been raised that properties with communal areas do need guttering more regularly rather than a 'as and when'.</p> <p>SA explained that guttering blockage prevention will be included in the new roofs contract which is expected to begin in September.</p>
AOB	

Topic	Action	Responsible
Key Performance Indicators	Request that figures are given in context. E.g. Of 500 non-emergency repairs completed in June, 400 were completed within target dates.	KH
	Add how we can increase satisfaction survey completion to next meetings agenda. All to give consideration, and discuss at next meeting.	ALL
	Add complaint accessibility to meeting agenda. All to consider how they would make a complaint, and if there's enough information currently.	ALL
Current vacancies	Consideration to be given on recruitment and interview, to ensure applicants understand the importance of listening, empathy, and communication skills.	SA
Communications on window replacements	Letter to be sent to all those who have had measure ups.	KH
Guttering	Update on the roof contract, and whether this can be added.	SA

Repairs and Maintenance Group

Meeting minutes

Date	22 nd July 2024
Time	11:15 – 12:45
Location	Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Kate Hall, Engagement & Inclusion Officer (KH)
- Tony Fitzpatrick, Repairs Manager (TF)
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant

Topic	Discussion
Key performance indicators	<p>Presented by KH. As we were not at the end of the quarter, we were not able to show the results for all KPIs, such as emergency repairs.</p> <p>Members learned that we monitor first time repairs. KH to send members the repairs handbook and policy. Members were also informed that some day-to-day repairs are moved to planned repairs. This may be because it requires a larger budget or type of material. Members discussed and agreed that there needs to be an increase of communication when this happens, as tenants are not always informed. Members also discussed that some tenants are too afraid to push for these repairs and that not enough notice is given when a repair has been cancelled.</p> <p>Members discussed their own personal experience of this.</p> <p>Suggested service improvement:</p> <ul style="list-style-type: none">- Increase of communication points to include when a repairs may be rescheduled.- Repairs campaign to manage expectations.- Review of the inspection process. <p>Discussion on the KPI for number of days of a re-let was not on target. Members to be provided with the Recharge Policy and the Hoarders Policy.</p>
Update on recruitment	<p>We are postponing recruiting for a new Compliance Officer. We have recruited for a new Damp and Mould inspector. Members to meet him when he begins.</p>
Improvement works	<p>Members discussed the process when a tenant received a planned improvement, that there needs to be an improvement of communication.</p> <p>Suggested service improvements:</p>

	<ul style="list-style-type: none"> - When at sign up, tenants to be given a list of when improvements work will be carried out.
Accessing complaints and increasing use of satisfaction surveys	Ran out of time
AOB	<p>Next meeting set for 16th September, 11am.</p> <p>After the meeting, ■ suggested the following:</p> <ul style="list-style-type: none"> - MCP to attend to get a clearer understanding of the repairs process. - Suggestion of tenants to inspect void properties.

Actions

Topic	Detail	Responsible
Attendees	Invite a colleague from MCP and Anil Pandey, Contracts Manager.	KH
Understanding the repairs service	To share the Repairs Policy and the Repairs Handbook with members.	KH
Tenancy Signup	To complete a customer journey mapping exercise for when tenants first move in.	ALL
Repairs Campaign	A campaign with all tenants to give them a better understanding of the repairs service, and what to expect from contractors. All to discuss what this might look like, what to be included, and how best to communicate.	ALL
Improving communication with Surrey CC		Internal

Neighbourhood and Communities Group

Meeting Minutes

Date	16 th September 2024
Time	11.15am – 12.45pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Kate Hall, Engagement & Inclusion Officer
- Simon Allen, Head of Housing Technical Services
- Shelley Hamblin, MCP
- Rosie Hughs, MCP
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant
- [REDACTED], Tenant

Apologies

- Angela Horsey, Business Development & Policy Manager
- Anil Pandey, Housing Asset Manager

Welcome, apologies and introductions	Shelley and Rosie from MCP joined our meeting. Members asked MCP questions, including the inspection process.
Minutes	Update on recruitment included that 2 applications has come through for the Compliance Officer role. A Damp and Mould inspector has been appointed and they will begin 23 September.
Customer Journey Mapping	Began a customer journey mapping exercise to review where points of contact could be increased. Points identified included: <ul style="list-style-type: none">- Amending the letter sent when confirming appointments, stating that appointments will be cancelled

	<p>if a resident does not schedule the appointment within 5 days.</p> <ul style="list-style-type: none"> - Text message asks residents to confirm appointments, despite them already doing so. - If a repair needs approval from RBC, this needs to be communicated.
Communications of planned maintenance	Ran out of time.
Next meeting	11 November, 11.15am

Update received on 7/10/2024

1. It is not possible to amend the message wording of the confirmation text but our planners will ensure they let residents know that if they have confirmed an appointment by phone, the resident does not need to call back.
2. When letters are sent to residents, a paragraph will now be added stating 'the repair will be cancelled if we do not receive a reply with 5 working days'.
3. Where a follow-on visit is yet to be booked as MCP is awaiting approval from RBC, we will contact the customer explaining that we are awaiting approval to carry out the works. These review reports are run on a Monday so it is anticipated that contact will also be made that day.

Repairs and Maintenance Group

Meeting Minutes

Date	11 November 2024
Time	11.15 am – 12.30 pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Angela Horsey – Housing Business Development and Policy Manager (RBC)
- Andrea Norman-Walker – Engagement and Inclusion Officer (RBC)
- Anthony Fritzpatrick – Technical Repairs Services Manager (RBC)
- [REDACTED] Relationship Manager (MCP)
- [REDACTED] Contracts Manager (MCP)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)
- [REDACTED] (tenant)

Agenda

1. The Customer Journey Process

Rosie presented the Customer Journey process starting with the different ways of reporting a repair request (phone, email, online portal) through the two main routes (Emergency and Routine) defining the timeframe for the repair job, along with the steps of communication and concluding it with post-inspection and asking the residents for feedback. The residents - based on their experience - raised the following points where improvements are to be considered:

1. When the cost of repair exceeds the limit set by RBC, MCP sends a quote to RBC for approval. At this point residents are informed by MCP that RBC was contacted for approval. Sometimes no further communication is received by the residents for an extended period of time.
2. When MCP doesn't hear back from RBC regarding the approval request, it might happen that the case gets closed with no further follow-up.
3. It would be useful to create a "step-by-step guide" on how to use the online portal for repairs, as all agreed that it would be beneficial to report and follow-up their repair requests online. (It is difficult to watch the MCP video while trying to report a repair).
4. When a job is not "day-to-day" work, but passed to "planned work", residents are not kept informed.

Actions agreed:

1. RBC to improve communication to residents when MCP require approval to complete works over the cost limit; and when work is transferred from “day-to-day” to “planned.”
2. MCP to make sure that no open-ended cases are closed without informing residents.
3. RBC and MCP to create a user-friendly “step-by-step” guide on how to request a repair online.

II. Other Matters

Tony confirmed that a new role of Damp and Mould Inspector has been created and a member of staff has joined the Repairs team.

III. Next meeting

To discuss potential improvements to “Planned work”.

13th January 2025 at 11am for 11.15 am.

Repairs and Maintenance Group meeting

Minutes

Date	13 January 2025
Time	11.00 am – 1 pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Julie Butterworth – Head of Commercial Partners, Tpas
- Anil Pandey – Senior Contracts Manager (RBC)
- Andrea Norman-Walker – Engagement and Inclusion Officer (RBC)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)
- [REDACTED] (tenant)

Agenda

1. Procurement - the increasing role of tenants

Julie Butterworth presented the new procurement act in light of the increasing role that tenants are to play in the process.

Julie outlined the positive impacts tenants' involvement in the procurement process will bring: it will align services with community needs, enhances transparency and accountability, and builds trust as well as strengthens tenant relationships. There are several fields where tenants' involvement is foreseen:

- 1. Defining Social Value Outcomes:***
Shaping procurement criteria based on local needs.
- 2. Participating in Evaluation Panels:***
Assessing bids to ensure alignment with tenant priorities.
- 3. Monitoring Contract Performance:***
Providing ongoing feedback to ensure accountability.
- 4. Setting Specifications:***

Contributing to the design of goods, services, and works to meet community expectations.

However, for meaningful tenant engagement, it's important that the necessary knowledge, skills and commitment are present, like understanding local priorities and challenges, representing diverse tenant perspectives, knowledge of how decisions are made, reviewing and providing constructive feedback, confidently voicing opinions, working in teams, and familiarity with subject-specific areas such as maintenance or IT.

As one of the major challenges, training was mentioned.

Julie also talked about the Council's task of the different forms of evidencing tenants' involvement.

The participants' main concern was – taking into consideration the time and effort this type of engagement would require – whether it would be a paid task.

The question of choosing contractors from the neighbourhood instead of engaging one from far away was answered by Anil. He explained the rather complex provisions of how bids are examined and evaluated (50% price, 50% quality) that lead to the final decision. He stressed that discrimination is prohibited on any grounds.

II. Planned work at Runnymede Borough Council

Anil Pandey explained the process of planned work:

- planned works are programmed for 3-5 years (some has 3 plus 2 years contract to give an opportunity to the Council to evaluate the contractors' delivery),
- the lifecycle of the "items" (boilers (15 years), bathrooms (40 years), kitchens (30 years), windows (20 years), wiring (25-30 years), roofing (50-60 years) determines their replacement,
- surveys are regular so reports are prepared to contribute to the decision on planned work,
- flexibility is built into the process so repair jobs that are transferred to planned jobs can be attended to as soon as possible,
- In 2022 a programme started to replace boilers, fire doors, electrical wirings, in 2023 doors and windows, in 2025 roofing programme is scheduled,
- RBC has 2 million GBP/annum for planned jobs.

Several questions were posed regarding the allocation of funds for maintenance. The participants raised concerns about planned work in a neighbourhood where some households receive new doors/windows, but some don't so the look of that neighbourhood is compromised. Anil explained the reason behind this decision. It was understood but not accepted.

III. Feedback from the last Group meeting – Andrea Norman-Walker

Short feedback was provided regarding the actions that were set at the last meeting:

- A step-by-step guide to report repair jobs on the Housing portal is prepared and the tenants were asked to volunteer to test it for usability. The Council is still working on the final design.
- Regarding communication, the Housing Department undertook the task of sending a text message to the tenant when a variation – it's a request from the Contractor to the

Council, asking for permission to do a repair job if its cost is over their limit – is raised. Also, the Council is going to send a text message when a repairs job is transferred to planned work.

- The Council is constantly investing in IT which means that more and more communication will be automated.

IV. AOB

Residents of Grove Court asked the following issues to be addressed, and an update is expected:

- There are only two washing machines for communal use which are not enough for all the residents. (Residents were requested not to install washing machines in their homes.) It was promised previously that this issue is going to be investigated and resolved,
- The mobility scooter shed is falling down, replacement – a fire-proof one – was promised 2 years ago but nothing happened since then,
- The external door key is unusable. The contractors informed the manager that due to the lack of spare parts (were ordered from abroad but now it's not available), the lock can't be repaired.

Actions agreed:

- Tenants will give feedback on the step-by-step guide,
- Housing will provide feedback to Grove Court on their issues raised.

V. Next meeting

At the request of the residents, repair jobs will be the main item on the agenda and representatives of MCP as well as Anthony Fitzpatrick, Technical Services Repairs Manager would be kindly invited to the meeting.

Provisional date is 10th March 2025 at 10.30 am for 11.00 am.

Repairs and Maintenance Group meeting

Minutes

Date	10 March 2025
Time	11.00 am – 1 pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Anthony Fitzpatrick – Technical Services Repairs Manager (RBC)
- Andrea Norman-Walker – Engagement and Inclusion Officer (RBC)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Agenda

I. Summary and feedback from the last Group meeting

I summarized our last meeting and gave feedback on actions by the Council:

- The ***Step-By-Step Guide to report repairs is ready*** – we had ***valuable feedback on its usability from tenants***. It is going ***to be tested by a tenant and then put up on our website***,
- ***Grove Court has a new scooter shed*** – electrics will be sorted out this week,
- ***Grove Court is being assessed for plumbing for their new washing machine***,
- ***Grove Court's front key is working now***.

II. The future of repair services

Tony informed the Group about the following:

- MCP started to work with Runnymede Borough Council Housing in April 2023 when a 5-year contract has been signed,
- ***we are aware of the issues with MCP*** – reports are recorded and there is a strict monitoring process in place,

- ***we realised the bottleneck of MCP's services, so it was decided that we off-load them, and engage other contractors***, like for roofing,
- ***other measures were also taken to address MCP's shortcomings.***

█ was the first to comment as he explained:

- He has had a ***leak in his roof for 18 months*** now. He reported it to MCP several times. Finally, it was agreed that scaffolding would go up on 20 February 2025 and work would start on 26 February. Both dates passed and no one turned up and there was no communication from MCP. He called MCP and was promised that someone would call back. That didn't happen. He called again. The lady at the call centre promised to call back. Nothing happened since then. He contacted Angela Horsey, Business Development and Policy Manager for help. She apologised and promised to check what was going on. This was at the end of last week.

Tony promised to look into the case and if it was not in progress, he would cancel the job and raise it with the new roofing contractor.

█ said that the same problem occurred with his guttering. ***The issue of repairs versus replacement was raised.*** Tony explained that ***repair would be preferred to replacement as it is covered by a different budget.*** Sometimes – in urgent cases – a temporary fix would be offered but the job would be transferred to planned work.

█ made a point about ***MCP sending out a repairman without the required experience.*** She mentioned that while one of MCP's repairmen said that a job couldn't be done, the next one came and did it quickly and efficiently. Tony reflected on it: sometimes there are too many assignments for one day, so they'll make a poor excuse for not being able to do it or they do a poor job. Tony confirmed that we don't pay for unfinished/poorly done jobs but MCP going two or three times to complete a job cost MCP money and unfortunately the tenants their time.

█ also mentioned that she reported a ***fencing problem; posts keep falling.*** She tried to repair them but now ***they are rotten.*** The inspector said that it was just wear and tear. When she reported it again, she was advised to let them fall. ***Tony agreed to look into it.***

█ pointed out ***poor communication:*** there are ***jobs planned to be done but the tenants are not informed.*** However, she mentioned that ***MCP sometimes does a good job.*** █ also said that he had had a good experience with MCP when the ridge of his roof was repaired.

█ reported that there are leaves on the pavement from last year next to her bungalow and it is really easy to slip on them. She doesn't know if it is the responsibility of RBC or Surrey County Council. Tony advised her to report it to RBC and they can forward it to SCC if needed.

III. Empty properties – how the Council prepares empty homes for re-letting

█ started the discussion by an example; his neighbour died, and the children were evicted from the property. Since then, the three-bedroom house is empty. He understands that there might be plans with the property, but he is convinced that a short-term lease that would bring money in for the Council, would keep the property at least in its present condition and would provide a home for a family would be a better solution than leaving the property empty. It's falling into disrepair, and its garden is an eyesore in the well-kept neighbourhood.

Tony explained that many of the voids (empty properties) are waiting on regeneration. Most of them were assigned to MCP. It is noted that MCP is behind with the work, so Housing decided to use multiple contractors to remedy the situation. The process of

signing new contracts has begun. ***The aim is to find a fine balance between re-generation and re-let.***

According to the ***present system - to accelerate re-letting a property – in-coming tenants might choose to receive a £250 voucher to buy decoration materials and do the job themselves.*** The Council have an insight into the needs of future tenants, so only those who can do this job are offered the voucher. Also, ***on mutual agreement, tenants can move into a property when bathroom/kitchen refurbishment is lined up in 8 weeks' time so that the move-in is sped-up. Tenants agreed that it was a reasonable approach.***

Actions

- 18 months unresolved roof leakage – to check if work is being lined-up, if not cancel it with MCP and raise it with the new roofing contractor.
- Rotten/falling posts – look into the case.
- Improved communication on planned jobs. (We need to start a campaign to send the message: with the help of the new IT system through the online account, tenants will be able to get all relevant information.)

Next meeting

It was agreed that the next meeting is on 12 May 2025 at 10.30 am for 11.00 am.

Repairs and Maintenance Group meeting

Minutes

Date	Thursday, 29 May 2025
Time	2.30pm – 4pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Simon Allen – Head of Housing Technical Services (RBC)
- Andrea Norman-Walker – Engagement and Inclusion Officer (RBC)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Agenda

I. Introduction - Agenda

Andrea outlined the agenda of the meeting and introduced Simon Allen, Head of Housing Technical Services.

II. Running the Repairs and Maintenance Service

Simon provided an overview of the structure and challenges of the current repairs and maintenance delivery model. The service is managed by a single primary contractor, MCP, selected through a competitive procurement process in 2023. The quality offered was more important than the cost – weighted 60%/40%. It took 15-16 months to appoint the winning contractor.

The contract is structured as a 5-year term with the potential for a 5-year extension, depending on performance, and it is managed internally.

Operationally, it is a client-to-contractor model. Key Performance Indicators (KPIs) are in place and reviewed annually to track effectiveness and service quality.

Simon noted that the first 12 months of the contract were particularly challenging due to:

- poor integration between software platforms (NEC and Service Connect),
- MCP underestimated the resources necessary for managing and fulfilling the contract,
- the shortage of local skilled labour.

These issues contributed to poor workmanship and increased administrative burdens on the Client team. One specific area of concern was the increased lead time for void properties, which resulted in delays and reduced rental income.

In response, several strategic measures have been taken. These include a reduced reliance on the single primary contractor; a new roofing contractor was appointed, and a specialist for damp and mould issues was secured. There are also plans to re-tender minor works and voids in the 2025/26 financial year to diversify the supplier base and reduce risk. The client team focus more on post quality controls.

We have enforced contractual obligations, invoking clauses to recover rental losses associated with void delays. Two improvement notices have been issued to date, with a third in progress.

Looking forward, Simon stressed the importance of continuing to monitor performance to improve services and prevent backsliding while addressing service failures proactively.

█████ reported that his roof has been replaced but there are a few issues he wanted to raise with us:

- the new PVC fascia is fitted on top of the old one – Simon has already communicated with the contractor to find out why this measure had been taken,
- scaffolding was left behind at a property nearby – Simon confirmed that the Council doesn't pay extra for having the scaffolding in situ, but he will enquire about it,
- solar panels were removed before replacing the roof, but they were never put back – Simon said that it takes a couple of weeks to have the solar panel back on the roof as it's managed by a different company,
- Screws in downpipes – Simon agreed that it's not good practice and would request that the contractor returns and makes good.

According to █████, when the flats' new fire doors were put in at Darley Dene, the filler (around the door frames) was dropped all around on the carpets and were not cleaned up by the contractor.

█████ mentioned that at Floral House it is very difficult for residents with walkers to use the communal fire doors as the original magnets (that held the doors open) are removed. He asked for assistance.

█████ praised the contractors who replaced kitchens/bathrooms at Beomonds. The residents are very satisfied with the result.

III. The re-let standard for work to empty properties - Could group members get involved in checking if properties meet the re-let standard?

Simon also addressed broader service delivery expectations, reiterating that all properties offered for letting must meet essential standards. These include being clean, secure, safe, free from pests and damp, and equipped with functioning utilities and facilities (e.g., heating, water, kitchen, bathroom, and fire escape).

Currently, the delivery approach for voids is hybrid. MCP and other selected contractors are engaged based on property condition, scope, and complexity. The target KPI for void turnaround is 17 days from receiving keys to handing them back to the allocations team. This includes time for pre-surveys, health and safety compliance, physical repairs, and post-inspections. The level of work required is determined by our void standards.

Finally, Simon highlighted ongoing efforts to review and improve the void standard, conduct quality checks on completed works, and ensure a positive customer satisfaction outcome. Feedback is actively sought and incorporated into continuous improvement initiatives.

Andrea asked the members of the Group to assist Housing with checking if properties meet the re-let standard.

In █████ opinion, Housing should be responsible for the property to be in a “reasonable” condition, but the rest of the décor should be on the new tenants. He mentioned that there are several properties in his neighbourhood that have been empty for a long time. He is very disappointed in the allocation system; his neighbour died, and since then, the three-bedroom house is empty though it was updated a short while ago. He is convinced that a short-term lease would mean revenue for the Council, would keep the property at least in its present condition and would provide a home for a family. Instead, it’s falling into disrepair. He complained about the gardens of the void properties as they are an eyesore in the well-kept neighbourhood.

An update on the proposals for the regeneration of the Parkside Estate will be provided at the next meeting.

IV. Mould and Damp issues – Scrutiny of the steps taken by the Housing Services

Due to lack of time, this agenda item was referred to the next meeting in September. Simon agreed to present the topic and discuss it then.

Next meeting

Members agreed that the next meeting is on 15 September 2025 at 10.30 am for 11.00 am.