

Repairs and Maintenance Group meeting

Minutes

Date	Monday, 15 September 2025
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Simon Allen – Head of Housing Technical Services (RBC)
- Angela Horsey – Business Development and Policy Manager (RBC)
- Andrea Norman-Walker – Engagement and Inclusion Officer (RBC)
- Rosie Hughes – Business Development Manager, MCP
- Dean Toye – Contracts Manager (MCP)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)
- [REDACTED] (tenant)

Apologies

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

Agenda

I. Introduction - Agenda

Andrea welcomed the two new residents who joined the Group: [REDACTED] and [REDACTED]. She summarized the outcome of the last meeting where the structure and the challenges

of RBC's repairs and maintenance delivery model were discussed along with the re-let standard for work to empty properties. Andrea confirmed that the issues raised by [REDACTED] regarding his new roof were addressed. As part of the refurbishment works at the IRL Schemes, the issues raised by residents at the last meeting are being resolved. She also welcomed Simon Allen, Head of Housing Technical Services, to talk about Mould and Damp as it was postponed from the last meeting.

//. Mould and Damp – Awaab's Law

Simon provided an overview of Awaab's Law - that comes into force next month and requires social landlords to fix reported damp, mould and emergency repairs within strict timeframes.

Reporting mould and damp or any other issues that pose a significant risk of harm to tenants' health and safety is everyone's obligation; from tenants to third parties, like contractors. The Council needs to investigate a reported issue taking into consideration the circumstances of the household. Within 3 days the tenant must be notified in writing if a significant or emergency hazard has been identified, what that hazard is, and what action will be taken and when. If no action is required, a clear explanation must be provided. Simon explained that:

- a new process has been created on our IT system,
- additional resources were secured within Technical Services to best comply with new obligations,
- we will respond to every report of a significant hazard by investigating it within 24 hours,
- we will take action if tenants misuse the system,
- staff have received training,
- we have a new contractor to help with the extra work,
- a new mobile app for on-site inspections has been created, linked to our IT system that will make inspections more effective,
- disrepair claims against the Council may increase.

[REDACTED] asked if an issue is found in a property would the Council check for problems in similar properties? Simon explained cross referencing is difficult for example because properties are affected by the way they are lived in, but the Council will provide long-term solution rather than a quick fix.

Asked about rats, Simon replied that this may be classed a significant hazard depending on the "access route" of the vermin, such as brick missing, downpipe goes to the drain, etc.

III. Customer Journey – repair jobs in practice

Last November, with MCP we finalised the Customer Journey for reporting repair jobs. Today Rosie recaptured the main points of the customer journey: from 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. Also, a step-by-step guide was prepared together with residents on how to report a repair request online. As a result, Rosie reported that jobs request online has increased by 11%. Accessing properties is vital to getting repairs done but tenants sometimes go out without updating MCP. Rosie

encouraged residents to send feedback after their repair. She confirmed that all negative feedback is followed up.

Other issues raised – Andrea to follow up and report back

█████ reported that in ██████ at ██████ there is an issue with the pump in the bathroom. Dean was able to confirm that a new pump has been ordered. He also enquired about refurbishment plans for the IRL schemes.

█████ asked when the main door at Surrey Towers would be repaired as it's been broken for some time. She also reported that one of the new lifts is out of order and it's not the first time.

█████ reported cardboard boxes in front of Southam House, Addlestone which pose a fire risk.

█████ asked about a neighbour's bathroom and kitchen at ██████, Chertsey (█████). Both rooms were updated to a very good standard, but they need another coat of paint and filling by the cupboards in the kitchen

█████ reported that at Beomonds the grass was cut by a hedge trimmer, not a lawn mower and the grass was left behind so residents might slip on them.

█████ asked where residents can find information about planned works regarding their homes. Simon explained how improvement and upgrades are programmed and how dates may have to change depending on the results of surveys and unforeseen works. Some information is on [OneAccount](#) and this will be expanded soon.

IV. Tenant Handbook – feedback on content and layout

Andrea thanked everyone who sent feedback. They are very useful and will be included in the final version of the Handbook. She confirmed that consultation is still ongoing, so if there are any further thoughts on it, let her know. A printed version of the handbook can be provided.

V. Any Other Business

Angela announced that Housing Committee will be debating the creation of a new Customer Experience Panel which would give a new, formal way for tenants to influence decisions and to scrutinise performance. If approved, tenants will be asked to help set up the Panel and will be offered training and support. Let Angela know if you are interested.

Next meeting

The next meeting is on 17 November 2025 at 10.30 am for 11.00 am.