

Repairs and Maintenance Group meeting

Minutes

Date	Monday, 17 November 2025
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Deana Humphries – Head of Tenancy Services
- Simon Allen – Head of Housing Technical Services (RBC)
- Angela Horsey – Business Development and Policy Manager (RBC) (part)
- Stephan Scheiner – Compliance Manager (RBC)
- Andrea Norman-Walker – Engagement and Inclusion Officer (RBC)
- Tenants

Agenda

I. Welcome and feedback from the previous meeting

Andrea welcomed all the new residents who joined the Group and asked them to introduce themselves. She summarized the last meeting where the implementation of Awaab's Law and the repair job reporting process were on the agenda. She provided feedback on issues that had been raised previously, and it was agreed that two of them required further actions; the painting in the kitchen at 44 Heriot Road and the cleaning of the pathways at Beomonds.

II. Challenges and plans for Tenancy Services

Deana Humphries, the new Head of Tenancy Services talked about the current tasks her team is working on:

- The new Hoarding and Domestic Abuse Policy have been approved by the Housing Committee.
- Household information is being collected to better understand tenants' needs and provide appropriate services.
- Refurbishment of the IRL schemes – in the first stage, fire doors were replaced

- Implementation of Awaab's Law has begun. The appropriate reporting tools and processes are in place. It is important that any damp, mould and emergency repairs are reported so the correct action can be taken within the new timescales.
- Car parks – addressing general parking issues at Garfield Road Estate is a priority.
- Grounds maintenance is carried out by Runnymede Council. It was previously contracted to Surrey County Council

Deana mentioned that there are several vacancies and we are advertising for new staff.

It was reported that the garden at Darley Dene had been attended to, but fly tipping remains an issue. However, the rubbish behind the Community Centre has been cleared. At Surrey Towers new fly-tipping was reported: a sofa has been broken up and jammed into the recycling bin. At Beomonds a cut-up bench was stuffed into the bin at the back. Unfortunately, the bin is located in an open area. Electrical items are also regularly left next to the bins.

Residents suggested that the cost of £85 for bulky waste collection is too high and proposed that the Council offer a free collection service at least a couple of times a year.

III. Structure of Housing Technical Services

Simon Allen, Head of Housing Technical Services gave a brief overview of his teams' structure: the Compliance Team is responsible for fire and electrical safety as well as asbestos. The Repairs Team manages day-to-day repairs while the Planned Works Team manages major updates. These services are provided by contractors, with planned works supported by consultants for procurement of contracts.

Simon confirmed that due to Awaab's Law, the number of weekly reports on damp and mould has increased from 15-20 to 50, placing additional pressure on his team.

In response to a question, Simon mentioned ongoing efforts to improve energy efficiency in homes. Options being considered include solar panels and air source heat pumps. By 2030 all rented properties must meet EPC grade C.

A resident asked about installing electric car charging points at home. It was explained that tenants with their own driveways, who have held a tenancy for at least one year, can request permission to install a charging point at their own expense. Charging vehicles in shared parking areas is more difficult as safety is paramount, however possible options for the installation of charging points will be considered in the future.

IV. Key Performance Indicator (KPI) review

Simon shared performance measures for repairs services, re-let of empty properties (voids) and health and safety for this year and those proposed for next year. Angela invited the Group to suggest additional measures that might be important to tenants. Questions were raised about how often KPI's should be reviewed by residents. It was agreed that KPI's should be scrutinised by the new Customer Experience Panel and a summary reported to this Group.

In response to a question, Simon explained that void properties are prepared to an approved, basic standard. If decorating is required, the new tenant is usually provided with a Decoration pack. Plaster should be sound, ready for the tenant to decorate.

- V. **Consultation on a revised Repairs Policy** - due to time constraints, this topic has been postponed to the next meeting.

VI. Any Other Business

Members raised issues for the agenda, including water pressure on Grove Road and fencing and grounds maintenance on Orchid Way. Andrea will report back on these matters.

Regarding the removal of fire extinguishers from communal areas at the Independent Retirement Living (IRL) Schemes, Stephan Schneiner assured residents that this was in line with our policy and was recommended by the fire risk assessor for residents' safety. Residents were reminded of their responsibilities:

1. Report any fire by calling 999.
2. If a fire is reported, "stay put" (if it's not in own property) rather than attempt to extinguish it without proper training, as doing so could endanger their own and others' lives.

Next meeting

The next meeting is on 19 January 2026 at 10.30 am for 11.00 am.