

Repairs and Maintenance Group meeting

Minutes

Date	Monday, 16 March 2026
Time	11am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Daniel Lloyd Head of Housing Operations (RBC)
- Simon Allen – Head of Housing Technical Services (RBC)
- Andrea Norman-Walker – Engagement and Inclusion Officer (RBC)

- [Redacted]

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- [Redacted]

Agenda

I. Welcome and feedback from the previous meeting

Andrea welcomed all residents who attended the meeting in person and joined online. She reported back on issues raised at the previous meeting:

- **Out-of-order lifts at Surrey Towers:** a letter was sent out to all residents outlining the steps Housing has taken to address the issue. Both lifts are now in working order.
- **MCP access:** Contractor access to the top floor/roof at Surrey Towers is available during working hours by calling the caretakers, Estate Services or Repairs. Out of hours, access is available by calling Safer Runnymede. In response to a question, Simon confirmed that the roof repair is in progress. It was originally planned for January but postponed due to continuous rain. The falcons have returned but are not nesting yet, so the repairs can proceed.
- **Post inspection following void relets:** Lofts to be included in inspection reports, with photos required.
- **Old Boiler replacements at Darley Dene:** it was confirmed that boilers will be replaced once they fail.
- **Repairs Policy review:** The revised Repairs Policy will be sent out along with the Minutes of the meeting.
- **Draft Mould and Damp Policy** will be also circulated for comments.
- **Surrey Towers re-paint:** Quotes have been received. Repainting will take place within the next 6–8 weeks and will cover the entrance foyer and the communal staircase up to the 1st floor.
- **Reporting damp/mould issues:** Stock condition surveys cover 20% of our properties each year, so surveyors may identify mould issues. If there is any indication of mould that is not visible, we will ensure the source is investigated. Mould issues can be reported by anyone—not only the tenant—under Awaab’s Law (e.g., neighbour, family member, friend).
- **Window repairs in Surrey Towers:** Any window repair must be reported, regardless of the window replacement programme. We have a specialist contractor for repairs at Surrey Towers due to the unique window design.

II. Outcome of the Regulatory Inspection

Daniel Lloyd provided a summary of the Regulator’s judgement, its key findings, and our response. The Regulator inspected our services against the Consumer Standards, including the Safety and Quality Standard, the Transparency, Influence and Accountability Standard, the Neighbourhood and Community Standard, and the Tenancy Standard. Observations were made regarding:

- **Quality & safety of stock**

- The stock condition survey is underway, with 65% completed. We expect to be compliant with the Regulator’s requirement by July.
- The Decent Homes compliance target of 90% by the end of March 2026 has already been exceeded, with 93.33% achieved at the end of February. The target for 100% compliance is April 2028.

Compliance Checks

Compliance checks for gas, asbestos, electrical safety, water management, lifts, and fire safety are all 100% complete. However, the Regulator did not accept our evidencing. We are strengthening our data systems and assurance processes to meet the required standards.

A tenant noted that the asbestos removal contractor provides excellent service—quick and very efficient.

Hazards Identified During Inspection

At the time of the Inspection, we received a large batch of surveys identifying 250 hazards, which are referenced in the judgement. We are addressing these hazards in line with our normal procedures. However, to accelerate the resolution of Category 1 hazards, contractors have been instructed to notify us immediately when they are identified.

Fire Risk Assessments

Fire Risk Assessments are 100% complete, but we need to accelerate progress on outstanding actions. Daniel highlighted the fire door replacement programme, which will address the majority of medium-priority overdue fire risk actions.

Decarbonisation and thermal-efficiency programmes are underway, with the aim of achieving an EPC C rating across all our housing stock. Daniel also shared the current investment position, including both internal resources and grant funding.

Tenant scrutiny

1. We currently have three active tenant engagement groups. With the establishment of the Tenant Experience Panel, we'll strengthen the scrutiny of our policies, processes and services,
2. A new Customer Insight Officer role will enhance the quality of our tenant data enabling us to engage with tenants according to their needs,
3. we'll work with tenant groups to identify and publish service standard priorities and use these to drive improvements in our performance.

Complaints - our current timescales don't meet requirements, so we are recruiting two additional posts. We are also enhancing our IT system to ensure it meets the expected standards.

External assurance – extend internal and especially external oversight.

Evidencing meeting the consumer standards: to be improved.

Our priorities:

- Complete stock condition survey, continue property upgrades and complete fire risk actions,
- complete rent compliance review and new audit,
- survey all tenants to update diversity data,
- strengthen tenant involvement in scrutiny and service design,
- continue the development of our integrated IT system,
- evidence compliance with the Consumer Standards,
- procure a programme of external validation to provide independent assurance.

Regarding next steps, Daniel mentioned that engagement with Regulator started and fortnightly meetings are planned. We established a Housing Improvement Board and will publish our Improvement Plan. We'll report to each Housing Committee meeting progress.

One of the members suggested that the council should ensure there is a 100% post-survey process following major jobs carried out by contractors. It was noted that contractors appear to work to different standards in private homes compared with social housing.

Simon informed the group that 10–15% of day-to-day jobs are inspected either in person or by phone. All major jobs are post-inspected before they are signed off. We are also developing transactional surveys within our system, which will provide us with more reliable data.

III. Communication – Housing-contractors-tenants

This item was added to the agenda at the request of the tenants. Several issues were raised, including:

- Different workmen arriving at properties without any prior notification
- Contractors failing to attend at the agreed appointment time
- Contractors attending but giving excuses for not completing the job, even though the issue had been clearly described when it was reported

Daniel assured tenants that it is the contractors' responsibility to contact residents directly to arrange an appointment before attending a property. A survey will be set up to gain a better understanding of tenants' experiences.

Scaffolding: Residents also raised concerns about scaffolding. In many cases, scaffolding is erected for a job, the work is completed, but the scaffolding remains in place for several weeks afterwards. It was agreed that, as part of the major works survey, we will gather feedback on this specific issue as well.

IV. Performance data update

Simon presented our performance data, which had been circulated to the Group with the agenda and was also available in printed form at the meeting. He highlighted two indicators where performance is moving away from the target:

1. Proportion of non-emergency repairs completed within target timescales

- Target: 95%
- Q1: 77.5%
- Q2: 77.8%
- Q3: 69.06%
- Benchmark: 88%

2. Proportion of emergency repairs completed within target timescales

- Q1: 78.34%
- Q2: 90.54%
- Q3: 77.87%
- Benchmark: 94.9%

Simon explained that the sector is currently in a difficult position. Although we could look at termination clauses within the contract with MCP due to their performance, there is no guarantee that we would be able to secure a contractor within a reasonable timescale with the addition of the unknown around performance and the lack of adequate contractors in the sector. In addition, due to the Local Government Reorganisation, it would not be wise at this time to enter a new contract given the uncertainty around LGR. Simon additionally explained that we will continue to work with MCP+ to bring performance back to acceptable levels.

MCP has now been replaced by MCP Plus which is the same contractor, just a new name. The owner has returned as Business Director—he previously managed the company during a period of stronger performance—and has committed to providing more labour and greater assurance to address the backlog and driving performance for the Runnymede Contract. The

company has also appointed a new Commercial Director. Their engagement with us has already become noticeably more positive.

Next year, we may need to review and amend the repair timescale performance targets to ensure they are more realistic and aligned with sector benchmarks.

To support MCP +, we have already been utilising additional local SME contractors and are tendering for contractors to work on void properties and to carry out kitchen and bathroom upgrades as well as minor day to day repairs. We are prioritising local contractors and local resources. While MCP + was previously on a 5+5-year contract, the new contract will be 2+2 years.

Performance data will continue to appear regularly on the agenda for information.

In response to a question, Simon confirmed that a door replacement (Anglian) currently takes 4–6 months.

V. Any Other Business

No other issue was raised.

The next meeting is on 11 May 2026 at 10.30 am for 11.00 am.

Actions agreed:

- issue transactional survey (post-inspection)
- issue survey on contractor communication
- major works survey to include scaffolding experience
- send out Repairs Policy and Mould & Damp Policy for feedback
- report back on Surrey Towers re-paint
- report back on roof repair at ST.