Repairs and Maintenance Group Meeting

Minutes

Date	Monday, 16 September 2026
Time	10.45 am – 12.30pm
Location	Magna Carta Room Civic Centre, Station Road, Addlestone, KT15 2AH

Attendees:

- Maggie Ward, Head of Housing
- Simon Allen, Head of Technical Services
- Angela Horsey, Service Improvement Manager
- Michael Frean, Engagement and Inclusion Officer
- Matt Clarke, MCP
- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant, joined remotely)

Apologies

- [redacted] (tenant)
- [redacted] (tenant)
- [redacted] (tenant)

1. Welcome and Matters Arising

The group welcomed Michael, our new Engagement and Inclusion Officer.
The group is still seeking a tenant chair. Members were encouraged to consider the role and suggest suitable volunteers.

- Damp and mould information will be included in the next full tenant newsletter, following publication of the annual report.
- Rather than circulate the complaints policy alone, officers will share the annual complaints assessment. The communication strategy has already been circulated; the draft engagement strategy and draft service standards will be shared for consultation and workshop discussion.
- Officers continue to challenge delays in removing scaffolding. Roofing work cannot be signed off, paid for or have scaffolding removed until inspections and any snagging are complete. Bailey Garner, formerly Arcus, supports the Council in overseeing the roofing contract.

- A long-standing individual repair concern raised at the meeting will be followed up separately.

2. MCP repairs service

Matt Clarke, MCP's owner, outlined changes intended to improve delivery. MCP reported 100% attendance for emergency repairs and 85% completion of routine jobs within target in August. He acknowledged that residents' experience does not always match the headline figures and that routine repairs, appointments and communication need further improvement.

MCP is increasing its use of locally based, self-employed tradespeople paid for completed outcomes. The intention is to improve attendance, accountability and the quality of work. MCP will continue to monitor new starters and require operatives to return where work is not satisfactory.

Residents raised concerns about long waits, same-day cancellations, inaccurate explanations for missed appointments, unavailable electricians and operatives being sent outside their apparent trade. Residents also shared examples of good responsive service. The group agreed that timescales, kept appointments and earlier notification of changes should be the focus of MCP's next update to this group.

The Council is reinstating its own satisfaction surveys and will be writing to all tenants about this. This should increase the response rate and provide more reliable evidence of trends. MCP will also share a concise summary of their performance and contact details.

3. Housing Service Improvement Plan

Maggie Ward explained that the plan combines actions from the Council's self-assessment, the Regulator of Social Housing judgement, staff workshops and tenant feedback. It runs to 31 March 2027 and is monitored weekly through a detailed, red/amber/green dashboard. No activities have been rated red.

The programme covers governance and oversight, tenant engagement, safety and quality, rents, IT and staff competence. Desired outcomes are clearer involvement in shaping services and evidence that the Council listens and acts, fair access to services and better communication about progress.

A Household Information Survey will ask tenants to update their details, including relevant disabilities and access needs. This will help the Council design services, budgets and policies appropriately and demonstrate that decisions are consistent and fair.

As part of the Regulator's new Competency and Conduct Standard, senior Housing staff will need to have housing qualifications.

The group agreed to receive a short safety and quality update report at every meeting, with more detailed officer attendance where members have specific questions. Progress will also be reported to the Housing Committee.

4**. Property safety and Awaab's Law**

Simon Allen summarised the second phase of Awaab's Law, due to take effect in October 2026. It extends the statutory response framework beyond damp and mould to hazards including excess cold or heat, falls, structural collapse, fire, electrical hazards, and domestic hygiene or food-safety risks.

Emergency hazards must be addressed within 24 hours. Significant hazards must be investigated within 10 working days, followed by a written summary within three working days; work needed to make the property safe must be completed within five working days. Additional preventative work may have a 12-week backstop..

The Council has completed almost all stock condition surveys, with fewer than 100 of approximately 2,800 homes remaining. It is updating triage and case management processes, training relevant staff in Housing Health and Safety Rating System assessments, checking contractor capacity and reviewing complaints and escalation arrangements. Complex matters such as hoarding or major structural problems may require safeguarding, support from other agencies or temporary moves as well as repairs.

5. Performance Indicators

This item was presented by Simon and Angela. Members agreed that future meetings should receive performance data on:

- non-emergency repairs completed within target;
- emergency repairs completed within target;
- satisfaction with the repairs service; and
- the average end-to-end time to re-let an empty home.

6. Minor Works and Voids Contract

Simon presented the tender for larger void works, complex repairs, kitchens and bathrooms attracted 20 bids. It will be split between north and south areas and is being evaluated equally on quality and price. A decision is expected around October or November 2026. Contract lengths are being kept shorter because of the imminent local government reorganisation.

Residents asked to be involved earlier in future procurements. Planned works should be inspected before payments are made.

Officers agreed that participation would be most useful when specifications and resident-facing questions are developed; training can be offered.

7. Other business and next meeting

- Members expressed interest in a future update on energy efficiency, Energy Performance Certificates and decarbonisation.
- Residents raised two severely water-damaged empty homes at Braeside and concerns about overgrown gardens. Officers explained that higher-cost works require a tender process and contractor availability, while wider redevelopment options may also affect decisions. The addresses will be confirmed and a specific update provided.
- Questions were raised about external painting at Braeside and incomplete painting after ivy removal. These will be referred to the Planned Maintenance team.
- Officers also agreed in principle to share a five-year planned-maintenance programme by postcode, rather than individual address, while making clear that programmes can change and some works depend on inspection.

- A query was raised regarding whether Independent Retirement Living Residents need permission to keep pets. It was confirmed that they do. Clear information will be included in the next IRL newsletters.
- Members were content to receive future agendas and papers by email but paper copies will also be available at the meeting

- **Next Repairs and Maintenance Group meeting:** Monday 16 November 2026 at 10.45 am. Refreshments available from 10.30. The date and time will also be published on the Council's website.

Action log

Action	Owner	When
1. Invite expressions of interest for the tenant chair role.	Engagement Team / group members	Before next meeting
2. Include damp and mould advice, in a newsletter to all residents. Pet permission guidance for independent living residents, in the next IRL newsletter.	Engagement team	Next newsletter
3. Circulate the annual complaints assessment, draft engagement strategy and draft service standards, with workshop invitations.	Engagement team	When drafts are ready
4. Follow up the individual issues raised at the meeting.	Simon Allen	As soon as possible
5. Provide data on repair timescales, kept appointments, cancellations and the new delivery model.	Matt / MCP	Next meeting
6. Provide a concise safety and quality dashboard and agree with tenants what repair performance measures they want to see.	Simon Allen	Each meeting
7. Arrange a planned-maintenance update covering inspections, of the planned maintenance programme by postcode.	Planned maintenance team	Next meeting
8. Consider resident involvement at the specification stage of suitable future contracts.	Simon	For future procurements