



Repairs and Maintenance Panel Meeting:

Tuesday 13th May 2025

12.30pm – 2.30pm

TEAMS

Panel members in attendance:

Redacted for sharing

Other attendees

Annmarie Flynn (AF)
Rhona Clarke (RCI)
Kevin Williams (KW)
Rob Chapman (RCh)

Tenant Voice Team Leader
Tenant Involvement Officer
Interim Head of Asset Maintenance
Business Applications Delivery Manager

Apologies:

Redacted for sharing

Minutes

Agenda Item No	Subject	Action
1.	Welcome and housekeeping:	
2.	Minutes & Matters Arising: None. Minutes approved by Jayne Halsall and Brian Turnham as true record of meeting	
3.	Recommendations Action Monitoring Log:	

	Members approved the following actions as completed. RM01 – Approved Planned Investment update included on the agenda for the panel meeting on 07/01/25 RM03 – Approved Repairs & Maintenance Customer Experience took place at The Quakers meeting room 28.02.25. Feedback was collated and the report was presented to LOC and the board 30.04.25 RM11 – Approved Link to explainer video “Help Me Fix It” emailed to panel members along with agenda and pre reading material 30.04.25 RM12 – Approved Phase 2 of the customer portal will include component replacement information. This is currently in development. RM13 – Approved Panel members requested a schedule of Customer Impact Days, including their planned dates - We currently have planned 27th Feb Cabul Close & 10th March Dale Meadow Road. RM14 – Approved The Involved Customer Conference on 18th July 2025 will include a session on energy performance RM15 – Approved Panel members requested repairs performance information for the next meeting. This was added to the agenda for the Repairs & Maintenance Panel on 13th May and presented by Kev Williams. RM17 – Approved	
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	On Friday 28 February a group of twelve involved customers came together for a full day session to consider the whole responsive repair process to find common areas for potential improvement. Review of findings and recommendations presented to LOC and board 30.04.25	RCL move all actions to completed on the monitoring log
4.	Terms of Reference Annual Review: The item has been deferred and will be included on the agenda for the panel meeting scheduled for 01st July 2025	RCL to add as agenda item for July panel meeting
5.	Work plan 2025/ 2026: Items to be included in the new workplan for the year ahead: • ED: Issues experienced by new tenants moving in, specifically around the voids process - properties being signed off as ready to let when they are not. • MB: Improving follow-up on outstanding repairs and addressing concerns about operatives being assigned to jobs they are not qualified to complete. • JH: Reducing the misdiagnosis of repairs to improve first-time fix rates and customer satisfaction.	RC include review of voids in workplan AF to include follow on repairs and misdiagnosis in agenda for discussion at assets Senior Leadership Team (SLT)
6.	Customer Portal Update: RCh provided an update on the Customer Portal developments. Phase 1 was a like-for-like rollout, meaning the tenant experience remained the same. This phase aimed to help tenants become familiar with the portal's layout and functionality. Phase 2 added functionality, planned investment, repairs claim form, Direct Debit will not be going ahead (due to encryption issues and a backend CRM not being available).	

	News, Events & Communications will be accessible through the Customer Portal in July 2025. The portal will also incorporate enhanced AI-driven repair diagnostics, similar to ChatGPT, which will prompt tenants to provide more detailed descriptions when reporting repairs. This feature is expected to go live by July/ August. The number of reportable repairs will increase as well as streamlined. This will need to be reviewed with the Assets team. JH queried the purpose and function of the repairs form. The organisation is aiming to incorporate a new Customer Relationship Management (CRM) as part of the housing management system replacement which needs to be replaced by September 2027. Assets have introduced a new pilot scheme called "Help Me Fix", a system that connects tenants directly with a tradesperson who can assess and diagnose repairs remotely. The aim is to launch this by June. The mobile app is being redesigned and should go live by end of July 2025. MB – The portal is currently running slowly, particularly when accessing rent standards. ED – Portal unavailable to report repairs twice. Phase 3 Using insights from the tenant portal testing, an action plan with a clear roadmap will be established, which includes simplifying the password process. The goal is to commence Phase 3 by July 2025.	RCh to send involved tenants a list of current repairs and invite their feedback on any repairs that may be missing RCh to query this and feed back to panel RCh will investigate and report back on performance. RCh to share the road map with panel RCI to invite Rob to October panel meeting for further update.
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7.	Repairs Performance: KW provided members with performance information, including diagnosis, waiting times, repair quality, and post-inspections. Tenant Satisfaction Measures have improved from 69% to 73%, showing positive progress. Overall satisfaction is moving in the right direction, with efforts ongoing to maintain and build on this improvement. All HMS contractor Key Performance Indicators (KPIs) are currently green, though Torus is committed to raising standards further where necessary. Torus uses an internal repairs dashboard to monitor the volume and types of repairs being reported. From July, Torus will pilot a video calling system “Help Me Fix It” that connects tenants directly with a tradesperson at the hub. This aims to improve diagnosis and support a higher First Time Fix (FTF) rate. BT – What provisions are in place within 'Help Me Fix It' to ensure it's inclusive of older tenants who may not be digitally savvy? KW – For anyone not confident with online technology—or in the case of emergency repairs—the Customer Hub is still available as the main point of contact. Average time to complete repairs has improved from 20 days to 12.5 days. The focus remains on effectively managing and monitoring budgets to ensure the best value for money. Looking ahead, there will be a continued assessment of when it's more cost-effective to replace rather than repeatedly repair. The Tenant 360 Dashboard is now being tested in the Customer Hub, making it easier for call handlers to quickly access relevant	KW to demonstrate dashboard at next panel meeting. KW to return to panel in 6 months with results.

	information. It also helps them identify existing repairs and, where appropriate, log a recall instead of creating a new repair request. KW – 5% of repairs are being post inspected. This is monitored monthly. Post inspections include • Delighted surveys • Health & Safety inspections • Quality assurance post inspections • Sub-contractor assessments AMF – The dashboard figures show a significant improvement in missed/ cancelled appointments? Why? KW – Torus have been on quite a journey and it's a combination of factors. Little changes make big differences and improved data monitoring, and analysis have also played a key role in driving these improvements.	
8.	Any Other Business: The panel discussed their preferences for the format of future meetings. It was agreed that face-to-face meetings are preferred, with a new preferred time of 11:30 a.m. to 1:30 pm	RC will update future meetings to match the agreed format and time
	Date of next meeting: Tuesday 1st July 2025	