



Repairs and Maintenance Panel Meeting Minutes
Tuesday 23 June 2026
12pm – 2pm (St Helens Cen002)

Panel members in attendance:

Redacted

Other attendees

Annmarie Flynn (AF)	Tenant Voice Team Leader
Rhona Clarke (RC)	Tenant Involvement Officer
Liam Hoult (LH)	Senior Surveyor – Assets
David McCoy (DMC)	Applications Support Officer

Apologies:

Andy Carberry, Paul Burke, Others redacted

Minutes

Agenda Item No	Subject	Action
1.	Welcome and housekeeping: With the agreement of panel members, AF chaired the meeting in AC's absence.	
2.	Minutes & Matters arising: Approved as a true and accurate record. No matters arising.	
3.	Declarations of Interest: LP declared that she is also a member of the LOC. No objections were raised by panel members and the declaration was noted.	

4.	Customer Portal Update & Mobile App DMC provided an update on the Customer Portal and Mobile App project, including Phase 4 progress including the ability to update personal data, an Inactive Account Module, Payments Integration and a Damp and Mould reporting form. Phase 4 will be rolled out in stages, with full implementation expected by the end of July 2026. LP queried whether the Inactive Account Module could trigger a tenant welfare visit where an account becomes inactive, as this could indicate that a vulnerable tenant may require support. AF advised that it may not be possible to trigger a welfare visit as 6 months due to resourcing. DMC advised it may be possible to develop this module to trigger tenancy audits with tenant and Neighbourhood officer HS How will The portal / App link to new housing management system? DMC advised that Plentific had not identified any issues with the integration and did not foresee any problems with the proposed arrangements. Members were advised that customers who begin a repair booking but do not complete the process will receive a text message reminder and their booking will be retained in their basket for up to 24 hours, making it easier to resume and complete the request. Increased appointment slots will be made available to customers to smooth the customer journey and improve successful checkout rates. Planned improvements include updating the look and feel of the portal to make it more user friendly, along with improvements to the repairs reporting screens to help customer select the right category when logging a repair. Members welcomed the update and noted the continued development of the portal and mobile app, recognising the benefits for tenants through improved access to services and digital self-service options.	AF to escalate inactive account module discussions to Jan Calland and Kelly Tasker
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5.	Repairs Performance: AF noted the performance report was quite lengthy and members had not received it with enough time to review it before the meeting. AM asked if future reports could focus on the main headlines, key performance areas and any issues or exceptions, making it easier for members to review and discuss. LH provided an overview of repairs performance for May 2026. • Outstanding works in progress remained low at 2.08%, out-performing the 3.59% target. • Appointments made and kept were 97.68%, just below the 98% target, with strong performance across Responsive Repairs, Gas Repairs and Damp & Mould repairs. • Emergency repairs completed within target remained high at 99.18%, while non-emergency repairs improved to 90.54%, exceeding the 88% target. • The average repair completion time improved to 9.72 days, against a target of 11 days. • The average cost of a responsive repair increased slightly to £169.21 but remained below the target of £183.75. • The average cost of a major repair rose to £1,381, remaining well within the £2,000 target. • Tenant satisfaction with the repairs service was 90.93%, based on 926 survey responses. JF what constitutes a completed repair for reporting purposes? LH a repair is classed as practically completed once the work has been carried out. LP How are complaints relating to repairs reflected in performance figures, noting that a repair could be recorded as completed even where the quality of work is below standard and results in a complaint. LH advised that quality assurance checks are carried out weekly across each trade area, with repairs manually reviewed by the team and confirmed that the service aims to complete post-	LH to provide a summary report for future meetings, highlighting key performance results, trends and any areas of concern, and circulate papers in at least 7 days in advance of meeting to allow members time to scrutinise and prepare questions.
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	inspections on 5% of repairs to monitor quality and identify any issues. AF advised that it is now possible to track repairs raised following a complaint but it is not currently possible to match a previous complaint. As part of a complaint investigation if quality is an element and the repair is within the recall period the operative is expected to return and rectify. If outside recall period it is escalated to the operatives line manager for action which may include training or disciplinary action. For every repair related complaint upheld there is a HMS feedback Microsoft Form sent to HMS explaining the full issues. This allows HMS to understand trends and themes and plan for individual and service wide improvement actions. LH advised that performance for pest control repairs continues to be impacted by the nature of the work, which often requires multiple visits and longer treatment periods. Consideration is being given to whether a longer target timescale would better reflect the service. Damp & Mould repairs remain under close monitoring due to their complexity and regulatory importance. Members noted the continued strong performance across the repairs service, particularly for emergency and non-emergency repairs completed within target timescales. LP asked how repairs that result in compensation claims are linked to performance reporting and whether there is a mechanism for tracking these cases. LP expressed concern over limited information provided to customer when a repair is sub contracted. Eg no appointment in some cases.	AF to discuss the potential to develop a process to link complaint repair codes to compensation paid and report back to panel. RC to request confirmation of process for appointing sub-contractor repairs and communicating with customers from Molly
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		Addison to report back to panel
6.	Overview - Decent Homes Standard: Assets were unable to attend to discuss this item, specific Torus related performance and preparation for revised standard will be added to the agenda for the next meeting. AM provided an overview of the proposed changes to the Decent Homes Standard, which will apply to both the social and private rented sectors from 2035. Key changes include: • Damp and mould becoming a standalone standard, requiring landlords to proactively identify and address issues. • Homes being assessed on the condition of components rather than age-based replacement cycles. • New child safety requirements, including window restrictors where there is a fall risk. • A requirement for homes to be free from Category 1 hazards. • Higher energy efficiency standards, including a move towards EPC C-rated homes. AF advised that homes will need to meet five key criteria to be considered decent: being free from serious hazards, in a reasonable state of repair, providing suitable facilities, delivering thermal comfort and being free from damp and mould. HS Do all upper floor windows need restrictors now? ED There needs to be a link between identified vulnerabilities and minor aids and adaptations e.g. window restrictors on ground floor windows AF minor adaptations can usually be completed without OT referral, but major adaptations such as wet room would need an OT referral.	RC to invite Dave Gerwetz to the next panel meeting to provide an update on Torus' position against the revised Decent Homes Standard. RC to query this and report back to panel. RC to request confirmation from Hub on script for requesting minor adaptations and report back to panel.

	In St Helens the local authority complete all aids and adaptations (including minors). Members noted the changes and the potential impact on future investment and asset management planning.	
7.	Retrofit Tenant Inspection Project: Deferred to next panel meeting	RC to add Retrofit Tenant Inspection Project as an agenda item for next panel meeting.
8.	Repairs & Maintenance Scrutiny Review Recommendations Update Deferred to next panel meeting	RC to add R&M Scrutiny Review Recommendations update as an agenda item for next panel meeting.
9.	Recommendations Action Monitoring Log: Members approved the following actions as complete: RM21 – Following concerns raised by panel members around the voids process, outstanding repairs and repair misdiagnosis, a site visit was held on 21 March 2025 to view two void properties at different stages of completion. A further update was provided by Ian Morrissey, Paul Burke and Liam Hoult at the January 2026 panel meeting, outlining actions taken to improve follow-on repairs, operative allocation and First Time Fix performance. Members noted improved FTF performance. RM46 – Following a query from panel members about whether customers could upload photos or videos to support repair requests, it was confirmed that this functionality is included within the scope of the Total Mobile project and tenant portal. An update provided by RCh outlined that delivery is planned in line with the project roadmap, with a go-live expected in June 2027. RM57 – Following an update on the ongoing Grounds Maintenance review, panel members	RC to update recommendations monitoring log: RM21, RM46, RM57, RM64, RM69,

	requested involvement in the review process and sought assurance on improvements to service monitoring. A subsequent update from Terri Wood confirmed that a comprehensive review of mapped grounds maintenance areas commenced in 2024, resulting in a revised service map and contract variation from April 2026. The introduction of before-and-after photographs was trialled from July 2025 through Versa work forms, providing greater visibility of service delivery and supporting the development of performance monitoring reports. It was noted that the review focused on service data accuracy rather than service standards, and therefore did not include a resident engagement element. RM64 – Following concerns raised by a panel member that multi-day repair appointments were not fully visible on the customer portal, clarification was sought regarding how appointments are displayed. An update provided by RCh confirmed that the portal homepage “Upcoming Appointments” section is designed to show only the next scheduled appointment, while the Repairs page displays the full appointment history. Following testing by Plentific, DMc confirmed that the functionality had been reviewed and the issue resolved. RM69 - Following suggestions from panel members to expand the range of repairs that can be reported through the system, including moss on pavements and communal walkways, groundworks, overhanging trees and non-emergency toilet repairs, HW reviewed the requested service areas. An update confirmed that non-emergency toilet repairs and groundworks/pathway repairs are already available to report through Active Housing, while overhanging trees are managed through a cyclical maintenance programme. Consideration was also given to how additional service requests could be incorporated into the system where appropriate.	
07	Any Other Business: LP asked for an agenda item at a future meeting to discuss the LOC and the role of involved tenants. LP	RC to add an agenda item to future meeting

	felt this could help raise awareness of involvement opportunities and support recruitment of new involved tenants.	on the LOC and tenant involvement opportunities to support recruitment and promotion of involved tenant activities.
Date of Next Meeting: Tuesday 18th August 2026		