



Repairs and Maintenance Panel Meeting Minutes
Tuesday 28 April 2026
11.30am – 1.30pm (St Helens Cen003)

Panel members in attendance:

Redacted for sharing

Other attendees

Andy Carberry	Tenant Voice Team Leader
Annmarie Flynn (AF)	Tenant Voice Team Leader
Rhona Clarke (RC)	Tenant Involvement Officer
Liam Hoult (LH)	Senior Surveyor – Assets

Apologies:

Redacted for sharing

Minutes

Agenda Item No	Subject	Action
1.	Welcome and housekeeping:	
2.	Minutes & Matters arising: Approved as a true and accurate record. No matters arising.	
3.	Declarations of Interest: No declarations of interest by panel members	
4.	Repairs Performance: LH provided an overview of current repairs performance and shared apologies on behalf of Paul Burke, who was unable to attend. The average cost of a responsive repair is £176.51, slightly reduced from February but still just above the £175 target. The increase	

	across February and March reflects a focus on completing outstanding work ahead of the new financial year. • Completed repairs increased significantly, with 12,894 jobs finalised in March compared to 7,742 in February, largely due to year-end activity. • Total spend rose to £2.28m (from £1.38m), in line with the higher number of repairs completed and processed. • The average cost of major repairs decreased slightly to £1,312, remaining well within the £2,000 target. • The average completion time for repairs was 10.56 days. This remains strong overall, although a small number of more complex repairs have taken longer to complete. • 99.55% of repairs were completed within target times. This is a positive position, with further validation underway to ensure alignment with sector definitions. • First-time and on-time completion was 89.57%, above the 88% target and consistent with upper quartile performance. • Overall repair volumes increased to 14,064 in March, driven primarily by reactive repairs. • Tenant satisfaction measures indicate that the majority of both emergency and non-emergency repairs are being completed within timescales, showing the service is meeting customer expectations. • Pest control performance remains low at 35.92%, reflecting the need for multiple visits to resolve these issues. • Damp and mould, along with pest control repairs, continue to have higher average costs due to their complexity and specialist requirements. HS asked whether tenant satisfaction data is based on surveys or operative PDA records. LH confirmed that the data is captured through operatives' PDAs. AC asked whether any increase in costs, such as fuel, has been forecast for the year ahead.	
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	LH advised that no increases are anticipated at this stage, as budgets were set prior to recent global developments. LH also provided an update on subcontractor performance, noting that there is now a greater focus on post-inspections, alongside the introduction of monthly performance meetings. Post-inspections are being shared between in-house teams and subcontractors to ensure a consistent approach, and this is helping to gradually improve standards, with the aim of bringing subcontractor performance in line with in-house teams. JF this approach will help clearly identify which contractors are meeting the required standards and which are not. HS noted that Gas Safety Checks are not currently appearing under planned works in the portal. Panel asked if an update on the Decent Homes Standard could be brought to a future meeting.	RC to query with RCh why gas safety checks are not appearing on portal and report back to panel RC to add Decent Homes Standard to agenda for future meeting.
5.	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
6.	Retrofit Tenant Inspection Project: Tenant Inspectors found a difference in reported satisfaction between end of scheme satisfaction survey and two tenants interviewed during inspection. Scope of inspection Extended to 13	RC to add Retrofit Tenant Inspection update as an agenda item for future meeting

	schemes to test this further. the scope of programme to 13 schemes	
7.	Recommendations Action Monitoring Log: Members approved the following actions as complete: RM61 – DMcC provided a progress update on Phase 4, noting delays due to the Versaa system upgrade and Plentific portal authentication work. The Versaa upgrade for test and live environments has now been completed, with remaining test/dev environments scheduled for completion by 29.04.26. Following this, Plentific will be instructed to update the test environment to enable further testing. RM63 – The panel discussed the visibility of historical repair information within the portal. It was confirmed that repair history will reflect the data currently held in QL; however, when transitioning to Total Mobile, only 12 months of repairs history will be displayed to support system performance. Concerns raised by panel members regarding access to older records were noted. RM50 – The panel considered a proposal to restrict customers with outstanding safety compliance checks from reporting repairs via the portal, redirecting them instead to the Customer Hub. Where possible, repairs and safety visits will be coordinated to take place at the same time for convenience. The proposal was agreed in the interest of tenant and neighbour safety. RM54 – Members discussed HMS as the primary contractor and identified the benefit of a site visit for new panel members. Involved tenants attended a visit to HMS Stonebridge on 19 March 26 to observe operations and gain a better understanding of the service. The session enabled open discussion, resulting in positive feedback which will be used to inform ongoing service improvements and strengthen collaborative working with tenants. RM56 – A review of the pest control policy was discussed, with a request to bring proposals to the	RC to update recommendations monitoring log: RM61, RM63, RM50, RM54, RM56, RM72,

	panel. The item was considered on 10.03.26, with agreement for KT to draft an updated policy incorporating panel feedback and return this to the panel for further consultation. RM72 – Members discussed what constitutes a conflict of interest and agreed that declarations will be included as a standing agenda item for all future panel meetings.	
8.	Any Other Business: KL asked for clarification regarding loft boarding. She advised that she had been told this may be a breach of tenancy but has been unable to find this referenced within her tenancy agreement. Decent Homes Standards to next meeting. AM corporate documents do not currently reflect real tenants. A suggestion was made for panel members to provide photographs from team meetings and within their homes to better represent real people in communications going forward. The Panel agreed with this approach.	AC to investigate with NO and report back to panel.
Date of Next Meeting: Tuesday 23 June 2026		