

My Ideas - Repairs

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas - Repairs
Date of Meeting: Thursday 6th August, 11.30am – 1.00pm
Location / Format: Virtual meeting (Teams)
Facilitator (Role): Tenant Engagement & Scrutiny Officer
Staff: IHMT Operations Managers, Two Ops Committee members
Number of Tenants:

Summary

The group was given the opportunity to scrutinise the performance of the Repairs Team through oversight of data relating to areas including customer satisfaction, complaints, and performance against the 14-day repair target. While members felt that the information provided was useful, they suggested that access to additional data on no-access appointments and first-time fix rates would further enhance their scrutiny role.

At the previous meeting, the group approved the completion of a case study to identify the key drivers of dissatisfaction among tenants who reported that their emergency repair had not been fixed or made safe and who were dissatisfied with the overall service received. Members were given the opportunity to review the findings and provide feedback on the proposed recommendations. Overall, the group was pleased with both the project and the level of detail included in the case study. All recommendations outlined within the draft report were reviewed and approved by the tenants.

Key Discussion Points

- **Performance**
 - The group acknowledged the positive improvements being made and welcomed the opportunity to review this information. However, they expressed a desire for more detailed reporting on areas where performance requires improvement.
 - Members discussed concerns relating to no-access appointments and felt it was important that information on this issue be shared and monitored as part of future meetings.
 - The group also provided feedback on their experiences of varying standards of workmanship delivered by operatives, highlighting the impact this can have on first-time fix rates and the volume of repair recalls.
 - It was agreed that performance information relating to no-access appointments, first-time fix rates, and repair recalls would be presented and discussed at the next meeting.
 - In addition, a query was raised regarding whether an overview of compensation payments made to tenants as a result of repairs-related complaints could be shared with the group.

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Members were advised that this request would be explored further and an update provided at a future meeting.

- **Case Study: Emergency Repairs Satisfaction**

- The group was provided with an overview of the draft case study, including the data analysis undertaken, key findings, and recommendations arising from the review.
- Members expressed their appreciation for the level of detail included in the report and welcomed the proactive approach taken in completing the work.
- The group reviewed and approved the draft recommendations and was advised that a progress update on their implementation would be provided at the next meeting in March 2027.

Decisions Made

- Additional performance information will be shared at the next meeting to support the group's oversight of service areas requiring improvement.
- The group reviewed and approved the draft Emergency Repairs Satisfaction Case Study, including the recommendations arising from the review.

Actions

- Individual issues raised during the meeting to be followed up directly with tenants (due for IHMT Operations Manager by 14th August 2026)
- Additional performance information inc. recalls, no access and first-time fix to be brought to the next tenant meeting (due for Tenant Engagement & Scrutiny Officer by 9th May 2027)
- Confirm whether the amount of compensation paid to tenants following a complaint can be shared with the group (due for Tenant Engagement & Scrutiny Officer by 9th May 2027)
- An update to be shared with the group regarding progress with the recommendations made within the Emergency Repairs Case Study (due for Tenant Engagement & Scrutiny Officer by 9th May 2027)

Future Engagement

Next Meeting Date: 9th May 2027

Contact for information or to get involved: Customerscrutiny@midlandheart.org.uk