Services Committee

Summary of a meeting held on 2 June 2026

Committee members:	Shabana Yousaf	Moosa Miah	David Waddell	Chris Haines
	Shaheen Mahtabuddin	Lillian Lanek	Gelina Menville	

Performance

The Committee reviewed the operational performance report and discussed reformatting the report, asbestos monitoring, rent arrears, and damp and mould. The Committee also discussed the TSM results and Building Safety Update.

ASB Deep Dive

The Committee received a presentation on ASB.

ASB Policy

The Committee approved the policy.

Safeguarding Children Policy

The Committee approved the policy.

Major Works Policy

The Committee approved the new policy.

Competence and Conduct Standard Policy

The Committee endorsed the Code of Conduct and the Competence and Conduct Standard policy recommending it for approval to the Board.

Planned Maintenance Programme

The Committee discussed the programme and will receive quarterly progress updates.

Smarter Working Strategy

The Committee reviewed the strategy.

Aids and Adaptations Overview

The Committee received an overview of aids and adaptations and requested an annual report.

Annual Service Improvement and Complaints Report, inc Self-Assessment against Housing Ombudsman's Code

The Committee discussed the annual report and noted no material changes to our self-assessment against the Housing Ombudsman's Code. A governing body statement will be written with Chair and circulated in September.

Other reports

The following reports were noted:

- Connect and Inspect
- Approach to AI
- Consumer Standards Action Plan
- Housing Ombudsman Service Case Review Findings
- Poplar Housing Third Review Finding
- JEP Summary
- Corporate Events Calendar
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee