Services Committee

Summary of a meeting held on 1 March 2022

Committee members:	Tanya Martin (Chair)	Momtaz Ajid	Erica Day	Tracey Walsh
	Rob Hannabuss (VC)	Shabana Yousaf	Safia Jama	

Welcome

The meeting was observed by two potential candidates, Lillian Lanek and Shaheen Mahtabuddin.

Resident Survey Results

The Committee asked which key areas have been identified for improvement. We were advised that focus groups will help inform how to make it easier to get in contact, improve communication, and build trust.

Performance

The Committee reviewed service performance, and were concerned about gas domestic, electrical testing, passenger lifts, and average days for repair. We were assured these issues are all in hand and improvements will be seen in the next quarter.

Technical Resources policies: gas safety, electrical safety, water hygiene and asbestos

The Committee approved the updated policies.

LMCT Update

The Committee received an update on community improvements funded in part by the London Marathon Charitable Trust. Programs are expected to begin in the summer.

OFSTED Update

The Committee received an update on the OFSTED inspections.

Other reports

The following reports were noted:

- Repair Service Update
- Agenda Planner
- Attendance Record
- Housing Ombudsman Service: Complaint Handling Failure Orders
- Key Operational Risks
- Terms of Reference Assurance

Tanya Martin
Chair, Services Committee