Services Committee

Summary of a meeting held on 2 September 2025

Committee members:	Shabana Yousaf (Chair)	Gelina Menville	David Waddell
	Momtaz Ajid	Lillian Lanek	Moosa Miah

Performance

The Committee reviewed operational performance report and discussed escalated complaints, repairs, electrical testing, damp and mould, and passenger lifts.

Communities and Neighbourhood Annual Report

The Committee received a presentation on the social value impact from the year and discussed funding and plans for the future.

Compliance policies periodic review

The Committee approved the Asbestos, Gas Safety, Electrical Safety, Lift Safety and Water Hygiene policies.

Complaints Indicator Update

The Committee approved the recommended change to the performance target.

Housing Ombudsman Policy Review Compliance Findings

The Committee discussed the findings from the Ombudsman's Policy Compliance Review.

The Committee approved the revised Customer Care and Complaints policy; the Housing Ombudsman's Complaints Handling Code Self-assessment; the Annual Complaints and Service Improvement Report; and the Governing Body's response to the Annual Complaints and Service Improvement Report

Safer and Greener, Smarter (SaGS) Strategy annual review

The Committee discussed the review.

Building Safety Performance Update

The Committee received the update.

Other reports

The following reports were noted:

- Lessons from HO ASB severe maladministration decisions
- Lessons from HO Leasehold severe maladministration decisions
- Housing Ombudsman Severe Maladministration Improvement Plan Update
- TSM 2024-25 regulatory submission
- TSM 2025-26 Plan
- Consumer Standards Prioritised Action Plan update
- Social Tenants Access to Information Requirements Self-Assessment
- CaN Annual Social Value Report 2024-25
- Safer and Greener, Smarter (SaGS) strategy: Great Green Estates
- JEP Summary
- Agenda Planner
- Attendance Record
- Corporate Events Calendar
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee