Services Committee

Summary of a meeting held on 3 September, 2019

Committee members present:

Erica Day	Safia Jama	Tanya Martin
Rob Hannabus	Fran Jefcoate	Tracey Walsh

Observers

Momtaz Ajid and Shabana Yousaf attended the meeting as observers and we hope to welcome them both as full members at our next meeting.

Together With Tenants

We agreed to establish a working group to feed back quickly to the National Housing Federation on Together With Tenants proposals.

Safeguarding

We had a presentation on the excellent work of the Safeguarding Team and in particular the Housing First project which provides a home to individuals with high levels of need but also provides full support services to ensure that the tenancy can be sustained.

Performance

We noted the performance data for the first quarter of 2019/20. We were advised that void turnaround times had increased slightly because we had kept a tight rein on void spend over this period.

Tenancy Agreement

We approved the Poplar HARCA tenancy agreement with an amendment to remove a reference to water rates.

Customer Care Policy

We agreed a revised customer care policy and agreed that we should receive regular information on resident representation on review panels.

Regulator of Social Housing: Consumer Regulation Review 2018/19

We noted the report and key messages.

OTHER REPORTS

The following reports were noted:

- Responsive Repair Spend Analysis
- JEP summary
- Disrepair Cases and Homes (Fitness for Human Habitation) Act 2018
- Operational Risks
- Terms of Reference & Policies Assurance
- Attendance Record
- Agenda Planner

Tanya Martin
Chair, Services Committee