Services Committee

Summary of a meeting held on 3 September 2024

Committee members:	Momtaz Ajid (Vice Chair)	Chris Haines	Lillian Lanek
	Nazir Hafez	Moosa Miah	

Performance

The Committee reviewed service performance and discussed passenger lift compliance.

Resident Experience of Regeneration

The Committee viewed a video of residents expressing their experience of the Aberfeldy regeneration.

Complaints and Service Improvement

The Committee discussed the Annual Complaints and Service Improvement Report 2023-24 in particular the increase in cases, Ombudsman's formal evidence requests, severe maladministration case, and lessons learnt.

CaN Annual Review

The Committee reviewed the report and received an update from the Youth Empowerment Board.

Repair Service Redesign

The Committee received a presentation and discussed the report.

Asset Management Strategy Review

The Committee discussed the report.

Other reports

The following reports were noted:

- Customer Care and Complaints Policy Update
- TSM Submission to Regulator
- TSM Response Plan Q1 2024-25
- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Momtaz Ajid
Vice Chair, Services Committee