Services Committee

Summary of a meeting held on 4 June 2024

Committee members:	Shabana Yousaf (Chair)	Momtaz Ajid (Vice Chair)	Lillian Lanek
	Shaheen Mahtabuddin	Moosa Miah	

Performance

The Committee reviewed service performance and discussed Managing Agents and the handling and lessons learnt of ASB case and complaints.

Safeguarding Children Under 18 Policy

The Committee received a presentation, commended the work and approved the policy.

Repairs Policy

The Committee approved the policy.

PH Self-Assessment Complaints Handling Code

The Committee approved the self-assessment.

Customer Care and Complaints Policy

The Committee approved the policy.

Planned Maintenance Programme 2024-25

The Committee requested a tour of the completed works next year.

Tenancy Agreement Review

The Committee liked the agreement and approved it's continued use.

Tenant Satisfaction Measures Update

The Committee reviewed the update.

Damp and Mould Performance

The Committee discussed the performance report and look forward to receiving regular updates going forward.

Other reports

The following reports were noted:

- Building Safety: Resident Engagement Strategy for High Rise Buildings
- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee