Services Committee

Summary of a meeting held on 5 March 2024

Committee members:	Shabana Yousaf (Chair)	Momtaz Ajid (Vice Chair)	Chris Haines
	Shaheen Mahtabuddin	Moosa Miah	

Performance

The Committee reviewed service performance and discussed compliance, CaN targets, and the reltaionship with the Housing Ombudsman.

Overcrowding Reduction Strategy Process

The Committee received a presentation and commended the strategy.

Tenant Satisfaction Measures Action Plan

The Committee commended the positive results and approved the action plan.

Higher-risk Building Complaints Policy

The Committee approved the policy.

Customer Care and Complaints Policy Amendments

The Committee approved the policy.

Fire Door Policy

The Committee approved the policy.

Water Hygiene Policy

The Committee approved the policy.

Asbestos Policy

The Committee approved the policy.

Compliance Briefing and Statutory Compliance Framework

The Committee reviewed the framework.

Complaints Lead

The Chair has been appointed as the Lead Member for Complaints as required by the Housing Ombudsman's Complaints Handling Code.

Other reports

The following reports were noted:

- Tenant Satisfaction Measures Results
- Consumer Regulation Update
- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee