Services Committee

Summary of a meeting held on 5 September 2023

Committee members:	Tanya Martin (Chair)	Shabana Yousaf	Chris Haines	Moosa Miah
	Shaheen Mahtabuddin	Lillian Lanek	Nazir Hafez	

Appointment / Retirement

Moosa and Nazir observed the meeting as prospective members. Tanya retired as Chair and handed over to Shabana, Tanya was thanked by all for her service on the Committee.

Performance

The Committee reviewed service performance, and discussed complaints, compliance, CaN targets, and voids.

Digital Transformation Review

The Committee received a presentation on digital interaction, innovation, IoT, and resident engagement.

Customer Care and Complaints Policy

The Committee received a presentation on the review; and approved the policy.

Tenancy Policies

The Committee approved the policies.

H&S Neighbourhood Booking Policy

The Committee approved the policy.

Building Safety Policies

The Committee approved the building safety, gas, electrical, lift and fire safety policies.

Resident Engagement Strategy for High-Rise Buildings

The Committee supported the strategy.

Building Safety

The Committee discussed the report.

Other reports

The following reports were noted:

- CaN Annual Review
- Complaints Annual Review
- Self-Assessment RSH Consumer Regulation Review
- Self-Assessment Complaints Handling Code
- Social Housing (Regulation) Act 2023
- Fire Risk Assessment follow on works
- Safer and Greener, Smarter Strategy
- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Tanya Martin
Chair, Services Committee