Services Committee

Summary of a meeting held on 5 November 2024

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

Performance

The Committee reviewed service performance and discussed void turnarounds, window repairs and Ombudsman cases.

Repair Service Redesign

The Committee received a presentation and asked follow up questions.

Community Safeguarding

The Committee received a presentation and asked follow up questions.

Volunteering Policy

The Committee approved the revised policy.

Terms of Reference

The Committee recommended the changes to the Board.

Customer Care and Complaints Policy

The Committee approved the revised policy.

Alterations Policy

The Committee approved the revised policy.

Internet of Things Review

The Committee discussed the report.

Annual Contractor Performance Review

The Committee noted the report.

Resident Involvement & Engagement Annual Report

The Committee discussed the report.

TSM Response Plan

The Committee discussed the report.

PH Self-assessment of Regulatory Consumer Standards

The Committee discussed the report and requested a progress tracker.

Other reports

The following reports were noted:

- RSH Consumer Regulation Review 2023/24 – PH Self-Assessment
- Resident Voice, Shaping Services
- Annual Resident Survey Update
- Board and Committee Fee Payment Schedule
- Customer Care and Complaints Policy Update
- Corporate Events Calendar
- JEP Summary

- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee