Services Committee
Summary of a meeting
Held on 6 November, 2018

Board members present:

Erica Day	Rob Hannabus	Tracey Walsh	Rev James Olanipekun
Safia Jama	Fran Jefcoate	Tanya Martin	

We were pleased to welcome Rafi Mannan and Melanie Vickers as observers.

Spotlight

We had a tour of Spotlight and received a presentation on our work with young people. We were very impressed with the impact of the work and felt that Spotlight is leading the way in Tower Hamlets.

We asked about how well Somali young people were accessing Spotlight and suggested ways in which we could increase take up from this community.

Reverend James Olanipekun

We thanked Reverend James for his outstanding contribution to the Services Committee over the last 9 years.

Performance

We noted that void loss had increased as a result of two long term voids awaiting window installation.

We noted the Aberfeldy hot water and heating issues and that the number of overall complaints had risen this quarter. We will look at the lessons learnt from Aberfeldy once the current issues have been resolved and further information is available.

Cyclical Maintenance Compliance

We discussed and agreed a new compliance report format.

Contractor Performance

We looked at a new format for contractor performance and suggested some improvements for us to consider at our next meeting.

Amendments to Fire Safety Policy and Procedure

We agreed some minor changes to the policy and procedure recommended by our internal auditors.

OTHER REPORTS

The following reports were noted:

- Joint Estate Panel Summary
- Operational Risk
- Terms of Reference & Policies Assurance

Tanya Martin
Chair, Services Committee