Services Committee

Summary of a meeting held on 7 September, 2021

Committee members:	Tanya Martin (Chair)	Momtaz Ajid	Erica Day	Chris Haines
	Rob Hannabuss	Shabana Yousaf	Tracey Walsh	
Observers:	Sade Koiki	Mark Sweeny		

Welcome

Chris Haines was warmly welcomed and confirmed as a new member, as was Sade Koiki, member of Poplar HARCA Board and Audit & Risk Committee, who observed the meeting.

Tanya explained that Mark Sweeny was observing as part of the Governance health check. This is done by the governance team each year, with an independent review every three years to provide additional assurance.

Performance

The Committee reviewed service performance, and were concerned about non-social rent arrears, and ASB satisfaction. We were assured that plans to improve are progressing.

Members acknowledged repair difficulties due to Covid such as materials and labour shortages, and the impact of Brexit. As these factors were unlikely to change soon, we want to consider mitigation and see additional data.

Local Lettings Policy

We approved the Common Housing Register (CHR) Local Lettings Policy (LLP) in the context of the benefits to our tenants waiting to move as it gives us more discretion about how we let available affordable homes.

Estate Management Policy

The Committee approved the reviewed Estate Management Policy which sets out how we manage communal spaces, and resident requests to install fixtures and fittings on our land and property. It also covers parking. The biggest change is that we will now only issue new parking permits for electric vehicles which we hope will contribute in a small way to our carbon zero strategies.

Complaints Annual Report 2020-21

We considered the annual complaints review. We asked for our thanks to be passed on for how well resident concerns are being managed, evidenced by a low escalation rate.

The Committee also considered a self-assessment against the Housing Ombudsman Service Complaints Guidance for Governing Bodies; and were assured that we comply in all material aspects.

Asset Management Strategy Review

The annual review of the Asset Management Strategy was presented. The strategy covers safety, maximising value, stock reinvestment, regeneration and active asset management, sustainability and satisfaction.

Other reports

The following reports were noted:

- Agenda Planner
- Attendance Record
- CaN annual report 20/21 – We Do Things Differently Resilience in the time of Covid
- Compliance Briefing and Statutory Compliance Framework
- Key Operational Risks
- Terms of Reference & Policies Assurance

Tanya Martin
Chair, Services Committee