Services Committee

Summary of a meeting held on 9 November, 2021

Committee members:	Tanya Martin (Chair)	Momtaz Ajid	Chris Haines
	Rob Hannabuss	Shabana Yousaf	

Welcome

Melanie Vickers has stepped down from the Committee due to increasing work commitments. The Committee are thankful to Melanie for her input over the last 3 years and wish her all the best in the future.

The Role of Poplar HARCA

The Committee asked for assurance of service quality as the geographical stock boundary grows. The Committee agreed an early summer tour with Steve Stride would be of value.

Performance

The Committee reviewed service performance, and were concerned about disrepair cases, compliance, average days for a repair, and void loss. We were assured these issues are all in hand and contractors are being monitored and supported to mitigate resourcing issues.

Volunteer Policy

The Committee approved the reviewed volunteer policy, which now acknowledges that volunteering opportunities are easier for some teams than others.

Tackling mould and condensation

The Committee received a presentation which provided context and stats informing research to understand more about the risks and how we mitigate them. The Committee has asked for regular report-backs as the project progresses.

The path to Net Zero as a business

The Committee discussed the options described in the report and recommend Option 6 for the Board: do everything: implement all energy saving opportunities, switch to a green energy tariff in 2023 and offset the balance.

Contractor Performance

The Committee discussed the annual review and found that contractors which seem to be underperforming are really just struggling with resources.

The Committee have requested a resident attend retendering interviews.

Other reports

The following reports were noted:

- Employment & Training Annual Update
- HOS: Spotlight on damp and mould
- Annual Report for Residents 2021
- Agenda Planner
- Attendance Record
- Key Operational Risks
- RSH Sector Risk Profile 2021
- Terms of Reference Assurance
- JEP Summary – 7.9.21

Tanya Martin
Chair, Services Committee