Services Committee

Summary of a meeting held on 10 March 2026

Committee members:	Shabana Yousaf	Momtaz Ajid	David Waddell	Chris Haines
	Shaheen Mahtabuddin	Lillian Lanek	Gelina Menville	Moosa Miah

Performance

The Committee reviewed the operational performance report and discussed ASB surveys, damp and mould cases, and passenger lift actions.

One Team Neighbourhood

The Committee received a presentation on the One Team Neighbourhood model.

Electrical Safety Policy

The Committee approved the revised policy.

Aids and Adaptations Policy

The Committee approved the policy and an overview of aids and adaptations has been requested at the June meeting.

Building Safety

The Committee approved the Fire Safety policy, Building Safety Management System and the Building Safety Resident Engagement Strategy, and received the performance update.

Estate Management Policy and Communal Storage Guidance

The Committee approved the Estate Management Policy and Communal Storage Guidance, subject to some examples of what should never be left in communal areas be added.

Housing Ombudsman's Policy Compliance Second Review Findings

The Committee noted we are fully compliant with the HOS Complaint Handling Code.

Tenant Satisfaction Measures 2025-26

The Committee received a presentation and discussed the results.

Other reports

The following reports were noted:

- Connect and Inspect
- Consumer Standards Action Plan
- Housing Ombudsman Service case review findings
- JEP Summary
- Corporate Events Calendar
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee