Services Committee

Summary of a meeting held on 10 June 2025

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

Performance

The Committee reviewed operational performance report and discussed electrical domestic certificates, lift compliance, gas servicing plant room works, the access process and fire safety works.

Complaints Indicators – Performance Report Proposal and Consumer Standards (Prioritised Action Plan)

The Committee requested further benchmarking information on suggested complaint indicator and target.

Complaints

The Committee received a presentation on the annual complaints and service improvement report and asked follow up questions.

Customer Care and Complaints Policy

The Committee approved the policy.

Safeguarding Children Policy

The Committee approved the policy.

Awaab's Law

The Committee discussed the report and next steps.

Disrepair Performance

The Committee discussed the performance and requested benchmarking.

Building Safety

The Committee received the report and requested regular reporting.

Planned and Cyclical Programme

The Committee discussed the programme.

Other reports

The following reports were noted:

- Pipes and Ducts
- Lessons from Housing Ombudsman Severe Maladministration Casework
- HOS Attitudes, Respects and Rights Spotlight Report
- PH Self-Assessment Complaints Handling Code
- JEP Summary
- Agenda Planner
- Attendance Record
- Corporate Events Calendar
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee