Services Committee

Summary of a meeting held on 11 March 2025

Committee members: Shabana Yousaf (Chair) Chris Haines Moosa Miah Nazir Hafez

Performance

The Committee reviewed service performance and discussed complaints, Ombudsman cases and FRAs.

Resident Satisfaction Report

The Committee received a presentation and asked follow up questions.

Service maladministration case review and action plan

The Committee reviewed the case and action plan and agreed to continue to monitor implementation and to submit the same to the Board.

TSM Improvement Plan

The Committee reviewed the current 2024/25 TSM improvement plan and discussed how effective estate walkabouts have been.

The Committee also reviewed the 2025/26 TSM improvement plan following last year's survey.

Tone of Voice Update

The Committee received an update and discussed the positive impact since the launch.

Repair Service Redesign – Project Evaluation Report

The Committee received an update and discussed the next steps.

Other reports

The following reports were noted:

- Poplar HARCA's Ombudsman Performance Report 2023-24 and Ombudsman's Complaints Annual Review 2023-24
- Updated Annual Complaints and Service Improvement Report 2023-24
- Building Fire Safety Department Procedures
- Corporate Events Calendar
- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee