Services Committee

Summary of a meeting held on 11 November 2025

Committee members:	Momtaz Ajid	Gelina Menville	David Waddell	Chris Haines
	Shaheen Mahtabuddin	Lillian Lanek	Nazir Hafez	

Performance

The Committee reviewed operational performance report and discussed compliance and escalated complaints.

Youth Voice

The Committee received a presentation on the Youth Empowerment Board.

Abertots Merger

The Committee endorsed the proposal and recommends approval to the Board.

Damp & Mould Policy

The Committee approved the policy.

Building Safety Policy

The Committee approved the policy.

Building Safety Performance Update

The Committee received the update and discussed access issues.

Resident Engagement Annual Report

The Committee received a presentation on the annual update and discussed the results.

Annual Contractor Performance Review

The Committee received the review.

Other reports

The following reports were noted:

- Consumer Standards Action Plan
- Housing Ombudsman Service case review findings
- Introducing our Hyper-local Neighbourhood Model
- Connect & Inspect Estate Walkabout
- Ombudsman's new special investigations process
- Agenda Planner
- Attendance Record
- Corporate Events Calendar
- Key Operational Risks
- Terms of Reference Assurance

Gelina Menville
Acting Chair, Services Committee