Services Committee
Summary of a meeting
Held on 21 August, 2018

Board members present:

Erica Day	Rob Hannabus	Tanya Martin
Craig Glasper	Fran Jefcoate	Tracey Walsh

We were pleased to welcome Jeff Zitron to observe the meeting as part of the governance health check and Rafi Mannan as an observer.

Chrisp St Planning

We were delighted that the Chrisp St planning application had been approved by the Strategic Development Committee and congratulated staff, partners and residents for their hard work in getting the application through.

Teviot Estate Regeneration: Resident Involvement

We noted the work undertaken so far on engaging Teviot residents in developing proposals for the regeneration of their estate.

We were pleased with the progress to date and the methods used to engage residents to date. We noted that leaseholders' votes will now contribute to the ballot result and that their engagement has been positive so far. We also noted that freeholders have also been involved in the resident steering group.

Performance

We received new performance indicators from the CaN team, agreed in consultation with CaN staff and Services Committee members, that we felt gave us a better understanding of CaN's work.

We asked about an internal review of our gas safety processes and were pleased that the results were good with a few minor recommendations. The full audit report will be presented to the next Audit & Risk Committee.

Housing Service Model

We discussed and endorsed the 'making it easy' approach to delivering Housing Services.

Tenancy Policies

We approved new tenancy policies which have been reviewed in line with the 'making it easy' approach.

Asset Management Strategy

We discussed the strategic framework for managing our property portfolio effectively over the next 5 years.

We provided detailed comments in advance of the strategy being considered by the Poplar Board.

Repairs Policy and Alterations Policy

We approved updated versions of these policies.

Annual Contacts Report

We noted an analysis of corporate contacts between April 17 and March 18.

Consumer Regulations Review

We considered a review from the Social Housing Regulator on how consumer regulation works and what the key messages are.

OTHER REPORTS

The following reports were noted:

- Joint Estate Panel Summary
- CaN Monitoring
- Terms of Reference & Policies Assurance
- Operational Risk

Tanya Martin
Chair, Services Committee