Services Committee

Summary of a meeting held on 23 August 2022

Committee members:	Rob Hannabuss (VC)	Chris Haines	Erica Day	Tracey Walsh
	Momtaz Ajid	Lillian Lanek	Shaheen Mahtabuddin	

Appointment / Resignation

Lillian Lanek and Shaheen Mahtabuddin were appointed as Committee Members.

Safia Jama has resigned from the Committee, with thanks for her contribution.

Performance

The Committee reviewed service performance, and discussed void turnaround times, the handling of disrepair cases, and the Gas Servicing Plant Room issue. The Committee requested more clarity in the reporting.

Estate Parking Enforcement

The Committee considered a proposal to operate a first-come first-served non-enforcement policy and end charging for estate bays. This was because of a change in legislation making enforcement more difficult, and the service would end up costing more than the income derived from licence fees. The policy was approved following a detailed discussion of the implications.

CaN Annual Report

The Committee was impressed with CaN's work as set out in its annual report; and discussed future work to help residents.

Asset Management Strategy Review

The Committee discussed the Interim Resident Experience Officer role, and Internet of Things pilot.

Complaints Annual Report 2021-22

The Committee received the report.

Other reports

The following reports were noted:

- Compliance briefing and statutory compliance framework
- Annual Complaints Review
- Housing Ombudsman Service Quarterly report on complaint handling failure orders
- Consumer Regulation Review
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Rob Hannabuss
Vice-Chair, Services Committee