Services Committee
Summary of a meeting
Held on 26 February, 2019

Committee members present:

Erica Day	Rob Hannabus	Tanya Martin	Melanie Vickers
Safia Jama	Fran Jefcoate	Tracey Walsh	

Performance

We commended the Rents Team on the arrears decrease in spite of the increase in tenants moving to universal credit. We noted that rent arrears at Be:here had risen.

We asked for more information on the repairs post-inspection system to be brought to our next meeting.

Safeguarding Adults at Risk

We approved an updated Safeguarding Adults at Risk policy and also agreed to nominate a Services Committee member to act as a champion for the policy.

Planned Maintenance Programme 2019-20

We approved the Planned Maintenance Programme for 2019-20. We asked that the front door replacement programme for leaseholders should be kept as a live item for the Committee.

CaN Performance Review

We noted the CaN Performance review and the in-year staff savings that were required as a result of expenditure being higher than expected early in the financial year.

Resident Involvement Annual Report

We noted the report. We felt that the work carried out by the Resident Empowerment Team was excellent and we should publicise it as much as possible through our Marketing and Comms team.

Police Team

We noted with deep regret that the Met Police has decided to end the Police Team contract. We were pleased that new interventions were being worked up to keep community safety at the heart of our offer to local residents.

OTHER REPORTS

The following reports were noted:

- Overcrowding reduction strategy review
- Pre-tenancy strategy review
- Operational Risks
- Terms of Reference & Policies Assurance
- Attendance record

Tanya Martin
Chair, Services Committee