Services Committee

Summary of a meeting held on 8 November 2022

Committee members:	Tanya Martin (Chair)	Rob Hannabuss (VC)	Erica Day
	Shabana Yousaf	Lillian Lanek	Shaheen Mahtabuddin
	Momtaz Ajid	Chris Haines	

Away Day

The Committee discussed the actions arising from the away day.

Performance

The Committee reviewed service performance and discussed the increase in lettings, gas certificates, disrepair cases, Internet of Things devices, and rent arrears. The Committee requested a breakdown of FRA details, and to see the actual figure of escalated complaints next to the percentage.

Tenant Satisfaction Measures

The Committee approved the TSM methodology.

Carbon Champions

The Committee received a presentation on the work of the Carbon Champions group.

Annual Contractor Performance

The Committee discussed the tendering process and contractor performance.

Resident Involvement Annual Report

The Committee had the opportunity to ask questions and discuss the report which was originally submitted in May.

Other reports

The following reports were noted:

- Annual CSP Impact Report 2021-22
- Self-assessment against the HO's Spotlight on noise complaints
- Resident Survey 2021 Deep Dive Workshop Findings
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Tanya Martin
Chair, Services Committee