

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

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### 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**

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