

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

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**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**

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