

<b>Committee members:</b>	Tanya Martin (Chair)	Shabana Yousaf	Chris Haines	Moosa Miah
	Shaheen Mahtabuddin	Lillian Lanek	Nazir Hafez	

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### **Appointment / Retirement**

Moosa and Nazir observed the meeting as prospective members. Tanya retired as Chair and handed over to Shabana, Tanya was thanked by all for her service on the Committee.

### **Performance**

The Committee reviewed service performance, and discussed complaints, compliance, CaN targets, and voids.

### **Digital Transformation Review**

The Committee received a presentation on digital interaction, innovation, IoT, and resident engagement.

### **Customer Care and Complaints Policy**

The Committee received a presentation on the review; and approved the policy.

### **Tenancy Policies**

The Committee approved the policies.

### **H&S Neighbourhood Booking Policy**

The Committee approved the policy.

### **Building Safety Policies**

The Committee approved the building safety, gas, electrical, lift and fire safety policies.

### **Resident Engagement Strategy for High-Rise Buildings**

The Committee supported the strategy.

### **Building Safety**

The Committee discussed the report.

### **Other reports**

The following reports were noted:

- CaN Annual Review
- Complaints Annual Review
- Self-Assessment RSH Consumer Regulation Review
- Self-Assessment Complaints Handling Code
- Social Housing (Regulation) Act 2023
- Fire Risk Assessment follow on works
- Safer and Greener, Smarter Strategy
- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

**Tanya Martin**  
**Chair, Services Committee**

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