

<b>Committee members:</b>	Shabana Yousaf (Chair)	Momtaz Ajid (Vice Chair)	Chris Haines
	Shaheen Mahtabuddin	Lillian Lanek	Nazir Hafez

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### **Congratulations**

Moosa Miah sent apologies as he was attending the London Youth Awards and won Young Leader of the Year.

### **Performance**

The Committee reviewed service performance, and discussed compliance, CaN targets, and ASB handling.

### **CaN Annual Review**

The Committee received a presentation on the review.

### **Employment & Training Services**

The Committee received a presentation on the services provided and outcomes.

### **Planned Maintenance**

The Committee received a presentation on the planned maintenance team and programmes.

### **Estate Services Deep Dive**

The Committee received a presentation on the scope of Estate Services.

### **Annual Complaints Review**

The Committee received a presentation and discussed the review.

### **Annual Contractor Performance**

The Committee reviewed the report.

### **Housing Ombudsman Performance 2022-23**

The Committee reviewed and discussed the report.

### **Other reports**

The following reports were noted:

- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

**Shabana Yousaf**  
**Chair, Services Committee**

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