

**Committee members:** Shabana Yousaf (Chair) Momtaz Ajid (Vice Chair) Chris Haines  
Shaheen Mahtabuddin Moosa Miah

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### **Performance**

The Committee reviewed service performance and discussed compliance, CaN targets, and the relationship with the Housing Ombudsman.

### **Overcrowding Reduction Strategy Process**

The Committee received a presentation and commended the strategy.

### **Tenant Satisfaction Measures Action Plan**

The Committee commended the positive results and approved the action plan.

### **Higher-risk Building Complaints Policy**

The Committee approved the policy.

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

The Committee approved the policy.

### **Fire Door Policy**

The Committee approved the policy.

### **Water Hygiene Policy**

The Committee approved the policy.

### **Asbestos Policy**

The Committee approved the policy.

### **Compliance Briefing and Statutory Compliance Framework**

The Committee reviewed the framework.

### **Complaints Lead**

The Chair has been appointed as the Lead Member for Complaints as required by the Housing Ombudsman's Complaints Handling Code.

### **Other reports**

The following reports were noted:

- Tenant Satisfaction Measures Results
- Consumer Regulation Update
- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

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

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