



Meeting minutes for the BHA Resident Panel
Date: 25th April 2024 at 6:30pm
Held at: Colebrooke Place & via Teams

Residents Present: Janice (JW) and Rachel (RA)

Staff Present: Cheryl Whittle (CW), Susan French (SF) and Chelsea Simner (CS)

Chair: Nancy Korman (NK)

Apologies: 3 non-members

1. Welcome.

1.1. All were welcomed to the meeting. A discussion was had around recruitment for the panel.

2. Minutes of the last meeting.

2.1. The minutes were agreed to be an accurate record of the previous meeting held on February 15th, 2024, with the following clarifications:

2.2. Item 4.1 – JW asked what was meant by “agreed actions and responses”. CS explained this referred to any actions approved in the Board meeting regarding TSM’s being brought to the panel for comments.

2.3. A discussion was had around Rowena Champion attending the panel meetings. This was dismissed as it is not an appropriate forum. The estate walkabout dates have been sent to her.

2.4. Item 4.4 – “The Good Neighbour” agreement from Islington Council has not been agreed yet and as soon as this has been formalised by the council then BHA will adopt a similar agreement.

2.5. Item 4.6 – Arrears have decreased since the last meeting from 6% in Q2 to 4.8% in Q3.

2.6. Item 4.7 – The KPI's for Q3 were presented in this meeting.

3. Tenant Satisfaction Measures

- 3.1. CW explained the most recent newsletter presented the key highlights of the TSM's that were discussed at the last Board meeting. There are no further updates. Another survey will be conducted in 2025/26.
- 3.2. NK asked why the results of the TSMs are at the level they are. CW explained that a spreadsheet was provided with individual comments from tenants and those issue handed over to the relevant department to resolve.
- 3.3. A discussion was had around the satisfaction of BHA tenants compared to other providers. NK asked if the figures from other HA's could be compared to BHA to show tenants the service quality provided.
- 3.4. The actions from the TSM's are being collated to improve services.
- 3.5. The Service Standards will be brought to the next panel meeting.

4. Key Performance Indicators for Q3 (Oct, Nov, Dec)

- 4.1. CW explained the KPIs for Quarter 3.
- 4.2. A breakdown of complaint statistics is being compiled for the Board. A discussion was had around complaint legitimacy and the processes around complaints.
- 4.3. BHA are working closely with neighbourhood police and Islington Council to build a stronger relationship tackling ASB. As a result, ASB complaints have reduced.
- 4.4. The turnover for void properties was 52 days, the target is 21 days. This was due to recent major voids requiring extensive works. RA asked if these issues can be predicted or monitored. CW confirmed these can once identified, which will be made easier through new 'Staying Connected' visits.
- 4.5. CW asked if the KPI's are a useful item to include in the agenda. The panel agreed they are.

5. Expenses and remuneration for panel members

- 5.1. CW made members aware that expenses can be reclaimed for participating in the panel. A £20 remuneration was offered for each member that attends each meeting. It was asked this be considered for discussion in June.
- 5.2. JW stated that remuneration is not expected, though it may encourage other tenants to join the panel.

6. Risk Table

- 6.1. The risk table was given for Q3 by CW but noted that the numbers have changed during Q4.
- 6.2. SF explained this is managed by the Board.

7. August Fun Day planning

- 7.1. CW confirmed the catering has been booked and paid for. This was an opportunity to discuss ideas for the day itself.
- 7.2. NK suggested handing out free items to residents (e.g., light bulbs)
- 7.3. CW explained the plans for the day will be collated and circulated to the panel by the end of June.

8. Topic suggestions from tenants

- 8.1. CS clarified this item referred to using the newsletter as a means for tenants outside of the panel to suggest topics/ideas to be discussed.
- 8.2. SF suggested an annual page in the newsletter about the panel.
- 8.3. NK suggested advertising the panel via email.

9. Policies to be agreed.

Home Loss, Disturbance, and Compensation policy.

- 9.1. CW explained the policy and offered the chance for questions.
- 9.2. RA asked for clarification around point 11 in the policy. CW explained the process.
- 9.3. A table was provided explaining the compensation for various items/scenarios. NK asked for clarity around compensation for meals out. CW explained this was set to a lower value, but the Board requested it be raised. This is only provided if a tenant is decanted to a hotel.

Decant policy.

- 9.4. CW explained the policy and offered the chance for questions.
- 9.5. NK asked if a timescale should be specified for a decant. CW explained this cannot be done as it is case by case. NK suggested the wording could be changed be clearer.

10. Discussion of any other resident concerns

- 10.1. None reported.

11. Topics for the next meeting.

- 11.1. NK asked any updated on the TSMs be brought to the panel.
- 11.2. Service standards.
- 11.3. ASB policy.
- 11.4. Potentially consumer standards
- 11.5. Terms of Reference will be included with each pack for every meeting.

The next resident panel meeting will be held June 27th 2024.

Minutes are published on BHA's website:

<https://barnsbury.org/get-involved/resident-panel/>

For information on the panel please contact Chelsea Simer (Chelsea@barnsbury.org)