



**Meeting minutes for the BHA Resident Panel**  
**Date: June 27<sup>th</sup>, 2024, at 6:30pm**  
**Held at: Colebrooke Place & via Teams**

**Residents Present:** Janice Walsh (JW), Kaaren Morris (KM), Chris Bell (CB)

**Staff Present:** Cheryl Whittle (CW), Chelsey Simner (CS)

**Chair:** Nancy Korman (NK)

**Apologies:** Rachel Adelson-Kettle gave her apologies.

**1. Welcome and introductions.**

1.1. All were welcomed to the meeting. KM was welcomed to the panel. CW explained the format of the panel to KM.

**2. Minutes of the last meeting.**

2.1. The minutes were agreed to be an accurate record of the previous meeting held on April 25<sup>th</sup>, 2024.

**3. KPIs for Q4**

3.1. CW gave a breakdown of the KPIs to the panel and the reason they are shared for clarity.

3.2. 20 cases of ASB were recorded, with 62% of residents reporting they were satisfied with the handling of their case. A discussion was had around the strategy for handling ASB cases and protecting the surrounding residents from disturbance.

3.3. 2.3% of income was lost on void properties due to the average relet time of 49 days. This is due to the condition of properties that require extensive works to be relet.

3.4. Two disrepair cases are currently open. NK asked for clarification on the definition of a disrepair case, CW explained this and the process BHA follow.

3.5. NK asked why the cases of damp and mould have increased. CW explained that due to recent law changes, it is a requirement that these be recorded and reported. The increase is from more efficient recording of cases.

#### **4. Risk table**

- 4.1. CW explained the risk table to new members and explained why it is included.
- 4.2. The suitability of the risk table for this panel was raised by NK. It will remain on the agenda for information only.

#### **5. Anti-social behaviour policy**

- 5.1. CW presented the reviewed policy for members comments. The policy goes to Board in July. Comments from members are requested before Friday 5<sup>th</sup> July.
- 5.2. CW clarified the difference between the two approaches towards ASB on page 1 as raised by NK.
- 5.3. The policy refers to tenants only.
- 5.4. JW asked if the policy is available in other languages. CW confirmed that on request they can be translated.

#### **6. Service standards**

- 6.1. The Government standards on consumer standards were explained by CW. The presented standards will go to Board in July.
- 6.2. The engagement standard has not been written yet and will be included later.
- 6.3. Included in the pack is an overview of the standards. The presented standards were:
  - 6.3.1. *Damp and mould*
  - 6.3.2. *Complaints/compliments*
  - 6.3.3. *Customer service*
  - 6.3.4. *Domestic violence/abuse*
  - 6.3.5. *Independent living*
  - 6.3.6. *Rent*
  - 6.3.7. *Repairs*
  - 6.3.8. *Tenancy management*
  - 6.3.9. *ASB and hate crime*
- 6.4. NK noted the percentages given look low on some standards. JW suggested providing an explanation of them, KM suggested removing them.
- 6.5. CB asked how the standards would be measured. CW explained that the individual standards would explain how for each area.

6.6. CB asked how efficiency would be quantified.

6.7. Comments are welcomed by July 5<sup>th</sup>.

## **7. August Fun Day**

7.1. A meeting was scheduled and advertised for July 2<sup>nd</sup> at Morland Mews for residents to bring ideas and comments.

7.2. Tenants can have a stall for themselves and keep any revenue.

7.3. CB proposed games such as “higher or lower” with giant cards, and a tombola.

## **8. Discussion of any other resident concerns**

8.1. How to recruit for the panel was raised by NK. It was suggested the word “panel” may deter residents from joining.

8.2. CB proposed using the Fun Day as an opportunity to advertise the panel.

8.3. JW suggested using other venues to hold the meetings as accessibility into the main office could be a deterrent.

## **9. Topics for the next meeting.**

9.1. Name ideas for the panel

9.1.1. CB suggested “Resident’s Voice”

9.2. Panel recruitment ideas

9.3. Complaints and complaints handling

9.4. Resident experience as a customer of BHA

9.5. Rent clarification when moving property

**The next resident panel meeting will be held August 29<sup>th</sup>, 2024.**

Minutes are published on BHA’s website:

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

For information on the panel please contact Chelsea Simner ([Chelsea@barnsbury.org](mailto:Chelsea@barnsbury.org))