



Meeting minutes for the BHA Resident's Voice meeting
Date: February 27th, 2025
Held at: 60 Morland Mews & via Teams

Residents Present: Janice Walsh (JW), Rachel Addelson-Kettle (RK), Kaaren Morris (KM)

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

Chair: Nancy Korman (not present)

Apologies: Nancy Korman, Mark Woolman, Steve Collins, Chris Bell

1. Welcome and introductions.

- 1.1. All were welcomed to the meeting.
- 1.2. Members preferred the venue location as it is easily accessible and convenient. Meetings will continue to be held at Morland Mews.
- 1.3. Apologies were given by Nancy Korman for not being present

2. Minutes of the last meeting.

- 2.1. The minutes were agreed to be an accurate record of the previous meeting held on November 14th, 2024, with the correction of the group name on the minutes.

3. Service Charge statements

- 3.1. CW presented this year's vs the previous years' service charge draft statements for comparison. Additions included:
 - Monthly and weekly figures being added.
 - Better narrative to explain figures.
 - Clear explanations of which scheme is exempt from charges, and which aren't.
 - More explanations about the cap on schemes and what that means.

- 3.2. RK enquired about the cost for new carpet being fitted in Barnsbury Street as this has not been replaced yet. CW explained this is a pre-emptive charge as it is being replaced in quarter one 2025-26 as per the tenant consultations on the cyclical program.

4. Communal Decorations consultation

- 4.1. CW advised the group only one person attended the planned cyclical decorations program and so wanted to extend this out to the resident voice panel members especially as the ones present lived in the properties that were being completed in 2025-26
- 4.2. CW presented sample colours for the planned decorations for Upper Street and Barnsbury Street. Colours were discussed, with RK and KM taking the options to other residents. Both will update by Wednesday next week with final choices.
- 4.2.1. Considerations included:
- Upper Street already have a new fire door in place for Flat A which is red.
 - 30 Barnsbury Street already have door knockers and letterboxes downstairs and do not need them on individual doors.

5. Antisocial Behaviour Case handling

- 5.1. Members asked to discuss the handling of ASB cases.
- 5.2. JW asked what is considered ASB and what is not. CW explained the different scenarios and what BHA would categorise as ASB. For example, an incident(s) that involves a victim(s) and a perpetrator(s) is considered ASB that consists of intentional acts meant to disturb other people and not one-off incidents (e.g., dog fouling)
- 5.3. Good Neighbour Agreements examples will be included in the next meeting.

6. Discussion of any other resident concerns

- 6.1. JW and RK raised the retrofit project and the lack of communication between staff and tenants. CW acknowledged that shortcomings and will raise it with the relevant staff.

7. Any other business

- 7.1. NK previously suggested disbanding the group and holding engagement meetings for specific topics. This was taken to the Leadership team who have asked for both the resident voice formal meetings to continue and to arrange any specific meetings when required with groups of tenants.
- 7.2. A discussion was held on recruitment for the group, which will again be advertised in the BHA e-newsletter and main newsletter throughout the year.

- 7.3. CW confirmed again that the new name of Barnsbury Mews includes Morland Mews, Gissing Walk, and Lofting Road. This is an internal change, and no action is needed from tenants.
- 7.4. CW explained that an email was received from a member of the community asking that the park be opened from the roadside for communal use (non-BHA residents). The group rejected this idea.
- 7.5. The celebration for the upcoming 80th anniversary of VE day was discussed. A tea-party event will be held at Highbury View on May 8th. Ideas for this included:
- Dressing up in era-appropriate attire
 - Having music from the time playing
 - Showing films
- 7.6. Joint event - The showing of Top Gun: Maverick has been arranged through a joint effort between Partners and BHA. Free tickets are available for tenants, and we have a total of 50 to give out.
- 7.7. BHA have been awarded £8K funding from LBI as we were the top organisation to use the Felix Project. This was noticed by a member of the LBI Faith Forum that applied for the funding on BHA's behalf. The money is specifically for tenant's struggling with poverty. CW will be putting a project plan together for its use.
- 7.8. The issue of mice in properties was raised and discussed.

8. Topics for the next meeting.

Good Neighbour Agreements examples.

**The next resident panel meeting will be held 24th April 2025 at 60
Morland Mews**

Minutes are published on BHA's website:

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

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