



**BARNSBURY**  
HOUSING ASSOCIATION

**ANNUAL REPORT  
TO TENANTS  
2018**



# ABOUT US

We are a small, neighbourhood-based housing association working in and around the Barnsbury area of Islington. With 299 homes, we are the only housing association today that still operates solely within Islington's borders and share with our tenants great pride in being part of this community.

{ Our mission to help keep  
Barnsbury affordable and  
the community thriving.

Over the coming years our ambitions are:

- To be a great landlord
- To help meet Islington's diverse housing needs
- To be a 'force for good' in Islington
- To be a modern, effective organisation

Find out more at [barnsbury.org/about-us](https://barnsbury.org/about-us)

# JANUARY 2019



| M          |    | T              |    | W |    | T |    | F |    | S |    | S  |
|------------|----|----------------|----|---|----|---|----|---|----|---|----|----|
|            |    | New Year's Day |    |   |    |   |    |   |    |   |    |    |
| BHA Closed | 31 | BHA Closed     | 1  |   | 2  |   | 3  |   | 4  |   | 5  | 6  |
|            |    |                |    |   |    |   |    |   |    |   |    |    |
|            | 7  |                | 8  |   | 9  |   | 10 |   | 11 |   | 12 | 13 |
|            |    |                |    |   |    |   |    |   |    |   |    |    |
|            | 14 |                | 15 |   | 16 |   | 17 |   | 18 |   | 19 | 20 |
|            |    |                |    |   |    |   |    |   |    |   |    |    |
|            | 21 |                | 22 |   | 23 |   | 24 |   | 25 |   | 26 | 27 |
|            |    |                |    |   |    |   |    |   |    |   |    |    |
|            | 28 |                | 29 |   | 30 |   | 31 |   | 1  |   | 2  | 3  |

# CHAIR'S REPORT

## 2018 was a big year for BHA.

- we moved to a new office on Cloudesley Street, a much nicer work place for the team, with room to meet tenants
- we celebrated our 50th anniversary, with a film telling our story and that of some tenants, old and new
- we completed 4 new-build homes at Eden Grove
- extended the services we offer to many of our older residents
- we upgraded some poor-quality bedsits and let them to key workers – mainly nurses – who would otherwise not be able to live in Islington

- we improved over 50 of our homes
- we relaunched our website, enabling tenants to make online payments and report repairs.



In the coming year we will putting a strong focus on income collection and health & safety, as well as developing a 'Barnsbury Offer' that sets out what you can expect from us. We wish all of our tenants all the best for a Happy Christmas and a prosperous 2019.

**Martyn Waring, Chair**

**Find out more at [barnsbury.org/about-us](https://barnsbury.org/about-us)**

### BHA Board Members

BHA is run by a voluntary board of management who meet 6 times a year.

|                |                 |
|----------------|-----------------|
| Martyn Waring  | Chair           |
| Aaron Elliot   | Vice Chair      |
| Patrick Lynch  | Resident Member |
| Jonathan Bunt  |                 |
| Stephane Croce |                 |

|                 |
|-----------------|
| Charles Culling |
| Chyrel Brown    |
| Nancy Korman    |
| Barbara Sidnell |

# FEBRUARY 2019



| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 28 | 29 | 30 | 31 | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 1  | 2  | 3  |

# OUR HIGHLIGHTS OF THE YEAR



**32**  
new  
kitchens



**11**  
new  
bathrooms



**23**  
new  
boilers



**1093**  
repairs  
carried out



**4**  
new homes  
being built



**11**  
homes let  
during the year



**100%**  
of homes have a  
valid gas safety  
certificate



**£415,000**  
invested in  
our homes



**9.3**  
our average  
score out of 10  
from tenants

Find out how this compares to last year [barnsbury.org/publications](https://www.barnsbury.org/publications)

# MARCH 2019



| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 25 | 26 | 27 | 28 | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |



# LIFETIME HOMES, LIFETIME SERVICE

**BHA is unusual in that more of our tenants are in their 50s or older than is typical for Islington, where 60% of residents are 35 or younger.**

Over half of our tenants are over 50, and 37% are over retirement age. A lot have been with us for 40 years or longer. Their needs may be changing but they don't want to leave their home or community.

We want our tenants to stay living independently as long as that is practical for them. We've been working with a group of tenants in older age groups to identify the types of support they say they will value as their needs change. So far, the list includes:

- quick and easy adaptations
- a handyperson service
- assessing ahead risks and needs for all tenants when they reach a certain age, to offset avoidable risks
- making some of our homes easier to live in for tenants as they get less mobile.

We will be introducing these services over the next year or so.

## **IN-HOUSE SPECIALIST SUPPORT**

We also have our own in-house specialist Housing Officer, Graham, who is based at our Highbury View sheltered scheme. He now supports vulnerable older tenants in some of our other BHA homes too.





# APRIL 2019

| M             | T  | W  | T           | F  | S  | S  |
|---------------|----|----|-------------|----|----|----|
| 1             | 2  | 3  | 4           | 5  | 6  | 7  |
| 8             | 9  | 10 | 11          | 12 | 13 | 14 |
|               |    |    | Good Friday |    |    |    |
| 15            | 16 | 17 | 18          | 19 | 20 | 21 |
| Easter Monday |    |    |             |    |    |    |
| 22            | 23 | 24 | 25          | 26 | 27 | 28 |
| 29            | 30 | 1  | 2           | 3  | 4  | 5  |

# INCOME MATTERS

**Paying your rent on time is part of the tenancy agreement you have with Barnsbury. Rent pays for services for our homes and it is important that tenants pay regularly and on time.**

We want to help people who have difficulties paying their rent or need help applying for Welfare Benefits to manage their money. St Mungos provide a free, independent and confidential advice service for all Barnsbury tenants to help with these matters.

**Do you require debt and welfare advice?  
Contact Felicity ([felicity@barnsbury.org](mailto:felicity@barnsbury.org))  
to arrange an appointment.**

**St Mungo's**

# HOW WE SPENT YOUR RENT



- **16%** running the organisation
- **6%** service charge costs
- **8%** looking after our properties
- **22%** major and cyclical repairs
- **16%** developing new homes
- **4%** housing property depreciation
- **28%** reserves put aside for future investment

# MAY 2019

| M                         | T  | W  | T  | F  | S  | S  |
|---------------------------|----|----|----|----|----|----|
| 29                        | 30 | 1  | 2  | 3  | 4  | 5  |
| Early May<br>bank holiday | 6  | 7  | 8  | 9  | 10 | 11 |
| 12                        | 13 | 14 | 15 | 16 | 17 | 18 |
| 19                        | 20 | 21 | 22 | 23 | 24 | 25 |
| Spring bank holiday       | 26 | 27 | 28 | 29 | 30 | 31 |
| 1                         | 2  | 3  | 4  | 5  | 6  | 7  |

# KEEPING OUR HOMES SAFE

**After the terrible fire at Grenfell, we are all very conscious of safety. Living in a safe home is important for everyone. Making sure your gas boiler is safe, electrical equipment is tested and shared water tanks are free from legionella are priorities for Barnsbury. We have increased our work in these areas over the last few years.**

Two years ago, we started electrical testing in our homes in line with best practice across social landlords and we are close to completing our planned programme of tests and improvements.

In 2018 we started using a gas safety system which helps us manage our programme of gas safety checks and shows we are now consistently 100% compliant in this area. This is a legal requirement for all landlords and BHA thanks residents for their co-operation in ensuring their homes are safe.



We have also updated our Fire Risk Assessments to all properties over the last year or so.

**We have recently started working with a Health and Safety specialist to ensure our safety standards in relation to all that we do are at the highest possible level.**

# JUNE 2019



| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 27 | 28 | 29 | 30 | 31 | 1  | 2  |
| 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |



# CELEBRATING 50 YEARS OF BHA

**In July, we celebrated the 50th anniversary of BHA being founded. This was a wonderful event, featuring a film about BHA's history and the difference having a secure home has made to our tenants' lives.**



At the screening of the film, David Orr, Chief Executive of the National Housing Federation, spoke passionately about the spirit of community activism that led to BHA being set up and the power of secure homes to change lives. He highlighted the importance of this spirit now, when over 120,000 children have no home to call their own. He called on BHA and other housing associations to do our bit – however small – in building affordable, secure homes for those young people and their families.

To watch our 50th Anniversary Film at  
[barnsbury.org/50thanniversary](https://barnsbury.org/50thanniversary)

# JULY 2019



| M  | T  | W  | T  | F  | S  | S  |
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| 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | 1  | 2  | 3  | 4  |



# BUILDING NEW HOMES



**During the year, we have been looking at how we can build more homes and play our part, however small, in helping London's housing crisis.**

We are pleased to have almost completed four new homes at Eden Grove, N7.

We have also brought forward plans to convert a number of underused garages on Morland Mews into up to seven accessible one, two and three bedroom homes. If the scheme goes through, tenants on the estate who need to move to ground floor homes will be given first chance of moving into the new homes.

We also upgraded four of our bedsits and plan to let them to key workers, mainly nurses from local hospitals who couldn't otherwise afford to live anywhere near work.



To find out more about BHA's developments visit [barnsbury.org/development](https://barnsbury.org/development)

# AUGUST 2019

| M                         | T  | W  | T  | F  | S  | S  |
|---------------------------|----|----|----|----|----|----|
| 29                        | 30 | 31 | 1  | 2  | 3  | 4  |
| 5                         | 6  | 7  | 8  | 9  | 10 | 11 |
| 12                        | 13 | 14 | 15 | 16 | 17 | 18 |
| 19                        | 20 | 21 | 22 | 23 | 24 | 25 |
| Summer bank holiday<br>26 | 27 | 28 | 29 | 30 | 31 | 1  |

# GETTING MORE FOR OUR MONEY

**Every year housing associations have to check how their costs compare to others, and make sure that they are value for money. We know that we generally 'run a tight ship' but that we spend more than average on looking after our homes.**

During the year, we have

- carried out a detailed survey of all of our buildings to help us better target our investment
- developed plans to make better use of under-used garages to create up to seven new, accessible ground floor homes on Morland Mews
- introduced more ways for tenants to make payments, including by card and by the website
- brought in over £103,000 for tenants through our financial inclusion partnership with St Mungos
- created a new post of Operations Director to help us modernise and improve how we deliver services to residents.



# SEPTEMBER 2019

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 26 | 27 | 28 | 29 | 30 | 31 | 1  |
| 2  | 3  | 4  | 5  | 6  | 7  | 8  |
| 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 1  | 2  | 3  | 4  | 5  | 6  |

# WHO WE HOUSE

Because our homes are funded with public money, we work closely with Islington Council to make sure that homes are let fairly and quickly.

During the year, we let eleven homes. Of these:

4

four were to people put forward by the Council under their Choice-Based Lettings scheme

5

five were to internal transfers, where existing tenants moved to larger or smaller homes

1

one was to an Islington 'key worker' on a low income

{ Three more tenants moved through mutual exchanges, where they swapped homes with another family.



We are updating our Lettings Policy and will be talking to tenants about this early in 2019. We will also be reviewing how we let our homes and the 'lettings standard', to make a move into a BHA home as smooth and pleasant as possible.

# OCTOBER 2019



| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 30 | 1  | 2  | 3  | 4  | 5  | 6  |
| 7  | 8  | 9  | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | 1  | 2  | 3  |

# COMMUNITY MATTERS



**During the year we have continued to work with our tenants across all of our blocks and estates**

Highlights include:

- our annual Funday in September, attended by hundreds of tenants and their family members
- providing 130 low-cost tickets for tenants and their families for the annual panto trip – Aladdin
- a seaside trip to Southend in July
- providing free kids football coaching in partnership with Arsenal in the Community
- continuing to work with the Trussell Trust to provide emergency food bank vouchers
- working with St Mungos to give tenants access to free welfare, financial and debt advice.

There are also regular coffee mornings, bingo nights and exercise classes, while a new Knitting Group runs weekly in the community room.

**Contact Dean ([dean@barnsbury.org](mailto:dean@barnsbury.org)) to find out more.**

**Find out more about community events at [barnsbury.org/events](https://barnsbury.org/events)**



# NOVEMBER 2019



| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 28 | 29 | 30 | 31 | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 1  |

# HAVE YOUR SAY

**Over three weeks in November, managers and Board members knocked on tenants' doors to get their views on BHA as a landlord. We spoke to almost 50 tenants who told us what they thought of our repairs service, how easy it is to contact us and whether we do what we say we will.**

It was a great way for Board members to meet tenants and hear first-hand what you think – and how we can do better in the future.

Generally, tenants were very happy with our service, particularly those who had come from another landlord. We asked “How likely are you to recommend us to family or friends”, scoring an impressive 9.3 out of 10. However we did pick up some areas where we could improve and we will be working on those in 2019.

{ We asked “would you recommend us to family or friends”, scoring an impressive 9.3 out of 10.



Many tenants said they would be happy to get involved and give us feedback over the phone or in one-off meetings about specific topics – again we will be arranging sessions in the New Year.

Want to be involved in giving feedback to BHA?  
contact [Dean dean@barnsbury.org](mailto:dean@barnsbury.org) to find out how.

# DECEMBER 2019



| M  | T  | W             | T          | F  | S  | S  |
|----|----|---------------|------------|----|----|----|
| 25 | 26 | 27            | 28         | 29 | 30 | 1  |
| 2  | 3  | 4             | 5          | 6  | 7  | 8  |
| 9  | 10 | 11            | 12         | 13 | 14 | 15 |
| 16 | 17 | 18            | 19         | 20 | 21 | 22 |
| 23 | 24 | Christmas Day | Boxing Day |    |    |    |
| 23 | 24 | 25            | 26         | 27 | 28 | 29 |
| 30 | 31 | 1             | 2          | 3  | 4  | 5  |

# GET IN TOUCH



## OFFICE

Cloudesley House  
16b Cloudesley Street,  
London N1 0HU



## EMAIL ADDRESS

[info@barnsbury.org](mailto:info@barnsbury.org)



## PHONE NUMBER

0207 704 2324



## WEBSITE

[barnsbury.org](http://barnsbury.org)



# JANUARY 2020



| M  | T  | W              | T  | F  | S  | S  |
|----|----|----------------|----|----|----|----|
|    |    | New Year's Day |    |    |    |    |
| 30 | 31 | 1              | 2  | 3  | 4  | 5  |
| 6  | 7  | 8              | 9  | 10 | 11 | 12 |
| 13 | 14 | 15             | 16 | 17 | 18 | 19 |
| 20 | 21 | 22             | 23 | 24 | 25 | 26 |
| 27 | 28 | 29             | 30 | 31 | 1  | 2  |



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