

Meet Ntombi – our new Repairs Coordinator

The newest member of our team is Ntombi Nkosi, who has come to us from Purdy Contracts, where she previously worked on our retrofit works. **Welcome Ntombi!**

Ntombi's role

As part of our customer leads team, Ntombi's role is to:

- * handle your repairs queries
- * keep repairs records up to date
- * make sure our repairs are done on time, to budget and to a high standard
- * help us to get empty homes ready to re-let as quickly as possible
- * work closely with contractors
- * make sure we meet health and safety standards, and
- * work with the operations team to resolve repairs complaints.

Message from Ntombi

Ntombi says: "I'm Ntombi (which is pronounced 'Tom-bi').

"It's an absolute pleasure to introduce myself as the newly appointed Repairs Coordinator for Barnsbury Housing Association. Having called this borough home since birth, and now raising my own family here (I am a busy mum of two), I feel an immense sense of pride in having the opportunity



to make a positive impact on this wonderful community.

"So far in my new role, I have thoroughly enjoyed meeting with residents and ensuring repairs and maintenance issues are resolved smoothly.

"As a housing tenant myself, I know first hand how important it is to be heard. I firmly believe housing services should never feel like they are being done to you, but rather with you. I am committed to approaching this role with empathy, dedication, and professionalism."

INSIDE THIS ISSUE YOU WILL FIND...

2 Fifty-nine homes at Barnsbury Mews now now meet higher energy standards, thanks to our retrofit programme

3 Repairs blitz: bring your jobs and your unwanted items to our latest repairs event

4 Milner Square is looking great after recent internal redecorations

5 Resident voice: we're looking for new members to join our panel

6 Another year of summer party fun at Highbury View – more than 60 people came to the event

7 Help us make sure everyone is safe: remember, abuse can come in many forms

8 Looking for a move?: check our list of residents wanting to swap their homes

(Retro)fit for the future

We're pleased to report that 59 of our homes now meet higher energy standards, thanks to our recent retrofit programme.

The works, which are now coming to an end, brought the properties up to an EPC C rating – which is the new government energy efficiency standard that all social rented homes have to meet by 2030.

We want to thank every resident who has been affected by this work. We know this was

a difficult process for some of you, as it was complicated and involved lots of home visits.

There were also delays when our contractor was taken over by another company and one or two households may still be waiting for Avis to contact them about finishing off the work.

However, overall, this has been



Homes at Barnsbury Mews have now been retrofitted.

a successful project and we hope residents will feel the benefits next winter.

A NEW VILLAGE HALL FOR THE COMMUNITY

When we redevelop our garages, we are also going to provide a community hub in Morland Mews, together with a new playground and staff offices.

Consultation meetings

Around 80 people joined us in March and April when we met to consult on our plans for the new Village Hall.

Residents gave us lots of great ideas for the sorts of activities they would like to see running at the hall. They were also enthusiastic about improving on the existing football pitch and playground, in a new location.

Our architects have taken all of these ideas and are now putting together some options.

Making the best uses of the new hall

To make the project sustainable, we are likely to need extra funding for the pitch and playground. So, we are also drawing up a business plan to see what income we could raise from activities held in the new hall.

From garages to homes

We are making good progress on our plan to convert 35 garages at Barnsbury Mews into six, much-needed, flats for social rent.

In April, we wrote to tell you that we have appointed Collier Contracts to carry out the work.

We held a drop-in session in May, offering the chance to discuss things with Collier staff. Many thanks to the small number of you who joined us.

Collier Contracts have since had to wait for the scaffolding to come down after works on Pugin

Court. However, they can now set up on site and get started.

When the works begin, they will have an impact on those of you living nearby. Noise is inevitable, unfortunately. We are taking this seriously by checking who is most likely to be affected and deciding what support we can offer.

We will be in touch shortly.



WE'LL GET IT FIXED

AUGUST REPAIRS BLITZ!



**AND THAT'S
NOT ALL ...**

70 or over?

Need help with some home DIY? Just give us a call.

- ★ FROM 9.30am to 6pm
- ★ TUESDAY 11th AUGUST
- ★ At 60 MORLAND MEWS
- ★ EMAIL repairs@barnsbury.org
- ★ ☎ 020 7704 2324

Staff will be out in force, with handyman Steve Woodgates, together with our contractors, on call to do your repairs and small DIY jobs. They aim to finish in one day, unless they need to order parts or materials. Report your jobs on the day or beforehand, by email or phone – or simply drop in at 60 Morland Mews.

FREE BULKY WASTE COLLECTION

FOR THIS DAY ONLY, drop off your bulky waste at storage space 83 on Morland Mews, and we'll get it taken away for free (unless your neighbours have a use for it!)



GETTING IT FIXED

IT'S NOT ALWAYS BARNSBURY

If you have a problem with your heating and hot water, your electricity, or your water supply, remember that contacting BHA is not always the answer.

Before you call us out, have you checked your pre-payment meter is in credit?

Recently, we've had several call-outs where our gas engineer or electrician found that the problem was actually the meter.

Otherwise, if you lose all the electricity in your home, first ask your neighbours if they have the same problem.

You can check for a power cut at www.ukpowernetworks.co.uk

If your water supply is cut off and this problem also affects your neighbours, this is likely to be a problem that only Thames Water can solve.

Go online to thameswater.co.uk

HOME IMPROVEMENTS:

Remember, you must get our written permission before making any changes to your home. If you carry out work without it, we may recharge you the cost of putting things right.

To request approval, phone us on ☎ 020 7704 2324 or email repairs@barnsbury.org

We will ask you for details of the work you are planning and we will also need to know who will be carrying it out.

SMOKE, HEAT & CARBON MONOXIDE ALARMS

Please let us know if you aren't sure whether you have a smoke or carbon monoxide alarm in your home that works. Call ☎ 020 7704 2324, or email repairs@barnsbury.org

Remember, we ask you to test these alarms once a month, following the manufacturer's instructions, so that you can let us know if they are faulty.

SUSPECT A GAS LEAK?

THIS IS AN EMERGENCY!

Call the National Gas Emergency Service **NOW** on ☎ 0800 111 999.

If they think this sounds serious, they will urgently send out a Cadent engineer to investigate.

ORDERING A REPAIR

To report a repair email us at repairs@barnsbury.org, or call ☎ 020 7704 2324.

Don't forget to give us full details, including when an adult will be home to give access.

Please do not ask our contractor to do an extra repair for you. All repairs have to be ordered through our system, so they won't be able to help you.

EMERGENCY REPAIRS ONLY

For out-of-hours emergency repairs, when our office is closed, please call ISHA on ☎ 0300 131 7300.



ESTATE LIFE

LOOK AFTER YOUR GARDEN

If you are lucky enough to have a home with a private garden, we expect you to keep it in good order. Groundscapes, our grounds maintenance service, only look after the gardens that are shared.



Please make sure that any trees or shrubs in your garden are cut back so that they don't block your neighbours' windows. You should also keep any private space you have tidy and free of rubbish.

Better still, why not grow some flowers or shrubs, and add to the overall look of your estate?

RUBBISH: MAKE SURE YOU DO THE RIGHT THING



To keep your estate looking clean and tidy, please make sure you securely tie your rubbish, separate out your recycling and put each in the right bins. Don't leave bags beside the bins and do be willing to keep recycling till the following week if the bin is full.

If you have a large item to dispose of, please don't leave it by the bins. It looks unsightly and we have to pay for a special collection if you do this, which adds to everyone's service charge.

Instead, you can either take your item to Hornsey Street, or book a Council collection by phoning ☎ 020 7527 4900, or booking online at www.islington.gov.uk/recycling-and-rubbish/large-items

There is a charge for this service, however you will get a 50% discount if you can supply your Housing Benefit or Council Tax Support reference number.

COMMUNAL REDECORATIONS

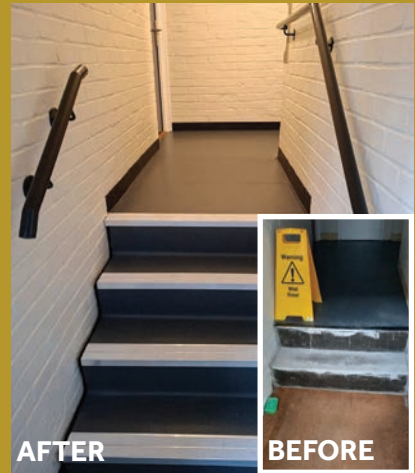
New look for Milner Square

The redecorations and door replacements at Milner Square are almost complete. And, despite some problems along the way, residents tell us they are really happy with the changes.

Happy residents

One told us: "We had our fire door replaced today and I thought it important to share positive feedback. The guy who did it has done a great job. He was polite, professional, hardworking, has left it spotless and has done an amazing job."

Another commented: "The hall is already looking very posh! The grey floor covering with the wall paint looks great!"



NO FUN DAY THIS YEAR

Sadly, we will not be able to hold our annual fun day this year, because of the garage development on Barnsbury

Mews. However, we are looking into the possibility of inviting you to other smaller events during the year.

Watch this space!

NO DOG POO, PLEASE

We would like to remind all our dog owners not to leave dog poo around our schemes. It's not the job of our staff to pick this up. The cost of calling out Doves to sort it out gets added to everyone's service charge.

Please don't let your dog roam free, or let a child walk it. Your dog should always be walked by a responsible adult, who bags and bins any poo.



If you know of any resident who is not following these rules, please let us know.

BEING A GOOD NEIGHBOUR

With the weather getting warmer, please consider your neighbours.

If you have a barbecue in your private garden, avoid letting the smoke cause a nuisance. And remember we do not allow you to use any kind of barbecue on a balcony, as this is a serious fire risk.

Remember to keep the noise down when gathering or holding a party outside – particularly later in the evening.



Be especially thoughtful if you know that your neighbour works shifts.

SPENDING ESTATE IMPROVEMENT FUNDS

We have a pot of money available to brighten up your estates. If you have an idea – for example, some additional plants or flowers – do let us know. Email us at info@barnsbury.org, or call in to one of our offices.

GARAGES AND SHEDS

Be aware that we have now closed the waiting lists for a garage or shed.

ESTATE WALKABOUTS

Our team carry out regular walkabouts at your estate, to check on the communal areas.

Come and join us! Your feedback is a valuable source of local information.

WALKABOUT DATES

10 am, 16 September 2026

- * Highbury Terrace – meeting point
- * Ronalds Road
- * Claringbull Court
- * Eden Grove

10am, 2 December 2026

- * Liverpool Road – meeting point
- * Milner Square
- * Upper Street

10 am, 10 March 2027

- * Morland Mews – meeting point is our office at 60 Morland Mews
- * Gissing Walk
- * Lofting Road
- * Pugin Court
- * Barnsbury Street



TENANCY SERVICES

PAYING YOUR RENT

Your tenancy agreement with us sets out that you must pay your rent in advance, in full and on time – even if you are getting universal credit or housing benefit. If you don't pay your rent, you risk losing your home.

We offer you a variety of ways to pay your rent, including AllPay, a standing order, or a bank transfer over the phone or via the internet.

If you get behind with your rent, contact us as soon as possible, by phoning ☎ 020 7704 2324 or emailing repairs@barnsbury.org

We will do all we can to help, by:

- * agreeing an affordable payment plan with you
- * always dealing with arrears quickly, sympathetically and efficiently
- * respecting your right to keep things confidential
- * helping you to maximise your income, including claiming housing related benefits, and
- * referring you for specialist financial support.

DROP-IN SESSIONS

If you need help with your rent, tenancy or home repairs, or you are struggling financially, book an appointment with Nicky, or drop in at our office at 60 Morland Mews, on a Wednesday or Friday morning from 10am to 12 noon.

If we can't sort out your query straight away, we will arrange a follow-up appointment.

You can also drop in at 60 Morland Mews if you live at Highbury View or in Ronalds Road.

Alternatively, contact Colette by phoning ☎ 020 7704 2324, or emailing info@barnsbury.org

GOT AN IMPROVEMENT SUGGESTION?



We are always keen to hear your improvement ideas for your services and estates.

You can use the suggestion boxes we have at our properties. Or you can call ☎ 020 7704 2324, email info@barnsbury.org, or simply drop in to our office.

We are ready to listen to your bright ideas.

Resident voice

We're on the lookout for new members to join our Resident Voice panel. We really want to hear from more of you!

The panel meets five times a year with our senior staff, to take a critical look at:

- * how well we are serving you
- * any new or substantially changed policies or initiatives, and
- * how residents can have more of a say in how we work.



The meetings are held in the early evening and we offer a £25 shopping voucher as a bonus for every meeting you attend.

To find out more, email Chelsey at chelsea@barnsbury.org, or call ☎ 020 7704 2324.

Summer party fun at Highbury View

This year's summer party at Highbury View was a great success, with more than 60 people joining in the fun.

The party is an annual event for the Tenants' and Residents' Association, which brings sheltered, general needs and keyworker tenants together for an enjoyable get together.

We booked a performer who sang, played the guitar and danced for a two-hour slot in the afternoon. She did a great job of getting people up and dancing, and gave children the chance to sing at the mic.

We also introduced Healthy Generations – a local charity that promotes inclusion, reduces social isolation and improves the well-being of older people. They provide keep fit, yoga and dance classes, as well as digital sessions – for free or low cost.

We got very good feedback from the many tenants, and their friends and family, who attended. They said they had enjoyed their day out, with good food, company and music.



Help us to make sure everyone stays safe

Everyone has the right to feel safe in and around their home. Please let us know if you are being abused – or if you suspect this is happening to someone else.

Our safeguarding policy sets out the steps we will take if we hear that someone might be being abused. If you contact us, we will always treat what you tell us in confidence. We will take extra care where the victim is a child or a vulnerable adult.

Our staff and contractors are also on the look out for signs that something isn't right.

That might include:

- * unexplained injuries
- * a sudden or out of character change in behaviour or wellbeing
- * someone seeming fearful, unusually timid or withdrawn
- * having no or hardly any control over their finances
- * unusually quiet or unwilling to chat to others, or
- * an adult not being allowed out on their own.

WHAT YOU SHOULD DO

IF SOMEONE IS IN DANGER RIGHT NOW, CALL ☎ 999.

Otherwise, call the Islington Council safeguarding team:

- * on ☎ 020 7527 2299 if it is about an adult, or
- * on ☎ 020 7527 7400 if children are involved.

Please also call Barnsbury HA too on ☎ 020 7704 2324, or email info@barnsbury.org

DON'T TRY TO INVESTIGATE YOURSELF

It could make things worse or tip off the abuser. Islington Council has properly trained safeguarding experts, who will handle things safely.

ABUSE CAN COME IN DIFFERENT FORMS

- * It can be physical or spoken, sexual or emotional.
- * It can involve mind games – controlling who you see or talk to, or tricking you into thinking you, or your mental health, are the real problem.
- * It can be failing to act when help or support is clearly needed.
- * It can involve forcing or 'grooming' someone into sexual acts.
- * It can be when someone, or a group of people, take over a vulnerable person's home – often to use it for criminal and drugs-related purposes. This is known as 'cuckooing'.
- * It can be stealing, such as taking over someone's savings or benefit payments.

QUARTERLY PRIZE DRAW

If we repaired a fault for you recently, tell us how it went. We will enter you in our quarterly prize draw.

Use our **online survey** to tell us what we did well and what we could have done better and you could win a **£50 Love to Shop** voucher in our prize draw.

To fill in the online survey go to <https://tinyurl.com/yc8ybhhs>



OTHER WAYS TO SHARE YOUR FEEDBACK

You can also send feedback about your repair by email to repairs@barnsbury.org or write to us at 4-6 Colebrooke Place, N1 8HZ.

Or why not pop a note in a suggestion box telling us what you thought of your repair?

STAYING CONNECTED VISITS

If you are on our list for a Staying Connected visit, we will first agree the time and day with you.

We visit residents at home so that we can get to know you and find out how things are going for your household and neighbourhood.

We go through a checklist with you, to make sure that our records are up to date.

We also check that the right people are living in your home. Subletting is illegal and we act swiftly where we find it.

HOPING TO MOVE?

We keep a list of tenants wanting a home swap – either with a BHA tenant or with someone living elsewhere in the UK. So, do get in touch if you want a swap.

If you want a smaller home, we have an excellent package of incentives and ways to help you move and settle in.

For more details, contact Asif by emailing info@barnsbury.org, or phoning ☎ 020 7704 2324.

You can also register for the online homeswapper service at www.homeswapper.co.uk

DOMESTIC ABUSE IS A CRIMINAL ACT

SOLACE IN ISLINGTON

☎ 0808 802 5565

advocacy@solacewomensaid.org

If you need free, confidential support because of domestic abuse, call Solace in Islington. Solace helps women and men. Monday to Friday, 10am to 4pm.

IF YOU ARE IN DANGER RIGHT NOW, CALL THE POLICE ON ☎ 999

IF YOU NEED TO CONTACT US

Call us on ☎ 020 7704 2324 during office hours

Email info@barnsbury.org

Write to 4-6 Colebrooke Place, London N1 8HZ

Find us online at barnsbury.org

For emergency out-of-hours repairs only, please call ☎ 0300 131 7300

DO YOU HAVE A STORY, PICTURE OR LETTER FOR US?

To contribute to *Barnsbury News*, email chelsea@barnsbury.org, or call ☎ 020 7704 2324. We edit contributions to fit a tight space. We do not publish personal attacks.

BARNSBURY HA HOMES ON OFFER FOR A SWAP

Now on offer	Size/style of home	Tenant wants...
Barnsbury Park 	Two bedrooms, second floor, shared street entrance and front courtyard	Three bedrooms, as household is overcrowded
Barnsbury Street 	Five bedrooms, second floor, shared street entrance and rear courtyard Three bedroomed maisonette, with living room/kitchen on ground floor and bedrooms upstairs. Own street entrance	Two bedrooms, garden, ground floor preferred One bedroom town house, or with garden
Claringbull Court 	Two bedrooms, ground floor, own street entrance. This is an adapted property with stairlift and wet room Two bedrooms, second floor, shared street entrance. Has a spacious kitchen/living area and bedrooms. Next door to a primary school	One bedroom. Tenant needs wet room for health reasons Three bedrooms, as household is overcrowded
Gissing Walk 	Bedsit, on first level (about 10 steps up), with own street entrance Two bedrooms, on first level (about 10 steps up), with own street entrance	One bedroom flat One bedroom flat (downsizing) with balcony or garden
Highbury Terrace	Studio flat, third floor, listed building. Separate bathroom & kitchen. Very spacious, nice views, shared street entrance and communal garden	One bedroom flat (wants larger home)
Liverpool Road	Two bedrooms, second floor, with spacious rooms. Shared street entrance and lift	Three bedrooms, as household is overcrowded
Lofting Road All with shared main entrance to the building 	One bedroom on second floor One bedroom on second floor One bedroom on second floor One bedroom on second floor	One bedroom, ground floor, for health reasons One bedroom One bedroom, ground floor, for health reasons Two bedrooms, as family is growing
Milner Square	Two bedrooms, ground floor, off Liverpool Road, with shared street entrance and shared garden	Three bedrooms, as family is growing
Morland Mews All with shared main entrance to the building 	Studio flat, second floor, with shared rear courtyard Two bedrooms, ground floor, with private courtyard Bedsit, second floor, with shared rear communal courtyard	One bedroom flat for health reasons Three bedrooms, as family is growing One bedroom flat
Pugin Court All with shared main entrance to the building	Studio flat, ground floor, off Liverpool Road Studio flat on ground floor, off Liverpool Road	One bedroom flat One bedroom flat
Ronalds Road	One bedroom on first floor in sheltered scheme, with communal stairlift. Over-55s only	One bedroom flat in Barnsbury Mews