



annual report to our tenants

APRIL 2023 TO MARCH 2024



BARNSBURY
HOUSING ASSOCIATION

↓ contents



- 1 our chair's report
- 3 our standards
- 5 your homes
- 7 our tenancy management
- 9 our repairs service
- 11 your neighbourhood
- 13 your voice
- 15 our priorities
- 16 our spending
- 17 closer scrutiny
- 18 our workers
- 19 our governing board
- 21 how to contact us

We pulled out the stops this year to give you a very different, much more homespun funday. Highlights of the day were the egg and spoon and beanbag races (see our cover), the tug of war, Naomi's performance and Jermaine's salsa dancing lessons. We've also had some lovely feedback, with one of you telling us that staff and tenants working together had made it the best funday ever. We enjoyed it, best of all getting to talk to so many of you. Some 150 of you turned up this year. More next year please!



↓ our chair's report



Board chair Sean McLaughlin

Welcome to a very different type of annual report from us, now covering the financial rather than calendar year. It is also heavy on statistics, with good reason. We and other social landlords now have to show we meet a rigorous new set of targets and standards, from home safety to handling complaints.

This was written into law one year ago by the Social Housing (Regulation) Act 2023. The law was motivated largely by the failures that led to the horror of Grenfell Tower. It gives our regulator revised objectives and new powers to inspect and enforce our standards.

One result is all social landlords are this year publishing answers their tenants gave to the questions you were asked last year*. Now anyone can see how their landlord compares with others.

We're pleased that in more than a few areas you gave us a better rating than those given to most of the UK's biggest and better resourced social landlords. Where all landlords - large and small - are doing less well is on 'listening to and acting on what you tell us'. We report more on this, and what we are doing about it, on page 13.

* Acuity tenants survey, October 2023

We hope also helping is your having many more one-to-one dealings with our staff. We are getting to know you better and you us. That and gaining your trust is the holy grail for all landlords.

Great progress is being made with the Morland Mews energy efficiency works. Good news too for the garage conversions, with funding now secured from the Greater London Authority. For those of you in Barnsbury Street we have renewed our focus on finding a model for making our heritage homes energy efficient - one others can copy.

Looking back, this was not an easy year. But all staff, both new and established, pulled together to get the new service standards completed and complex new systems running efficiently.

We are a demanding board, expecting the best and challenging management if we think standards or practices could be better. So we hope when, one year on, you are again asked to rate your landlord you are all motivated to give BHA a resounding vote of approval.

Sean McLaughlin
CHAIR, BOARD of MANAGEMENT

↓ we will

keep your homes safe, well managed and repaired and maintained to a decent standard

if things go wrong, have effective ways to handle your complaints

listen to what you say and give you supported ways to influence decisions

show fairness and respect towards you, hoping you too will give both in equal measure

make clear your rights and responsibilities and ours

demonstrate that we understand your differing needs and design our services accordingly

keep our word.



Lassies versus laddies in the tug o'war... and we are delighted to report the combined might of the BHA girls won

Fortnightly staff meetings give us a way to find solutions to ongoing or complex problems and agree ways to work more effectively as a team



↓ | our standards

Our target for the next satisfaction survey in 2025 is for you all to give us the 89% rating we got from Highbury View. We have set out in writing a list of the standards of service you will get from us as basic. But this was just one item from a long list we have drawn up to give you consistently better value for every last penny of your rent.

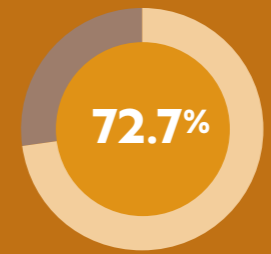
Even before the survey got underway we were bringing in changes to better target our advice and support services and make charges for all services fairer. We were also looking at how we communicate with you, both in writing and speech, particularly on matters like repairs to your home.

Then came the new year and a budget squeezed hard by sharply rising costs left us with no choice but to make difficult decisions and to cut or put on the back burner some spending. We think we made the right call.

Our core service priorities are:

- * a consistent **staff presence** on and around your estates and streets
- * meeting each of you in your home at least once a year to get a better idea of **what you want and need from us**
- * **sound, safe homes that cost much less to heat** in the coldest weather.

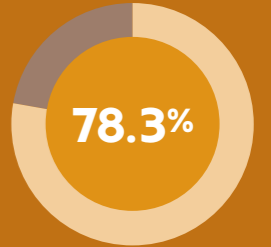
TP01: **72.7%** of you said you were satisfied with our services overall



New figures for all English social landlords with 1000 or more homes give a useful way to see how the scores you gave us compare with those for the largest, much wealthier landlords. On satisfaction with the overall service we are 75th out of 203. On satisfaction with the repairs service we are in the top 30. On handling complaints (only asked if you made a complaint to us in the past 12 months) we are ninth.

* Source: Inside Housing, 21 October 2024

TP08: **78.3%** think we treat you fairly and with respect



Our service standards

You all now have your own copy of the standard of service you can expect of us covering every aspect of our work, from customer service to tackling difficult and sensitive problems.

Written service standards are now expected of all social landlords by the Regulator of Social Housing but ours were written by the staff who, every day, have to meet these standards - and they have left themselves very little wiggle room for error.

Ambitious statements of intent are, of course, useless without evidence that we deliver what we promise, so you will find us at every turn asking for feedback. Could we do better and, if so, what needs to change?

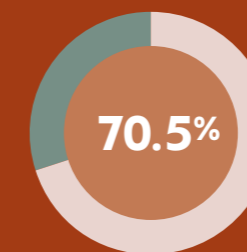
↓|your homes



Our new homes, like Eden Grove above, meet a far higher grade for energy efficiency

A substantial part of our budget goes on making your homes safer, warmer, greener and much less expensive to heat. We are also working to future-proof your homes so even the oldest stay habitable longer than even their builders expected. That's a big ask of houses built 200 years ago but even many of those built just 50 years ago need, and are now getting, substantial investment.

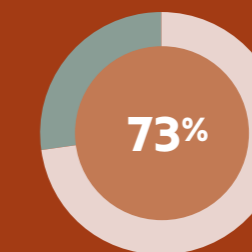
TP04: **70.5%** said you were satisfied your home is well-maintained. Housemark median score for similar landlords: **69.4%**



Energy efficiency works are now being done to our Morland Mews homes, where satisfaction was lowest. Before deciding which homes to target first for these works, and with your help, we gave all homes a rigorous assessment. From this we have been able to bring more homes into our works schedule than first planned and it will help us tackle problems like damp and mould.

Taking a sponge bath in the stocks turned out to be surprisingly popular with younger visitors to the funday

TP05: **73%** said you agreed your home feels safe. Housemark median for similar landlords: **76.5%**



Your comments found most pleased with an improving service but with some unhappy with unfinished repairs or other problems. We are using a new IT system for repairs which should mean we are able to better explain to you problems like sourcing materials, which can hold up works. You will now also have our new booklet telling you what we do to keep your home safe and what you are expected to do.

Energy efficiency

Contractor Purdys is upgrading home energy efficiency for 76 of you on the Morland Mews estate, up from the 63 first planned. The project being skilfully managed for us by Avis is funded by a £0.5m government grant, with match-funding from us.

We have also renewed our focus on a new model for making energy efficient our older heritage properties that we hope other landlords will copy.

Health and safety

We were on target for all the new regulations for fire safety, damp and mould, water hygiene, asbestos and electricity. Getting into some homes to carry out inspections held up a small number of checks but we achieved:

- 99%** gas safety checks, up to 100% once access to a last home was given
- 98%** electrical safety tests, with a push to get all certificates compliant with the newly determined five-year cycle
- 100%** asbestos safety
- 100%** fire safety checks
- 100%** water (legionella) safety
- 100%** damp and mould inspected.



↓ OUR tenancy management

“Thanks to Asif for providing support to move on.

“After my Staying Connected visit, Colette secured a higher-rate attendance allowance for me plus a taxi card and other benefits. I have never been so well off in my life.

At more than £450 a month, attendance allowance makes a real difference to your quality of life if your only income is the state pension.

Stalls ranged from the practical (recycling, energy saving, gardening) to bric à brac. There was no rush to invest in a white polyester with tartan trim jumpsuit.

In 2023 we began the first of our Staying Connected visits. We very quickly found just an hour with you and one of our housing team was giving excellent value. Some of you are now getting free help you didn't know was yours by right. We've been able to nip in the bud small concerns that, left unchecked, would have led to problems much harder and more complex to put right. A huge plus for us has been personally getting to know so many of you a little better.

Staying Connected

Our visits have picked up repairs left unreported and small tasks neglected. We also found problems you had kept to yourselves because 'you didn't want to bother us'. Finding solutions for you is part and parcel of our job so we were pleased to be able to help get:

- 4 moved to one of our larger or smaller homes
- 3 a home swap by mutual exchange
- 3 referred to Islington Council's handyman service for small repairs
- 2 a successful claim for a welfare benefit
- 5 a bathroom adapted to cope with a disability or declining mobility by Islington Council's occupational health team
- 1 given immediate then ongoing help with a serious hoarding problem.

Twice weekly drop-in sessions

Manager Asif, housing officer Nicky and independent living officer Colette at Highbury View all have specialist knowledge and experience of housing management, welfare and support.

Drop-in sessions

Asif and Nicky now hold twice-weekly advice sessions at rotating locations around our Islington homes, so we come to you instead of the other way around. These sessions and Colette's work at Highbury View are both tackling problems head on.

In just six months they have helped:

- 4 fill out an application for personal independence payments
- 4 get a grant from Islington Council to pay for a washing machine or cooker

- 2 get cash help to pay fuel bills or redecoration costs from our support fund, including one left penniless by severe illness and hospitalisation
- 4 get housing benefit payments secured after a DWP review
- 1 halt a DWP demand that one of you pay back a £364 'overpayment'
- 3 get a monthly attendance allowance for the cost of personal care
- 1 get a blue badge for disabled parking
- 1 make a successful application to claim pension credit.

Paying the rent

Rent arrears went up as many of you struggled with rising food and energy bills. We are small so every penny of rent not paid has a big knock-on effect. So too does the cost of taking to court those who can pay but refuse. We have 10 ongoing legal cases and 75 tenants owing £500 or more.

The team is however making progress by helping those of you in arrears claim welfare benefits or help in kind. Arrears in 2023/24 rose to **6.2%** of all rental payments owed. This has since dropped to **3.6%** for tenants owing us more than four weeks rent.



↓ our repairs service



This roof at Highbury View had major works done to it to better protect against the much more frequent and intense rainfall we are getting, caused by climate change

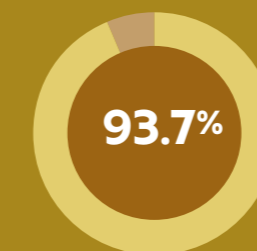
Like all landlords we are finding the cost of looking after our homes and keeping them safe is going up sharply. We have had to make difficult decisions. We also had some unwelcome bills, including making habitable a home damaged by its last occupant and making safe some homes altered by tenants - without our permission.

Home improvements

The unexpected bills meant fewer new kitchens, bathrooms and boilers so we now make your level of need and the state of existing fixtures our criteria for new ones. During the year we fitted:

- 6 new kitchens
- 7 new bathrooms
- 8 new boilers.

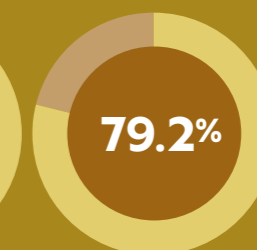
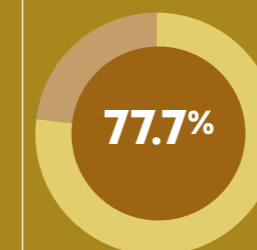
RP02: Non-emergency repairs you reported to us completed within our target timescale



We organised **978** repairs over the year, averaging **3.2** per home.

TP02: **77.7%** who had a repair done in the last 12 months satisfied with our repairs service

TP03: **79.2%** of those who had a repair in the last 12 months satisfied with the time it took to complete



Assistant property manager Lorraine, handles these repairs, checking all are done in line with our service standard, with regular updates such as telling you if and why progress is delayed. We have worked hard to help you identify and report any problems with damp and mould, with all but the most complex cases now remedied or well in hand.

Clear expectations

We have been working on how well we communicate. We found for example access for safety checks improved once we explained tighter new regulations.

To make clearer our responsibilities and tasks we expect you to do, we have also written and published two new booklets. These explain:

- * what we do to keep your home safe
- * what you need to do for your safety
- * the repairs we will do to your home
- * what we expect you to do to keep your home in good order
- * how quickly you can expect us to get different types of repair finished.

Investing

We spent **£491,000** on several major building works including new fire doors at 60 Barnsbury Street, new heritage standard windows in Barnsbury Park and Highbury Terrace, upgrading gutters and roofs on the Morland Mews estate, drainage works at Belitha Villas and fitting non-combustible decking at Claringbull Court. Beech Tree Close and Barnsbury Park both got a lick of paint for their shared indoor areas.

Handyman Steve Woodgates takes one for the team, locked in the stocks for longer than he felt reasonable





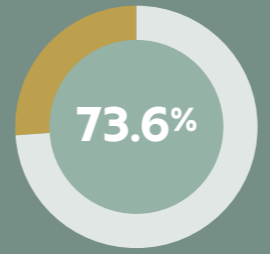
Thanks to the Felix Project we have since last December held four pop-up street markets on Morland Mews where you can select free fresh food (special delivery as well made to Highbury View)

If you can count to eight you can do salsa, said dance instructor Jermaine. Some joined in gracefully. Others plain bottled it.

↓|your neighbourhood

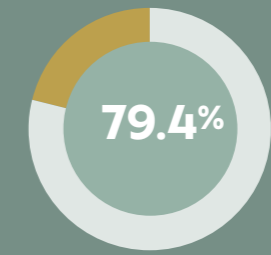
Islington is England's second most densely populated local authority area after Tower Hamlets. It is therefore doubly important we do our best to make sure you have a clean and well-kept neighbourhood and that all pull together to keep it peaceful and welcoming.

TP11: 73.6% of you say we make a positive contribution to your neighbourhood



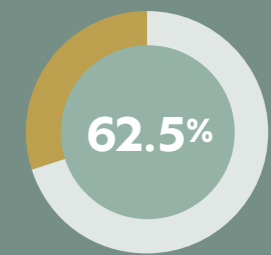
Estate services officer Marius visits all our properties on a regular cycle to check and fix or report any risks to your health and safety, from items that could hinder escape from a fire to slip or trip hazards like green algae or cracked paving stones. Marius also makes sure bin stores and recycling facilities are being used correctly, that dog owners are cleaning up after their pet and that safety measures, from CCTV to lights in shared parts of your building, are functioning properly.

TP10: 79.4% say we keep your shared areas clean and well-maintained



Cleaning in shared areas and grounds maintenance are both now monitored by Marius. Some buildings only began paying a cleaning service charge in April. We will consult you soon on work quality and frequency. Any of you can report any slip in standards to us by email now at keepingitclean@barnsbury.org Grounds maintenance is in new hands, with Groundscapes tending shrubs, trees and flower beds in shared parts. Our thanks to tenants Diane, Janice and Franck who in June helped us to question candidates for this contract.

TP12: 62.5% are satisfied with how we handle antisocial behaviour



We investigated 20 reports of antisocial behaviour. Just two remain open. In one case we brought in help from an outside agency for the perpetrator. We continue to closely monitor this and another case.

Homes that fall empty

We had 18 homes left empty by a departing tenant, including one that needed substantial work before it could be let again.

“Thanks to Nicky and Asif for dealing with an antisocial behaviour case and making a great improvement to our lives. Nicky is a great asset to you.”



↓ your voice

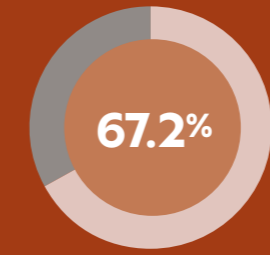
You can now tell us your views from your chair via our website or by popping downstairs, or over to our Morland Mews office, to use your new suggestion box. We also hear some thoughtful ideas on Staying Connected visits and from Highbury View's active and well-informed tenants association. The point of our service is to give people from all walks of life a quality of life that keeps you healthy, content and thriving. So we really do need a wide range of you actively discussing with us better ways to make that happen.



Special thanks from us to tireless tenant board member Janice Walsh (left) with neighbour Olive at Thornhill Gardens, where both help out as volunteers

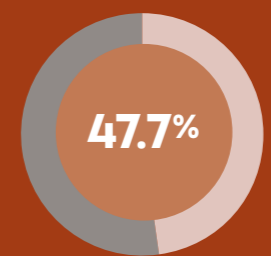
Mega-talented singer (and tenant) Naomi gave her first glorious public performance at the funday. We also got many useful suggestions for improving how we communicate with you.

TP06: 67.2% of you say we listen to and act on your views



Every two months we now report to our board what you have said to us directly or we have learnt from your complaints. We also say how we are putting this into practice. We keep a log of all complaints and suggestions, written or spoken. We also set out a plan of action. We've noted (column three, right) a few examples here.

TP09: 47.7% of those who reported making a complaint in the last year were satisfied with how we handled it



We had 16 formal complaints last year, with all but four settled at stage one. Two were upheld, eight partly upheld and six not upheld. Two have gone to the Housing Ombudsman. Business support officer Chelsey made sure all our target times for handling your complaints were met.

Lessons learnt from complaints

- * Do more to jointly tackle problems shared with neighbouring buildings, no matter how elusive the landlord.
- * Step in when you raise concerns with us and not ask you to take them on.
- * Be consistent over the repairs we do or don't do to avoid seemingly favouring one of you over another.

Constructive critics

The resident panel always gives excellent value, providing critical feedback from a tenant perspective on our work and standards. Most recently panel members have helped with:

- * planning the 2024 funday
- * complaints and complaint handling
- * reviewing new or updated policies
- * our new service standards.

Talking to you face-to-face

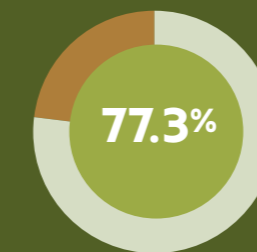
Our staff are now regularly out and about on all our estates. Our top staff too now hold 'chat and a cuppa' events every three months so do drop in if you have something to ask or a suggestion – or gripe – you want to share with our leadership team.

↓ OUR priorities over the year



A £1.2 million grant from the Greater London Authority is helping pay the cost of creating six new ground floor flats. Islington council has given us approval to put those of you in greatest need first on the list for these homes once finished.

TP07: **77.3%** of you think we keep you informed about things that matter to you



Our communications group, which includes housing and communities director Cheryl and business support officer Chelsey, works to a 12-month plan. It sets out what we need to tell you and when and how we will do that. Our aim is to make sure you:

- * get useful and timely information on all aspects of our work and services
- * are told clearly what we are doing for you, or changing, and why
- * can communicate with us as well, in person, by letter, phone or email or using our website.

Our website does need refreshing. We are also looking into the benefits of using some types of social media.

The right people for the work

During the year we reviewed staff job descriptions against the outcomes we need and the cost. The result was some new posts and some roles changed.

New full-time housing and communities director Cheryl joined us in June 2023, followed in March 2024 by new housing officer Nicky. This has given a very welcome boost to our housing management service.

We also decided to make better use of 60 Morland Mews. This is Nicky's base, though she and Asif spend much of the working week bringing their advice and support to those of you dotted around other parts of Islington.

Estate services officer Marius took on an enhanced role monitoring our grounds maintenance and cleaning contractors and taking on extra caretaking tasks. Marius is now, with Lorraine, part of the team caring for our property assets, led by Michael.

As a small team how well we all work together really matters. We have some staff working remotely part of the time so we make sure we always have a steady presence on the ground.

“Thanks to Nicky and Cheryl for being so personable and turning the whole place around.”

“Tenants are much happier and the service is much improved.”

Advice and support from our housing team over just three months to tenants in serious need made a huge difference to their finances. Some just scraping by saw their income nearly double, others got cash help for essential goods or services or were able to pay off arrears or other debts. Added up, the value of the help they got came to more than £20,000.



All our print and digital information for you is now scheduled 12 months ahead

Asif and Nicky on walkabout on Morland Mews looking for problems small and large that need our attention

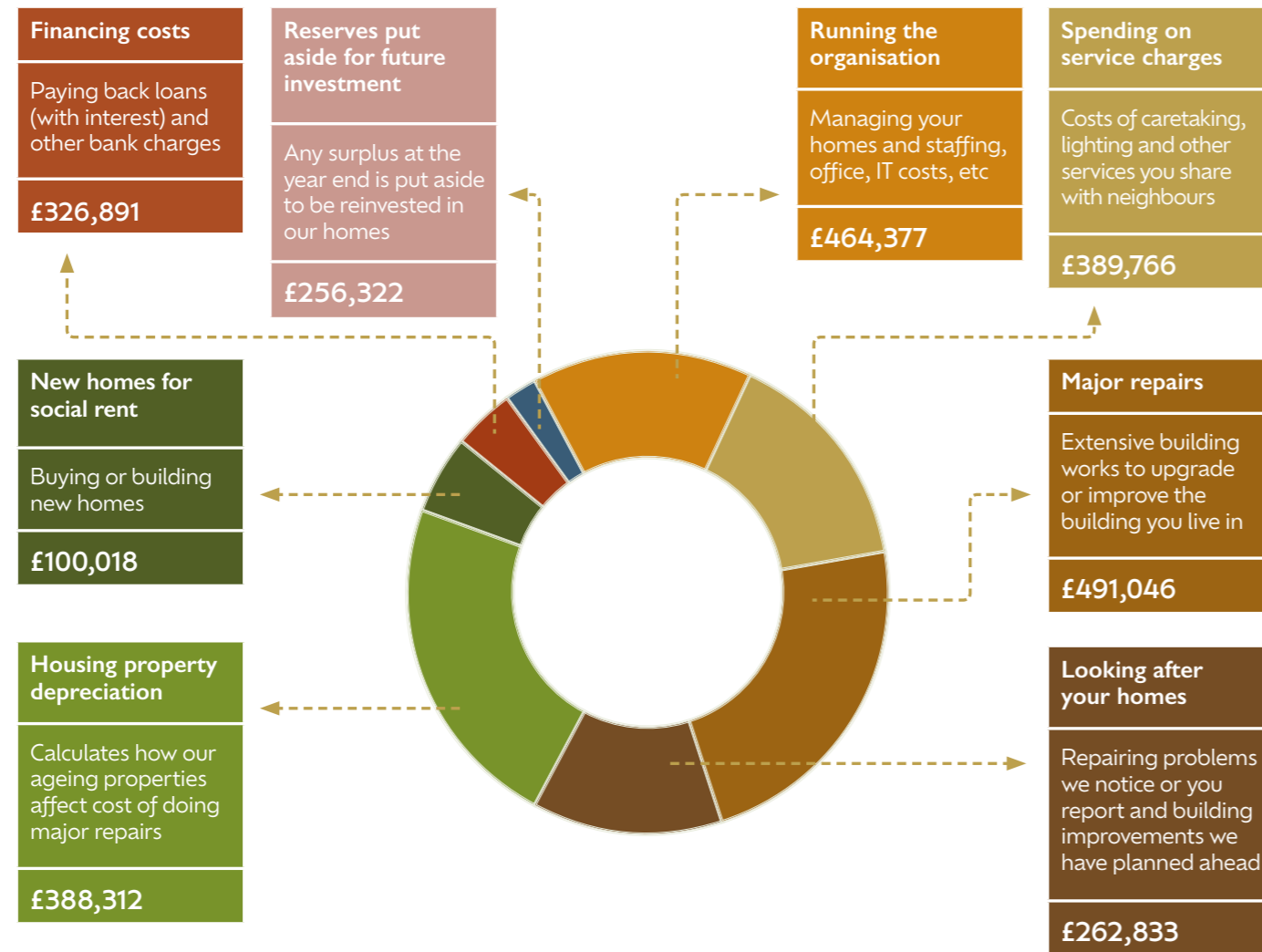
↓ our spending

These figures show how we spent our income from your rents and service charges last year. They do not include money from any other sources.

Higher interest rates are leaving us with less money to reinvest in your homes but compared with similar London housing associations we are spending more on future-proofing your homes, including the energy efficiency works now underway.

Our surpluses got a boost this year by a change in accounting policy that has spread over more years the cost of investing in our buildings. It is just an accounting change so doesn't give us more cash. Our surpluses may look healthier but our cash reserves are still being squeezed by inflationary cost increases and interest rate rises.

To make sure we have enough cash to meet debt and interest payments we, and all other housing associations, have had to decide the types of work and services we can still afford to deliver. We are committed to making sure BHA is financially secure for the future, and we will run it as efficiently and effectively as we can.



↓ closer scrutiny

Who took part in the Acuity survey of your views?

Around half of you responded to Acuity's invitation to give your views on our services between 20 October and 1 November 2023.

Of those 78 took part online, 21 posted your questionnaire and 50 gave responses by phone. This last group was notably more positive about our services.

What we have now is a good measure of how you rate us and a spur to do a lot better. We will now do the surveys every two years so the next will be in 2025.

How did Acuity know the people who took part gave a reliable test of all your views?

Because we have less than 1000 homes Acuity used the Census for the locations you live in to check those who answered the questions made up a representative sample of tenanted households and age groups in each of your neighbourhoods.

The questions Acuity asked for you in 2023 are asked of all social housing landlords for the **tenant satisfaction measures** (TSMs) drawn up by the Regulator of Social Housing (RoSH).

Supplementing the survey questions is data we take from our information management system (*see right*).

Our regulator has also set what it calls the **consumer standards** for:

- * home safety and quality
- * our transparency, your influence and our accountability
- * neighbourhood and community
- * the tenancy standard.

We also need to show we are:

- * governed well by our board
- * financially viable as a business
- * make best use of our resources
- * follow government rent policy.

We now do annual audits of our services and standards and these are scrutinised and inspected by RoSH and other related professional bodies.

These statistics estimate the figure we would report, based on actual performance, if we had **1000 homes** rather than **300**, as of 31 March 2024. To show how we compare, we have also given the Housemark* median score for all other social landlords.

CH01 (i): Number of stage one complaints received per 1000 homes: 53.5
Housemark*: 41.6

CH01 (ii): Number of stage two complaints received per 1000 homes: 20.1
Housemark: 5.3

CH02 (i): Proportion of stage one complaints responded to within the Housing Ombudsman's handling code timescale: 100%
Housemark: 84.6%

CH02 (ii): Proportion of stage two complaints responded to within the Housing Ombudsman's handling code timescale: 80%
Housemark: 81.6%

* Housemark is a data and insight company for the UK housing sector, owned by the National Housing Federation and Chartered Institute of Housing. It has 350 UK social landlord members.

NM01 (i): Number of antisocial behaviour cases opened per 1000 homes: 66.9
Housemark: 34.4

NM01 (ii): Number of antisocial behaviour cases that involved hate crime per 1000 homes: 0
Housemark: 0.6

RP01: Homes that did not meet the Decent Homes standard: 1.7%
Housemark: 0.5%

RP02 (i): Proportion of non-emergency responsive repairs completed within the landlord's timescale: 93.7%
Housemark: 81.3%

RP02 (ii): Proportion of emergency responsive repairs completed within the landlord's timescale: 97.5%
Housemark: 94.8%

BS01-4: all reported on page 5

BS05: Homes with communal passenger lift safety checks carried out: 100%
Housemark: 100%

↓ | our workers

leadership team

Susan French
chief executive (part-time)



Susan is responsible for our teams meeting high service standards and works closely with our board. She is our representative on the G320 and the National Housing Federation.

Cheryl Whittle
housing and communities director



Cheryl is responsible for the way we manage your homes, collect the rent, engage with or consult you on service matters, and communication. She also handles all staffing matters.

Lynsey Van Aswegen
director of finance (part-time)



Lynsey manages our finances including accounts, business planning and audit and compliance with financial and legal regulations.

Michael Bunker
asset manager



Michael makes sure our homes and properties are safe and well maintained and comply with all regulations. He also oversees all investment in existing homes.

staff team

Lorraine Sindrey
assistant property manager



Lorraine runs our repairs service, working with our contractors to keep your homes functioning and safe.

Asif Mahmood
housing and communities manager



Asif heads up our housing services team and also handles new lettings, home moves, estate care, cleaning and walkabouts, antisocial behaviour and complaints. All the housing team are qualified to advise or support you with health, welfare or tenancy matters.

Nicky Anderson
housing officer



Nicky is based at Morland Mews but serves all of you apart from those in sheltered housing. She helps, advises and gives specialist support with all your tenancy and rent queries.

Colette Lyons
housing officer (sheltered housing)



Colette manages our Highbury View sheltered housing, giving specialist advice and support with tenancy matters and keeping you safe, secure and independent.

Marius Gradinaru
estates services officer



Marius monitors cleaning and grounds maintenance standards to make sure our estates and the buildings you live in are safe and clean. He reports to Michael but works closely with housing management.

Ewelina Galeziewska
finance officer (part-time)



Ewelina keeps our day-to-day finances in check, making sure bills are paid on time and any money owed to us comes in when due.

Chelsey Simner
business support officer



Chelsey is your first point of call when you phone us. She provides essential support to all the team with IT and admin and makes sure any complaints or other queries are dealt with promptly and efficiently.

Martin Gow
data analyst (part-time)



Martin is our information technology whizz, running our IT systems for storing, processing and analysing financial, property and housing management and service performance data.

↓ | and helpers

Avis Venning
retrofitting programme manager (part-time)



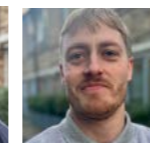
Avis is managing our £1m energy efficiency works programme, overseeing the work of all contract professionals and making sure the work is completed to a high standard and within budget.

Steve Woodgates, handyman



Gas Safe-registered Steve took on a wider role as our go-to handyman four years ago. He also took on the noble role at this year's funday of No 1 target for your wet sponges.

George Argyrou, electrician
Ryan Wedgner, builder



Also working on contract for us this year have been electrician George and Ryan, fitting kitchens and bathrooms.

Lisa Thompson
communications consultant

Lisa has taken on more of our communications work after seven years editing and designing some of our publications. She is now part of our communications team alongside Cheryl and Chelsey.

↓ | our governing board

Chair: Sean McLaughlin



Sean is an independent consultant and until 2022 was managing director of Homes for Haringey. He has close links with Islington as a long-term resident and having previously been head of housing and adult services at Islington Council. Appointed 2019

Chris Bell



Chris is a Barnsbury HA tenant of long standing, with an excellent knowledge of housing and community matters. Chris brings his expertise and local insight to our board. Joined the board in 2019 and formally appointed in 2020

Chyrel Brown



Chyrel is chief operating officer at One Housing Group and a non-executive director at University College London Hospitals, with expertise in housing and neighbourhood management. Appointed 2018 and stood down in September 2024 after serving the full six years allowed under the National Housing Federation code of governance.

Chair, audit, risk and finance committee: Jonathan Bunt



Jonathan brings to our work his expertise in local government finance and affordable housing development. He is co-founder and a director of Beehive Affordable Homes. Appointed 2017

Annabel Gray



Annabel is a specialist in housing, regeneration and the environment and leads housing consultant Altair's sustainability work. Joined the board in 2022

Micah Gold



Micah is senior consultant to and founder of Mobilise, which brings together new partnerships to devise better ways to run, fund and evaluate council, housing and non-profit services. It is complex work involving a wide range of different interest groups. Joined the board in 2022

Kenny Johnson



Kenny is a senior leader in social housing and digital services and experienced in housing management, repairs, commercial services, digital transformation and IT. Kenny is also our board member responsible for complaints. Joined the board in 2023.

Matthew Smith



Matthew is a chartered accountant and currently finance director for Akur Capital. He brings to our board specialist expertise in strategic financial guidance. Joined the board in 2023.

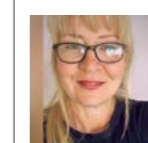
Janice Walsh



Retired teacher Janice was one of our earliest tenants. She is very active locally as a volunteer and has a wealth of knowledge of housing and Islington, her home for over 50 years. Joined our board in 2019 and formally appointed in 2020

New members

Katri Wilson



Katri is a senior housing director at Havering Council where she has overall responsibility for managing family, sheltered, supported and leasehold housing and for council-run support services. Joined our board in 2024

Ben Kelly



Ben's professional background is in project management and building surveying. He is currently an assistant director at Altair Ltd, providing technical consultancy services on new government regulations on housing health and safety. Joined our board in 2024

About our board

Our work is overseen by a board of unpaid volunteers, most recruited by an outside body following a formal interview. Two of our board members are Barnsbury HA tenants.

We are sad to report that the board has lost the highly valued input of Chyrel Brown, who has served the full six years allowed under our code of governance. We are pleased to say that, within the space of a year, four newcomers have joined the board, bringing valuable and timely expertise.

All members bring to their role specialist knowledge directly relevant to our work and standards and all comply with the National Housing Federation's codes of governance and conduct. The board is supported by one smaller committee that scrutinises separately audit, finance and risk.

Summaries of our board minutes are published online at [barnsbury.org/about/management-board/publications/](https://www.barnsbury.org/about/management-board/publications/)



Soft landing: Contact us if you would like a photo of you or one or more of your family at the funday please email us at info@barnsbury.org.

↓ | how to contact us

Drop in at our housing office

60 Morland Mews, London N1 1HN

Call or email us during a normal working day

Call us about any matter, from tenancy matters, repairs or general queries ☎ **020 7704 2324**

Email us at info@barnsbury.org

Write to us at 4-6 Colebrooke Place, Islington N1 8HZ

If you email or leave a message, please give your name, home address and a phone number or email address so we can get back in touch with you as soon as we can.

Our opening hours

Weekdays, Monday to Friday:
9:30am to 1pm, 2pm to 17:30pm

We are closed to calls and visits for our team meeting every second Tuesday, from 11am to 12 noon.

We are closed at the weekend and on bank holidays.

Emergency repairs outside office hours

Emergency repairs should be reported to our out-of-hours service. This is run for us by Islington & Shoreditch HA.

Monday to Friday, 5.30pm to 9.30am, on weekends, over the Christmas/New Year break and on bank holidays

☎ **0300 131 7300**

If your repair is not an emergency, please report it when our office reopens or email us on info@barnsbury.org

Highbury View emergencies outside office hours

If there is an emergency, please press your pendant or pull the pullcord for immediate help from Linkline.

An experienced call taker will answer and can quickly arrange the emergency help you need.

If there is a fault with the system, such as the alarm ringing all the time or not going through to the Linkline team, please call Islington Council's telecare care team on ☎ **020 7527 5456**.

Please do not call Colette. She is not available outside office hours.

Please do not report repairs to Linkline if they are not an emergency.

