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ANNUAL REPORT
TO OUR TENANTS

Wishing you a very happy festive season!



CHAIR'S REPORT 2023



Board chair Sean McLaughlin

Welcome to our annual report and your 2024 calendar. Our report begins with a preview of results from the first survey of your views on us as a landlord since 2018. Acuity's report has only just reached us so we need to read and properly digest both the findings and Acuity's analysis.

Lockdown impact

One interesting point Acuity makes in its introduction is that across the UK customer satisfaction post-pandemic is down markedly. This is especially so in housing, both rented and owned, and very likely the result of our all spending far more time in lockdown with our own four walls than any of us wanted.

For you and us, face-to-face contact was, at least until the full vaccine roll-out, frighteningly risky and that limited or delayed services like care and support, your repairs and building improvements.

You will get a full report on the survey findings in spring, along with steps we are taking in response. But we hope you will feel encouraged that we are working hard to remedy problems still outstanding and to further improve all our services.

You will find on page 18 a report on our efforts to make your homes more comfortable and cheaper to heat. Despite our modest size we are very much spearheading the drive to make much more energy efficient England's housing association homes.

None of this comes cheap and finding ways to make energy efficient our listed buildings is the biggest challenge. But we made an excellent start in April with the government approving our bid for £0.5 million to retrofit your coldest homes. Our preparatory work has been fast and works will start in earnest early next year.

Home improvements

We are also investing more in other building improvements. Your reports and our surveys this year and last identified homes affected by damp and mould, with basement flats the worst affected. Work to remedy this serious problem is now well advanced. Our thanks to those of you putting up with the inconvenience of necessity caused by these works.

Another area of higher spending approved by us has been major works to strengthen and improve to the highest standard all of our properties.

Doing these works on a large scale is more efficient and economic than having many small contracts and means far fewer costly call-outs to remedy problems that could and should have been prevented.

Our focus on bricks and mortar has not meant neglecting your other services. Indeed our housing management team this year introduced a new service, Staying Connected. These home visits will from next year become a staple for all of you, with one of our team contacting you once a year to ask when would be a good time for us to call by for a friendly chat.

Our aim is to find out how we can best serve you and get your views on your home and neighbourhood. You can read about our earliest visits on page 14.

Community spirit has long been a Barnsbury HA strength. That was evident again this year in a huge turnout for the 45th annual funday. Again friends, family, even former tenants, turned up. Sadly we think the heat caused notable absences: none of your lovely dogs! We hope a cooler day next year fixes that.

Better communication

Another fix but one we can better control is how we communicate with you. We have done a lot of work this year to better explain with a new booklet which home repairs are our responsibility, and how quickly they will be done, and the small repairs we expect you to do.

In the new year you can expect another booklet on health and safety in your home. Both booklets benefited greatly from the input of your residents panel. Their influential role is a timely reminder of the value of your feedback: please continue letting us know what we do well and what we need to do differently. Your views really do carry weight.

Finally, on behalf of all Barnsbury HA's board I wish you all a peaceful and enjoyable Christmas break and a healthy and happy year ahead in 2024.

Sean McLaughlin
CHAIR, BOARD OF MANAGEMENT

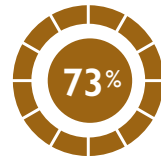
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...We made an excellent start in April with the government approving our bid for £0.5 million to retrofit your coldest homes.

2023 SURVEY HIGHLIGHTS

There was an excellent response rate from you to our tenants' survey in October. Thank you to all who took part. We have only just been sent the results ourselves so in spring will send you a detailed report but here, for now, are some of the stand-out scores.

OVERALL SATISFACTION

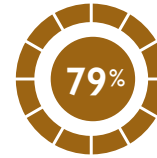


Satisfaction with us overall was 73%. This is down by 9% on our 2018 rating. While disappointing it seems we are in good company. Acuity tells us surveys it has done recently for 73 other housing associations have produced similar results, with ours among the most favourable.

On a more positive note it seems many of you also made very kind comments. We are hopeful we are on track with improvements introduced in the past year and those still to come. But it will always be your feedback, critical and supportive, that gives us the best measure of this.

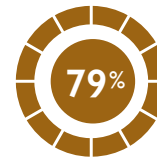
Mixed reactions: 79% of you said you find us easy to deal with, 10% disagreed and 11% didn't offer a view either way

TOP RATED SERVICES



SHARED AREAS ARE CLEAN AND WELL MAINTAINED

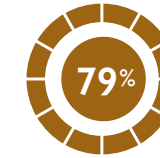
We are very pleased by this endorsement of the high standards achieved by Marius and Spencer. We do not under-estimate how important it is to feel pride in the quality of your own neighbourhood.



SATISFIED WITH TIME TAKEN TO FINISH LAST REPAIR

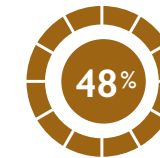
Satisfaction with the repairs service in the last year is up markedly. We have made much clearer this year which repairs we do and those we expect you to do.

We continuously scrutinise new tools for any that will help us manage the service more efficiently. Our records show four in five repairs are done quickly but more complex problems take longer. We hope this rating shows we now do a better job of explaining delays and give realistic timetables with regular updates.



STAFF EASY TO DEAL WITH

Again, 79% of you rated our staff easy to deal with, with 78% agreeing we treat you fairly and with respect. We relied heavily on phones during covid and early hiccups with the system were unhelpful. It now works extremely well so staff can be contacted by phone regardless of where they are working. Our big focus now is on visibility, with staff regularly out and about on home visits and property inspections.



LOWEST RATING

COMPLAINTS HANDLING

The lowest level of satisfaction reported was with how we handle complaints, with 48% satisfied, 39% dissatisfied and 14% not feeling strongly either way. This year most complaints were about antisocial behaviour. It is a growing problem and hard to resolve though we hope changes in how we handle complaints will help.



FEBRUARY



NOTES & REMINDERS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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	1	2	3

OUR 2023 TOP FIVE



Above: from left, Marius, Asif and Viv Astall on walkabout this summer

Below: in August we held our first drop-in session for those of you occupying our coldest homes to explain what can be done to make your homes more energy efficient



Warmer homes on the way Having this year won our bid to government for money to ‘retrofit’ your coldest homes, we are very happy to tell you the work is now underway.

YOUR HOME ✓ quality ✓ safety ✓ energy use



New advice on repairs A new booklet explaining your and our repair responsibilities, which your resident panel helped us produce, should make the division of tasks much clearer.

YOUR VOICE ✓ influence ✓ transparency



Out in your neighbourhood Over the year our staff visited every one of your neighbourhoods, walked around them with you, agreed what needs to change and got the ball rolling.

YOUR COMMUNITY ✓ influence ✓ accountability ✓ quality



More home swaps! We’ve helped lots of you move home this year to one better suited to your household needs, with many swapping with a tenant of ours or another landlord using mutual exchange, or moving to another home we identified for them.

YOUR HOME ✓ choice ✓ quality ✓ standards



Fire safety upgraded We have finished fire risk assessments at every building we own and have drawn up a programme for any improvements needed. Spending on fire safety since 2019: £125,278

YOUR SAFETY ✓ safety ✓ quality ✓ security

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Just want to say I really liked the booklet put in my letterbox.

The layout, colours made me reading it, easier to read with my dyslexia. The large print on the front was a pulling point for me to read on and not overwhelming with block writing.

For me it was a good resource.
Name withheld on request

Social housing regulator’s new consumer standards

From next year the Regulator of Social Housing (RoSH) will expect solid evidence from us that we are meeting its new tenant satisfaction measures (TSMs). Questions in the October survey focused on these new measures. We will also be called on to show what we are doing to meet RoSH’s new ‘consumer standards’, among them safety, transparency, and choice. As always, you will be the best judge.

MARCH



NOTES & REMINDERS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26	27	28	29	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 GOOD FRIDAY BANK HOLIDAY	30	31 EASTER SUNDAY

COMMUNITY SPIRIT

PACKED FUNDAY ON THE HOTTEST DAY OF THE YEAR

You turned out in huge numbers for the 45th annual funday in September. There was plenty of fun to be had, relaxing options for those less lively (or far too hot) and your tonsils got very well exercised. Thank you to all who again helped plan the day and everyone who offered a helping hand.

Over 200 of you turned up for the funday, bringing with you friends and family from elsewhere in Islington and neighbouring boroughs



Next year's funday

One young tenant has very kindly offered a hair-braiding service at next year's funday. We think it a great idea. But would more of you like to pitch in? The resident panel has suggested you run your own table-top stalls. Tell us your ideas for tenant-led activities.

BLOOMING GARDENS AND GARDEN PARTIES AT Highbury View

Highbury View's very energetic tenants' association kept the social calendar filled all year, starting with a knees-up (home-made curries courtesy of housing support officer Colette Lyons) to mark the coronation of the new King Charles. Islington's mayor and both of Islington's MPs turned up to their June garden party. And as we write this residents are hard at work planning their annual Christmas do.

PANTO AT THIS PRICE!?

We were again able to offer discount trips to Sadler's Wells' *Get Into Dance*. But the best prize for some of you has to have been the £5 tickets for *Aladdin*, this year's pantomime at the Hackney Empire and free tickets for *The Snowman* at Sadler's Wells. Thanks to our friends at the Hackney Empire and Sadler's Wells.

WILDLIFE ADVENTURES

By March this year we'd already given out more than 180 tickets to London Zoo so those of you with budding child zoologists could spend a day of fun and learning at one of London's most loved institutions.

FOOTBALL COACHING

Last but not least, our keenest young footballers got an extra treat after the Easter break training sessions with Arsenal in the Community in the shape of a guided tour of Arsenal's Emirates stadium. Highlights included the players' tunnel and the home and away dressing rooms. Football training sessions were attended by 100 young residents in total this year.

Right: Arsenal in the Community's football training sessions during school holidays have again been hugely popular with younger tenants

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Very grateful to both AFC and Barnsbury Housing Association, and Patrick especially for his enthusiasm and excellent organisation. Great organisation, friendly staff, locally based. And very safe.

Name withheld on request



SAFE AND SOUND

All of you should feel safe in a Barnsbury HA home. This is a quick run through works done to make your homes safe, secure and weather-proof over the year.

FIRE DOOR INSPECTIONS

We completed fire door inspections at every one of our buildings. Works to make any improvements suggested by our inspectors are now in progress and a programme for replacement doors is being drawn up. All fire alarm systems are being checked weekly.

ELECTRICAL SAFETY

All our properties have compliant 10-year electrical safety certificates. We are now working to exceed the minimum standard by carrying out checks every five years.

DAMP AND MOULD

Some works to remedy damp and mould in basement flats are now complete but others are ongoing. Most cases are responding well to sophisticated new ventilation systems we have installed in the most badly affected homes.

A new policy approved by our board will see us quickly assess and treat any future suspected cases, with each added to a new register. Regular checks will look for any sign of the problem coming back.

If you suspect your home is affected by damp or mould, please tell us!

CRACKS SEALED AT UPPER STREET

A structural survey of Upper Street after cracks were spotted confirmed that they were not a structural problem but aesthetic, due to minor building movement. We have had the cracks sealed.

FIRE-PROOF BALCONIES FOR CLARINGBULL COURT

At Claringbull Court we have replaced four timber balcony decks with non-combustible aluminium decking.

RAISE THE ROOF

We have completed major roof repairs at 1, 2 and 3 Highbury Terrace and done 'lesser' works to the roofs at Ronalds Road. The chief benefits include preserving the building fabric for longer and there is now less risk of the roofs deteriorating further.

OUT OF THE VOID

We have brought up to the BHA 'standard' 15 homes that fell empty this year. These works included installing energy-saving systems and fittings.



Above: scaffolding at Highbury Terrace where we have now completed major roof repairs.

Below: we brought all homes that fell empty during the year, like this flat, up to the BHA Homes Standard. This is significantly more demanding than the social housing regulator's Decent Homes Standard.



Before and after: we have installed new fire-proof decking on the balconies at Claringbull Court to offer extra protection from fire



YOU SAID, WE DID

HOSE DOWN: JET WASH FOR WALLS AND PAVEMENTS

Caretaker Spencer has been jet washing slippery green algae off passageways, steps and cut-throughs around Morland Mews and Gissing Walk and at Ronalds Road and Highbury View.

BRIGHTER LIGHTING FOR DARK CORNERS

Last year we installed more and brighter lighting at Beech Tree Close. We've now done the same for Gissing Walk, Lofting Road and some parts of Morland Mews.

Residents had told us the old low lighting left your walkways too dark and we had a fair few complaints about people loitering around Gissing Walk because it unfortunately had some good hiding spots.

We will soon also be replacing dim lighting with brighter lights on other parts of the Morland Mews estate.

WASH YOUR HANDS: NEW CLEANING CONTRACTOR

After many (justified) complaints about the poor standards of cleaning in your shared spaces, we signed up a new cleaning company.

Since April this year Dove has been cleaning all the shared areas of buildings where you are paying a service charge for cleaning.

Your feedback so far has been very positive but the standard of cleaning in all buildings is being closely monitored by our estates team.

OVERHANGING TREES GIVEN A HAIRCUT

We're very much tree-huggers at Barnsbury HA but there comes a point when many trees and shrubs need a haircut. Beech Tree Close sadly lost the beech tree that gave it its name a few years ago, for safety reasons.

Safety concerns again (yours and ours) this year prompted us to call in a tree surgeon to prune the sycamores and shrubbery. The estate now looks brighter, tidier and cleaner.

NOT THE NEWS OF THE MEWS... AGAIN!

Some of you have questioned why Morland Mews gets so much attention, saying it feels those of you living in our other properties barely get a look in.

This is fair comment: Morland Mews has many more people so a much higher concentration of homes. The likelihood of something going wrong is much higher. Flytipping is a big problem there, as are occasional spikes of antisocial behaviour.

Our estate walkabouts visited all your locations this year but tend to pick up a problem once it has already happened. We hope new schedules for your cleaning and area maintenance will nip more of these problems in the bud. A big priority for us in the new year is a fair and consistent division of resources.

Dates for 2024 walkabouts

Neighbourhood walkabouts work best when you join us to help point out possible and actual problems. We will again visit every neighbourhood next year. Keep an eye on your noticeboard or our website for dates for 2024 walkabouts to see when your visit will take place. If you can spare the time, please do join us.



Gissing walk, top, now has brighter lighting after complaints about dark walkways. Below: paving in the garden used by Ronalds Road and Highbury View is free of algae after its jet wash

LESSONS LEARNED

CLEAR, FAIR AND REGULAR UPDATES: YOUR REPAIRS

Many of you were unhappy with what you felt was a lack of clarity over repairs deadlines. We have sharpened our act and hope this improves matters for you markedly.

After a thorough review of the service by our repairs team we changed the way we prioritise repairs and speeded up the service. We think that has filtered through, with satisfaction with your last repair getting one of the highest ratings in the recent tenants' survey.

Clear expectations

We have also explained ourselves better. You have all been given our new booklet explaining the repairs you are responsible for and those we should do.

The booklet also sets out, giving typical examples, how quickly we will do different types of repair. This is determined by the likely or potential risks to life, limb and building safety from the problem identified.

Thirdly, and once a repair has been logged, we hope you are finding we're doing a better job of getting staff or a contractor out at a time that suits your commitments and that we let you know what will happen next and when. If we slip up, please tell us!

STAY CONNECTED: HOME VISITS * NEW!

Early in the year we began holding drop-in advice sessions, as some of you had asked us to do. But despite holding them monthly, and at different locations because we know Morland Mews is a trek for some of you, turnout was low.

Staying Connected visits

We changed tack, introducing instead a new personalised service: our **Staying Connected visits**.

Our priority to date has been visiting at home older tenants. Each visit lasts about an hour and gives you a chance to talk through what you need and want.

We have now visited 34 of you and the benefits are clear. We've been able to help with practical matters like better care packages, much improved personal finances and free travel. We've heard and followed up unmet support needs, repairs not reported or not finished, mould and damp, home adaptations that would help you, and much more.

Our plan for each year from now is a Stay Connected visit to every one of you. We are drawing up a 12-month rolling programme and will agree with you a date when we can visit your home.

If something is bothering you please don't wait for us to call you. Call us to make a date to visit you at home or, if you prefer, to meet somewhere else. We are here to help.

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I wanted to say thanks to you both. I had the pleasure of Ryan doing the refit, and I can't speak highly enough of him.

His work is exceptional, and I've never seen anyone work so hard!

He has solely transformed my bathroom. I couldn't have had a better experience. I really appreciate it.

Thanks again.

Name withheld on request



Our new booklet better explains who does a repair: you or us



George, Ryan and handyman Steve have all given excellent value for money as repairs team regulars

NEW HOUSE RULES

Some of our policies have changed over the year, some because we and the residents panel agreed they weren't working as well as they should. In the case of complaints we also had to accommodate a change of rules set by the Housing Ombudsman and our own complaints review dates.

DOWNSIZING

The children have left home and you're rattling round with empty spare rooms, maybe fed up with still having to vacuum and dust them. But the heating bill is enormous and you might be stuck with bedroom tax, even with the discount.

We can help. We've now got a package of incentives for any of you wanting to move to a smaller home - what we call downsizing. The packages vary but the options can include:

cash to help **cover the cost** of moving

help to **safely pack** your household goods then **unpack** them

a **handyman service** to disconnect appliances and take down shelves, pictures, furnishings, etc then reconnect and put them up in your new home.

The bigger the home you move out of the more generous the incentives package we can offer. You will qualify whether moving to a smaller home we found for you or one you've found yourself, maybe through a homeswap.

PETS

A reminder that if you want to keep a pet you have to first get our permission. If you go ahead without first getting permission from us you will be breaking your tenancy and we will tell you to find your pet a new home.

We know pets bring many of us great pleasure but they also need care, attention and responsible people to pick up after them and keep them healthy and happy. Please do the right thing.

COMPLAINTS

Our lowest rating in this year's survey was a low level of satisfaction with how we handle complaints, starkly below the ratings for all our other services.

Our rating is still above average compared with the results for other housing associations but we want the process to work better for you and us.

The Housing Ombudsman sets the rules and guidelines for complaints handling and steps in when a social housing landlord's own response fails to satisfy a tenant.

Earlier this year it updated its handling code. To comply with this we took out the third stage of our process. It should mean a quicker final decision. You can now discuss your complaint with the Housing Ombudsman at any stage of the process.

The Housing Ombudsman defines a complaint as:

'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'

You can make your complaint to any of our staff. They have a duty to record your complaint accurately.

It is then passed to business support officer Chelsey, who will give you the timescale for us to investigate your complaint.

In all cases we will:

take **responsibility**

act quickly to identify the problem and put it right

be **fair and consistent**

give you a **reasonable timeframe** and tell you **what you can expect** at each stage

listen to you and treat you **fairly** and with respect.

COMPLIMENTS AND COMPLAINTS

2023 2022

✓36

✓42

x14

x8

AUGUST



NOTES & REMINDERS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 SUMMER BANK HOLIDAY	27	28	29	30	31	1

WARMER, GREENER HOMES

Making our homes more energy efficient has been a priority for us for some time, writes *chief executive Susan French*.

This is partly about doing our bit to tackle climate change but mainly because we want your homes to be warm, comfortable and affordable to heat.

We were very pleased to in April get government funding to upgrade the coldest homes on our Morland Mews estate. Most of this work will be done over the next year.

Our older Victorian and Georgian homes in Barnsbury Street and Highbury Terrace are much more of a challenge.

They are all listed buildings so that restricts what we can do to them. We are working with Islington Council to try to find solutions.

Our long term goal, funds allowing, is free solar power for Morland Mews and our other post-1970s estates.



Much more of a challenge is making energy efficient older Victorian and Georgian homes like Highbury Terrace, below, and Barnsbury Street, pictured before we converted the houses into flats in the late 1960s

RETROFITTING COLDEST MODERN HOMES

We are match-funding the £500,000 we have secured from the government to 'retrofit' 63 of our coldest homes. So with a total of £1m to invest, our promise to make your homes warmer and greener has got off to a good start.

Hearts and minds

We have moved fast. By June we had a team of experts in place oversee the project. But first we had to win over those of you living in these homes.

Very little of the work we have planned is messy or intrusive but, for 63 of you, these are your homes. We respect that.

We're delighted to say this is going well. By November we had surveyed 93% of the 63 homes, with a special camera used to create a 3D scan. The survey and scan tell us more precisely which parts of each home are 'leakiest'.

How did we pick the 63?

All are on the Morland Mews estate, built in the early 1970s. Energy performance certificate (EPC) assessments rated all of these homes D or lower, which is not good. But it did mean they qualified for help from the government's social housing decarbonisation fund.



Solar and heat pumps for Pugin Court

AVIS VENNING



Avis, who will now be a familiar face to many of you, is managing our home retrofit programme for us.

New year, new measures

The next stage will be the energy efficiency works. The tools in our kit are:

different types of **insulation**: cavity wall, loft or roof, underfloor;

fitting **airtightness membrane** and/or **taping**

upgrading the **heating controls**

fitting **low energy lighting**

better **draught exclusion** measures

for some of you in Pugin Court flats, fitting **micro-generating systems** using renewable energy sources like solar panels and/or air source heat pumps.

We are sticking to methods and materials known to work. Where a building's structure and design are suitable we are using technology, conscious that some is still evolving. Solar panels and heat pumps are tried and tested and even on a dull day solar power is the best and most reliable source of free energy.

SEPTEMBER

NOTES & REMINDERS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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

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GOOD NEWS STORIES

A WORD TO THE WISE AND AN EXTRA £400 A MONTH!

An older tenant struggling to get by on her very limited income has, with a little help from our staff, been able to put her financial woes behind her.

Water bills first

Our housing support officer, Colette, helped one tenant claim a discount on her water bill through Thames Water's Watersure scheme.

Our tenant is severely disabled but had no idea it entitled her to extra help from benefits. She now gets full housing benefit, saving the £84 she had been paying towards her rent. She is also getting attendance allowance with the 'severe disability' premium.

In total that is an extra £400 a month. So no more sleepless nights fretting about unpaid bills. Last but not least her independence has had a big boost with free taxi rides - another service she hadn't realised was available.

She is not the only tenant now better off thanks to the expertise of Colette and others on our housing management team.

Two more tenants now get attendance allowance and have a blue badge as proof of their disability. That qualifies each for an extra £101 every week.

Watersure has also come up trumps for another 10 of you, all now getting a discount on your annual water bills.

SWAPPING HOME WAS THE ANSWER

'Mutual exchange' has this year made some Barnsbury HA households much more comfortable.

With three growing children in a two-bedroom home, one couple was finding it a bit of a squeeze. Happily a tenant in one of our three-bedroom homes wanted a smaller, ground-floor home. She found their home a much better fit and our family now has a home with a very welcome third bedroom.

Online home swap search

Two other tenants used online service Homeswapper to find their ideal home. Again, one was a family that had outgrown our home. We warned there might be a long wait before we got a suitable empty home so, using their initiative, they registered on Homeswapper and quickly found a new and bigger home.

It's easier for us to find a smaller home for those of you wanting to 'downsize' but time wasn't on another tenant's side. After her grown children had left home she struggled with the bills for her four-bedroom home. Homeswapper put her in touch with a suitable swap in no time.

STRUGGLING WITH THE RISING COST OF LIVING

Flip back a page and you can read what we're doing to make your homes cheaper to heat and power. But what if you are struggling with your bills right now?

One tenant and her son live in a two-bedroom home. They came to us because they were struggling with energy bills and wanted to cut the amount of power they were using.

We referred them to energy saving experts SHINE. We also gave them vouchers to pay off the outstanding bills. And the good news is: SHINE's advice has led to lower energy bills.

Broken washing machine

Another tenant and her daughter were in a very similar pickle. And her washing machine had packed in. We helped her secure a grant from our resident support scheme and she qualified for extra energy vouchers to pay the bills. We're hopeful the advice mum and daughter are getting from SHINE and Islington Council's iMax team will also bring down future bills.

Please speak to us if you are struggling with household finances. Last year we were able to give out £7872 in total in small grants to tenants struggling with living costs and unexpected events. Part of this sum was from our resident support fund and part from charities.



Thank you for the support offered by staff to tenants. I would particularly like to commend Colette Lyons for her sensitive and caring approach.

Colette's friendly, supportive responses and actions are professionalism at its very best.

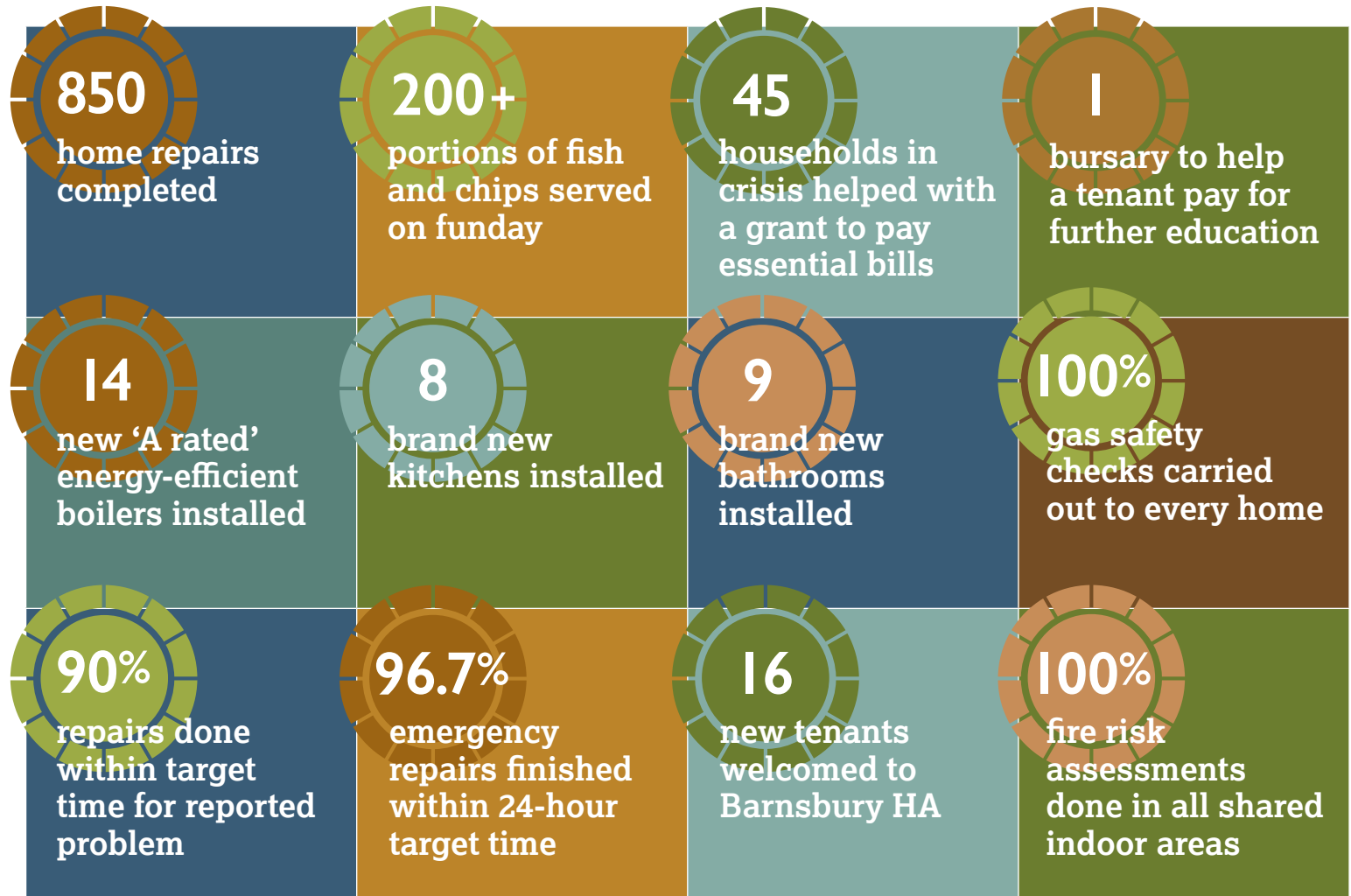
When I was in a particularly vulnerable state, Colette helped me get a reclining chair, hospital bed and Taxi Card.

She is ever encouraging, and very popular with other residents.

Other staff have also been reliable, efficient, friendly and helpful. This is most reassuring for tenants.

Name withheld on request

THE YEAR IN NUMBERS



Clean and bright: a new kitchen and bathroom fitted in the last year

NEW TENANTS AND HOME MOVERS

- 5 came to us through Islington Council's choice based lettings
- 3 went to keyworkers who work in essential local services
- 4 our tenants who moved to one of our smaller or bigger homes
- 4 used mutual exchange to swap home with one of our tenants

BUDGET SPENDING

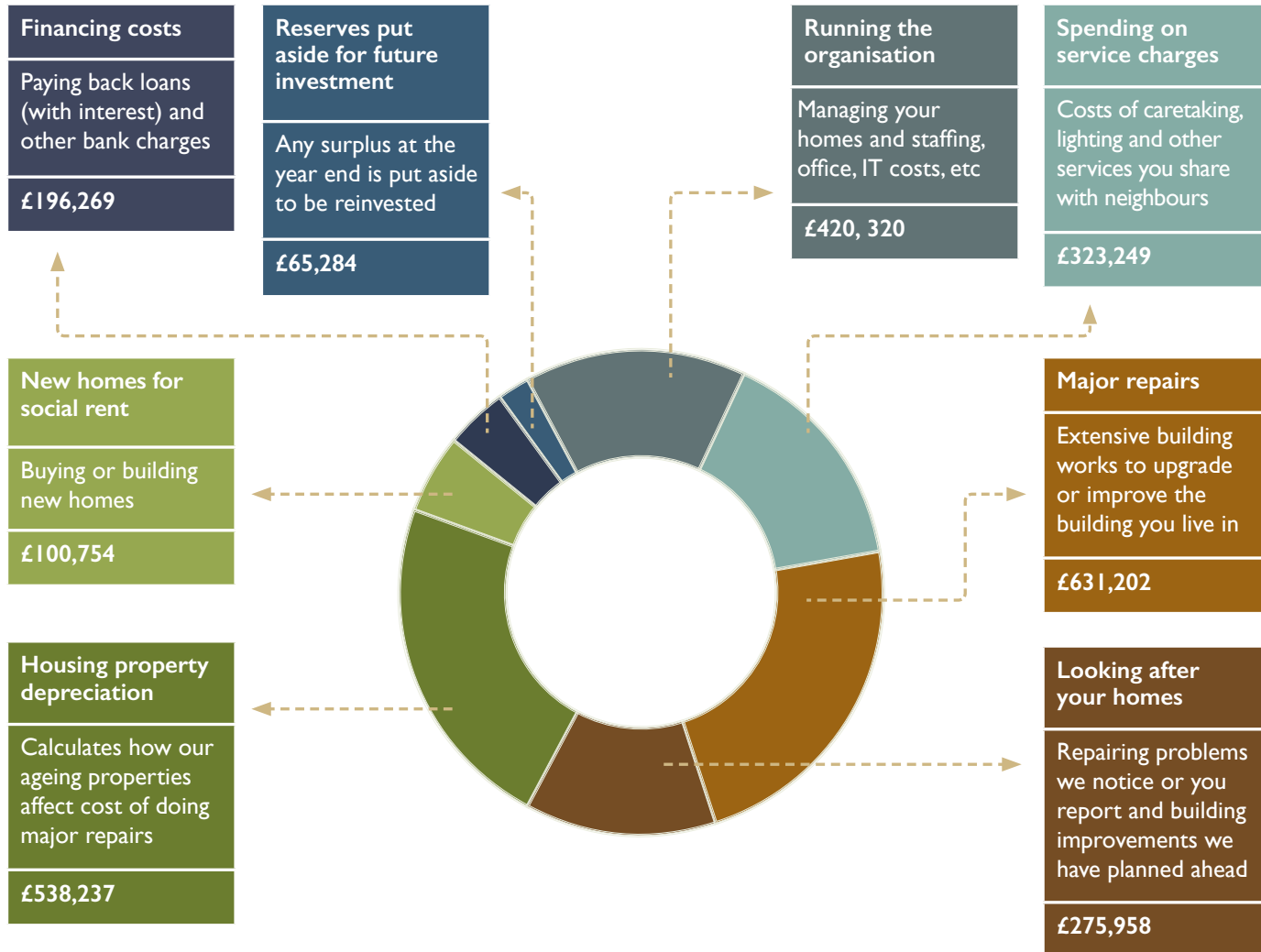
These figures show how we spent our income last year from your rents and service charges. They do not include money from any other sources.

We compare our spending with that by other similar London housing associations. This tells us the amounts we are spending to future-proof your homes, including energy efficiency measures, is much higher than the sums being invested by our peers. We have also over the year caught up with many major repairs projects delayed by covid and, since lockdown, the price of all building materials and labour is significantly higher.

This has been a challenging year, with high inflation meaning our costs have increased considerably. Interest rate increases have also affected how much we have left to invest in your homes. Like all businesses, over the coming year we will need to look very closely at what we can afford to do so we can keep Barnsbury HA financially stable into the future.



Budget total:
£2,551,273



DECEMBER



NOTES & REMINDERS

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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	25 CHRISTMAS DAY BANK HOLIDAY	26 BOXING DAY BANK HOLIDAY	27 BHA CLOSED	28 BHA CLOSED	29 BHA CLOSED
30 BHA CLOSED	31 BHA CLOSED	1 NEW YEARS DAY BANK HOLIDAY BHA CLOSED	2	3	4	5

ALL ON 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

CHAIR, AUDIT, RISK AND FINANCE COMMITTEE: JONATHON BUNT



Jonathon 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 different interest groups. Joined the board in 2022

JANICE WALSH



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

NEW MEMBERS

KENNY JOHNSON

Kenny is head of digital services (housing) for Westminster Council. He has professional experience of social housing, having worked for Pinnacle, CityWest and Homes for Haringey, but also grew up in a housing association home. He brings to our board digital expertise and experience including contract compliance and procurement and working with end-users to remodel housing management.

MATTHEW SMITH

Matthew is a chartered accountant with a degree in computer science and currently finance director for Akur Capital. He has wide-ranging financial expertise including audit and risk, business planning and guidance, fundraising for public, non-profit and private sector projects and coordinating digital infrastructure.

RESIGNATIONS

Aaron Elliot Barbara Sidnell Fenan Emmanuel

Aaron and Barbara both stepped down in September after serving the maximum nine years allowed under the National Housing Federation code of governance. Fenan also this year stood down from the board and our audit, risk and finance committee. Our sincere thanks to Aaron, Barbara and Fenan for their long, valued and generous contributions to our work.

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.

Three members stood down from the board this year and two new members joined in December.

All members bring to their role expertise or 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 two smaller committees that scrutinise separately audit, finance and risk and governance and remuneration.

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

AT YOUR SERVICE: OUR TEAM

CONTRACTOR TEAM

AVIS VENNING RETROFIT PROGRAMME MANAGER p/t



Avis manages our £0.5m home retrofit programme, making more energy efficient 63 of your homes.

ADEBOUN ATUNWA COMPLIANCE MANAGER p/t

Adeboun has been helping us with fire safety regulations and implementing and completing courses of action identified by our fire risk assessments.

MARTIN GOW DATA ANALYST p/t

Martin has been handling our financial systems for matters like rental income, property and housing management, and complying with key performance indicators.

STEVE WOODGATES, RYAN WEDGNER AND GEORGE ARGYROU



Gas Safe registered handyman Steve, builder Ryan and electrician George have been working for us on contract this year. Between them they've been carrying out gas checks, doing your repairs and installing new boilers, kitchens and bathrooms.

LEADERSHIP TEAM

SUSAN FRENCH CHIEF EXECUTIVE



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 & COMMUNITIES DIRECTOR



Cheryl has overall responsibility for housing management, tenant engagement and participation and communication between you and our staff. She is also responsible for making sure all rent owed is paid and for all staffing matters.

LYNSEY VAN ASWEGEN DIRECTOR OF FINANCE



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 and new homes.

THE 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 & COMMUNITIES MANAGER



Asif manages our housing services including new lettings, home moves, sheltered services and estate care and cleaning. He deals with antisocial behaviour, complaints, and advice or support with your health, welfare or tenancy.

COLETTE LYONS HOUSING SUPPORT OFFICER



Colette runs our sheltered service for those of you needing advice, support and/or a daily welfare call to stay safe, secure and independent.

MARIUS GRADINARU ESTATES SERVICES OFFICER



Marius maintains health and safety standards on estates and shared buildings, checking that they are safe, clean and functioning, and grounds well cared for. He works closely with our housing management and property care teams.

SPENCER BENOIT CARETAKER



Spencer provides caretaking services, keeping your shared inside and outside areas tidy, attractive and free of hazards.

EWELINA GALEZIEWSKA FINANCE OFFICER



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

CHELSEY SIMNER BUSINESS SUPPORT OFFICER



Chelsey is our customer service contact and your first point of call when you phone us. She also provides staff administrative support and project planning and keeps our office facilities running efficiently.

PATRICK PENNY- ANNANG ENGAGEMENT AND COMMUNICATIONS MANAGER



Patrick is responsible for tenant engagement and communications and supports our resident panel and tenants associations, making sure your views are heard and influence services and decisions. He also organises social events and initiatives.

Barnsbury Housing Association

4-6 Colebrooke Place, London N1 8HZ

☎ 020 7704 2324

info@barnsbury.org

barnsbury.org

GETTING IN TOUCH WITH US

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

Email us at info@barnsbury.org

If you email or leave a message, please remember to give your name, address and a phone number so we are able to call you back without an unhelpful delay

OUR OPENING HOURS

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

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

We are closed at the weekend and on bank holidays

EMERGENCY REPAIRS WHEN WE ARE CLOSED

Emergency repairs should be reported to our out-of-hours service, run by Islington & Shoreditch HA

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

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