



BARNSBURY
HOUSING ASSOCIATION

**ANNUAL REPORT
TO TENANTS**

2022

HEMINGFORD
ROAD

Chair's report



This year's report covers the year that began under our second major lockdown and ends with yet another Covid variant sweeping through the UK. Your patience last year and this has been remarkable given how often we have had to limit services.

On estates and in street properties our staff and contractors have done their best to maintain cleaning and caretaking standards. We have also kept in close touch with those of you most vulnerable, arranging specialist help where wanted and helpful.

More recently staff have been able to get out and about more, and it has been a real pleasure for them to see many of you again in person.

Recent months have brought with them new challenges with jobs lost and a sharp rise in food and power bills. We are taking on more staff to help and are putting more money into practical ways to support those of you facing extreme hardship.

As I write a new wave of infection has again put the brakes on a return to normality. We hope this will prove brief as there is much to do.

First and foremost is making sure your voices go centre stage in our daily operations and at board level, where our decisions have far-reaching effects. Those of you who have been working with 'community story-tellers' Take Stock Exchange

have spoken eloquently of the impact on your lives of our decisions and priorities and what makes for a strong and supportive community.

Another important new change is the new standard we have agreed Barnsbury HA homes must meet. This new standard covers aspects we know you value: comfort, practicality and low running costs. It also recognises our responsibility as a housing association to take seriously the climate emergency.

We have lived through two especially challenging years. We hope the year ahead will see a long overdue return to the community activities and events we have all missed. Until then, I wish you all good health, a joyful Christmas and a happy new year.

Sean McLaughlin, Chair

January 2022



M	T	W	T	F	S	S
Bank holiday BHA closed 27	Bank holiday BHA closed 28	Bank holiday BHA closed 29	BHA closed 30	BHA closed 31	New Year's Day 1	 2
Bank holiday BHA closed 3	BHA reopens at 9.30am 4	 5	 6	 7	 8	 9
 10	 11	 12	 13	 14	 15	 16
 17	 18	 19	 20	 21	 22	 23
 24	 25	 26	 27	 28	 29	 30
 31	 1	 2	 3	 4	 5	 6

Emerging from the pandemic

This last year has seen residents and staff again adapt stoically to the uncertainty and daily challenges of the pandemic.

Behind the scenes, and despite the challenges of remote working, we have restructured our staff team to better serve you, taking on some new staff to cover more intensively services you want made a priority, like **estate cleaning**.



The past couple of months have bought the added difficulties of sharply rising power bills, a justified fear that some jobs will be lost and a steep cut in household income for any of you getting universal credit.

In response, we have gone into partnership with Family Fund Business Services. This now lets us step in with financial support for those of you struggling to cope with **food** and **power bills**. If you are in need of **essential white goods** or **furniture** our hardship fund, launched in 2020, is still up and running and any of you can apply.

Highbury View tenant Dot Gibson captured this lovely scene when the first snow fell on Islington last year

Other aspects of our service we have changed over the past year include an overhaul of our systems for checking and enforcing the highest **safety standards** in and around your homes.

We have as well streamlined and updated our **governance** policies to bring them into line with the standard for England and Wales.

We remain optimistic that the coming year will bring better times. The roll out of Covid vaccines, their take-up and better informed medical treatment for this new virus has made life easier. But we continue to live in difficult times for those of you in fragile health. We therefore offer a heartfelt thank you to the many of you still helping your more vulnerable neighbours.

February 2022



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

Your views, hopes and concerns

On page one chair Sean McLaughlin makes clear how important it is that you have a strong voice in what we do, how we go about it and what we should be doing in coming years.



This gorgeous drawing of a robin (of course) by Robyn of Barnsbury Street won our *One for the Birds* drawing competition in our April newsletter

SHAPING OUR SERVICES

We have a well-established **resident panel**. Six of you serve on the panel which meets four times a year with senior staff and board members to give feedback and offer advice and suggestions on our work and plans.

LOOKING TO THE FUTURE

Over the past year some of you have also been helping community storytellers **Take Stock Exchange** with two goals. One is weaving together the story of how the Barnsbury HA community has grown and changed over the 50 plus years since our first homes were let.

A second and crucial aspect has been finding out what you think of the way we run Barnsbury Housing Association, your views on the community around you and what you want changed for the better.

The project will result in a podcast which, for us older folk, is a recorded broadcast. You will be able to listen to the podcast from your own home in the new year just by clicking on a link on our website.

You won't be the only ones listening. BHA staff and board members are also keen to know how we can better make sure we understand and appreciate what you want us to do, and how.

MEASURE OF SATISFACTION

In the new year you will be invited to take part in **new surveys** designed to measure your satisfaction with our services. They should identify the things we are getting right and those where we need to do better.

March 2022



M	T	W	T	F	S	S
		Ash Wednesday				
31	1	2	3	4	5	6
7	8	9	10	11	12	13
			St Patrick's Day			
14	15	16	17	18	19	20
						Mother's Day Clocks go forward
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Community spirit

There have been tiny glimmers of the old Barnsbury community spirit this year. Postponing yet again the annual fun day hurt but here are some of the events and activities we can, happily, report.

Highbury View residents revived their coffee mornings. New residents greatly appreciated the space to meet and chat with neighbours.



Other highlights of the year were:

- * an **ice-cream van** rolling up one August day to Morland Mews, Milner Square and Highbury View to hand out free ice cream

- * 30 of you signing up for **Sadlers Wells' Get Into Dance**. Our deal with Sadlers Wells means tickets cost those of you who are signed-up members just £3.

- * the return of the Hackney Empire **Christmas panto**. All the £15 discounted tickets we secured were snapped up in no time. Patrick went along too, loving the panto (his first) but says for him the icing on the cake was seeing how much you too enjoyed it.



Left: coffee and cakes returned to Highbury View in the summer
Above: tenant Giovanni enjoys his free ice cream with director Viv Astall and Barnsbury joins the queue for *Jack and the Beanstalk* at the Hackney Empire

April 2022



M	T	W	T	F	S	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	Bank holiday Good Friday	16	Easter Sunday 17
Bank holiday Easter Monday 18	19	20	The Queen's birthday 21	22	St George's Day 23	24
25	26	27	28	29	30	1

Upping our game

BETTER ESTATE SERVICES

This summer we began our first estate walkabouts. These will help us identify problems and things we can improve. We'd love more of you to join the walkabouts so we can meet more of you and you can point out what you want changed.

Marius, who is our first **estate services officer** now looks after and is improving the areas around your homes and neighbourhood to make sure they are tidy, look good, and feel safe and secure.

Measures we took this year to improve your neighbourhoods included replacing the traffic control flow plates at **Morland Mews** and the gates at **Milner Square**. Next year our planned improvements include repairs to the **Beech Tree Close** chimney.

INVESTING IN YOUR HOMES

Covid put the brakes on much of the works needed to our properties. We're now stepping up the pace.

We started clearing the rainwater gullies and gutters to all of our properties in November and all should now be finished.

In the new year we will:

- * replace boilers in 15 homes with higher-efficiency models, which are also quieter and more reliable
- * fit new kitchens and bathrooms in 15 homes. Tenants choose the cabinet and worktop finish, and paint, tile and floor colours. We aim to do this sort of work every 20 years.



The outsides of our heritage properties in **Barnsbury Street** will undergo major repairs. We've invited contractors to give us their price and the work should start in February.



Restoring the roof of our flats in **Highbury Terrace Mews** will begin in February.



Tenant board member Janice joined Viv and Asif on the first estate walkabout

May 2022



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

The climate emergency

We know many of you struggle to pay your heating bills, especially with recent price rises. Making homes greener isn't just a smart response to the climate crisis, it also makes your household running costs much lower.

We are leading the way among London's smaller housing associations by working with leading energy specialists on plans to 'retrofit' your homes to make them more energy efficient.

GREEN VOIDS STANDARD

We have a new rule for properties that fall empty after a tenant leaves (voids, in our lingo). We are judged by how quickly we get homes let again but we have agreed it is also important to first give each empty home a green makeover.

The works typically include:

- * replacing all lightbulbs with low energy LED bulbs
- * draughtproofing
- * insulating lofts
- * installing water-saving toilets and showerheads.

ENERGY EFFICIENCY PILOT PROJECT

Our energy efficiency pilot project at Barnsbury Street will finally get underway this spring.

These are some of our most challenging properties, given their age and conservation status, so the works to these first houses will give us a blueprint for the rest of our Barnsbury Street properties.

ADVICE ON ENERGY SAVING AND POWER BILLS

Get in touch with us if you are struggling to pay your bills. We may be able to give you help directly and can advise on energy saving or help you apply for discounts or payments to help cover your costs.



This lovely Barnsbury Street garden was the runaway winner of most bird and bee friendly garden in our July garden competition

June 2022



M	T	W	T	F	S	S
			Spring bank holiday	Platinum jubilee bank holiday		
30	31	1	2	3	4	5
					The Queen's ceremonial birthday	
6	7	8	9	10	11	12
						Father's Day
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

The year in numbers: 2021

5

NEW KITCHENS
FITTED



8

BATHROOMS
RENEWED



8

ENERGY VOUCHERS
KEPT THE POWER ON



1100

REPAIRS TO
YOUR HOMES



6

NEW BOILERS
INSTALLED



5

GRANTS FOR
ESSENTIAL HOME
APPLIANCES



99%

GAS SAFETY
CHECKS



9

NEW
TENANCIES



60

FREE ICE CREAMS
WOLFED DOWN



July 2022



M	T	W	T	F	S	S
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	26	27	28	29	30	31

Handing over the keys

MOVING INTO OUR HOMES

6

went to people put forward by Islington council under its choice-based letting system

3

went to key workers - all people who work in essential local services

6

went to people who were already our tenants but downsized or moved to a bigger home

3

went to tenants of another landlord who swapped home and tenancy with Barnsbury HA tenants using the mutual exchange scheme.



Some of the homes that fell empty during the year were let to households referred to us by Islington Council but others we reserved for Barnsbury HA tenants wanting to down- or up-size.

Several tenants moved to a bigger or smaller home with another social landlord.

A small number of tenants moved out of their Barnsbury HA home to be closer to family living elsewhere or for work.

Three households swapped their home (and tenancy) with tenants of another social landlord.

One tenant moved out to buy a new home through shared ownership.

Three local keyworkers were each given the keys to a flat in Highbury Terrace.

All our new tenants have been welcomed by the Barnsbury community and tell us they feel settled in their neighbourhood.

On a sadder note, a few long-standing tenants passed away.

COVID RESTRICTIONS

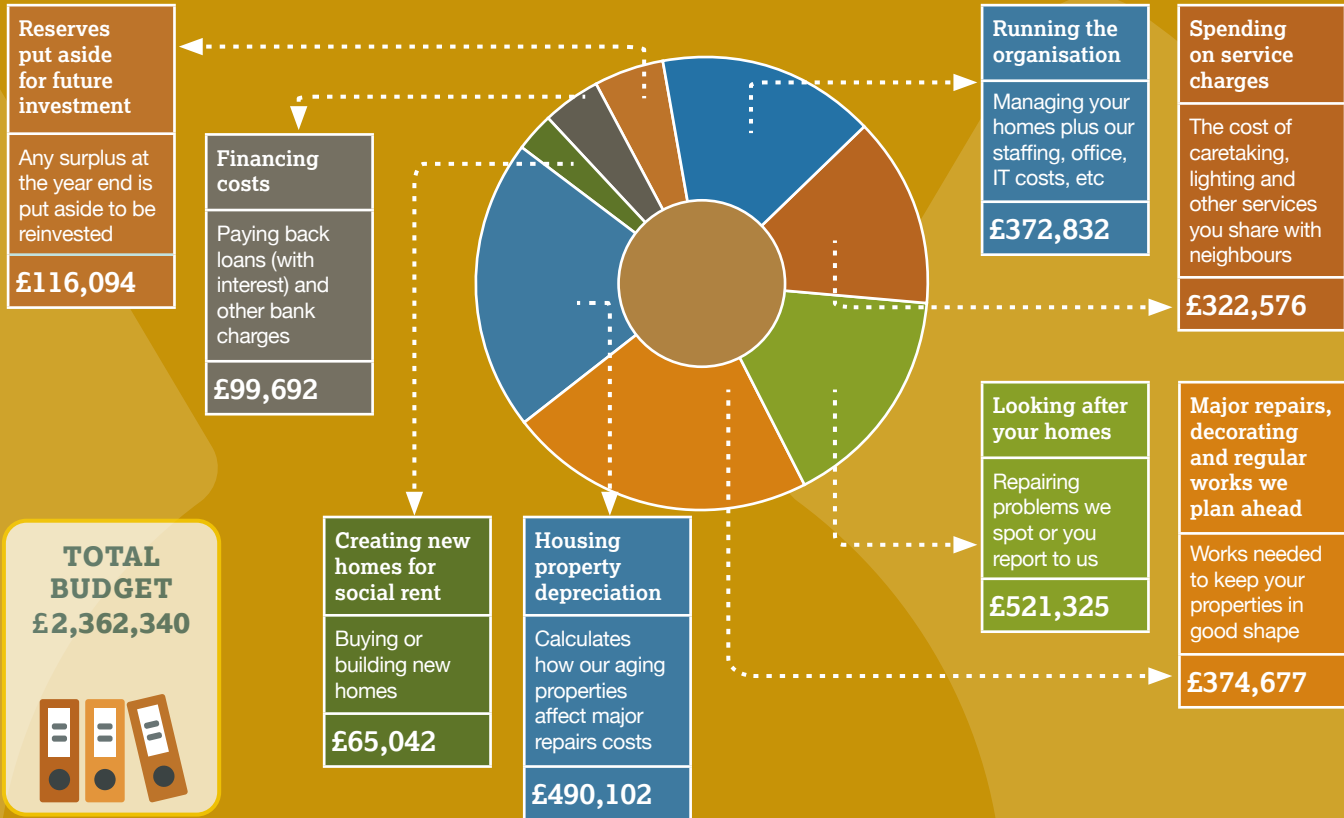
To keep the lettings process as personal as we can we let small groups of prospective tenants view empty homes, and hand over the keys in person. But all the paperwork is now done electronically, which saves time for us and new tenants.

August 2022



M	T	W	T	F	S	S
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
Summer bank holiday						
29	30	31	1	2	3	4

Spending the 2021 budget



September 2022



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

Our five-year business plan

Our five-year plan is driven by our wish to secure lasting changes that will:

WE CONNECT

- * see our approach to 'hearing the tenant voice' leading and inspiring others in our sector

- * have us seen, known and trusted as an asset to the community, always willing to try new ideas and approaches

- * have us all working together as a great team with a strong and shared sense of purpose

WE BUILD

- * have us doing our bit, and more, to tackle homelessness in Islington by building new affordable homes

- * help our housing service to evolve, shaped by the changing needs of our tenants and a determination to end inequalities

- * have us trusted by our tenants to do the right thing for them, underpinned by a common sense of belonging and community

and... WE ANTICIPATE

- * make our homes fit for the future

- * see us lead the sector with our strategy for cutting the carbon footprint of our homes and services

- * give us a clear understanding of what our tenants need and aspire to, now and in the future, so we can design our services to match.

October 2022



M	T	W	T	F	S	S
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	26	27	28	29	30
31	1	2	3	4	5	6

Clocks go back

Oversight and scrutiny

Our work is overseen by a board of volunteers who meet regularly to discuss our work, policies and strategic direction.



Chair: Sean McLaughlin
Managing director of Homes for Haringey. Appointed 2019



Vice chair, chair of audit and risk committee: Aaron Elliott
Development and regeneration consultant, Altair. Appointed 2014



Chair of governance and remuneration committee: Nancy Korman
Nancy retired from our board in September this year. Nancy

brought to her role with us invaluable skills, knowledge and experience gained during a long career in local government health and social care. Board member, 2012 - 2021.



Chris Bell
BHA tenant with extensive knowledge of housing matters. Appointed 2019



Jonathan Bunt
Expertise in local government finance and affordable housing development. Appointed 2017



Chyrel Brown
One Housing chief operating officer. Expertise in housing and neighbourhood management. Appointed 2018



Stephane Croce
Expertise in corporate sector and business administration. Served 2017-2021



Charles Culling
Expertise covering social housing services, finance and strategic management. Appointed 2013



Barbara Sidnell
Former Islington councillor with expertise in local government and community development and safety. Appointed 2014



Janice Walsh
BHA tenant of long standing with broad knowledge of housing and links to local voluntary sector. Appointed 2019



Fenan Emmanuel
BHA tenant Fenan brings his business and finance skills to our **audit and risk committee**. Appointed 2019

November 2022



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

Changes on the staff team

We've been joined by quite a few new staff this year, some to new posts and some filling empty seats.

In December 2020 **Asif Mahmood** joined us as temporary **housing manager** but by spring



had become a permanent member of the team. Asif works closely with you to improve and adapt our housing services.

Viv Astall officially became our **housing and communities director** in the summer, following Pam



Sedgwick's resignation. Pam had been off work with cancer for over a year and it was with great sadness we heard of her death in July.

Viv is responsible for making sure our housing management and estate services meet your needs and expectations.

One of Viv's first moves was putting more resources into estate services.



One outcome was creating a new post of **estate services officer**, ably filled since September by **Marius Gradinaru**.

Many of you will have already met our new engagement and communications manager **Patrick**



Penny-Annang. Patrick took over these duties from Dean McGlynn who is now with our trade body, the National Housing Federation.

Last but not least, we now have **Chelsey Simner** as our **business support officer**. Chelsey had been helping us with an IT project since mid-2020. She now covers the customer service role vacated by Mary Mura so will usually be your first point of contact if you call or



(Covid permitting) visit our office. Chelsey also provides office and information technology support to all the Barnsbury HA team.

December 2022



M	T	W	T	F	S	S
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	Christmas Eve	Christmas Day
Boxing Day BHA closed	Bank holiday BHA closed	BHA closed	BHA closed	BHA closed	New Year's Eve	New Year's Day
26	27	28	29	30	31	1

Who to call about...

TENANCY MATTERS, INCLUDING RENT, BUDGETS, BENEFITS AND MORE

Call Asif or Priscilla during office hours on ☎ **020 7704 2324** or email asif@barnsbury.org or priscilla@barnsbury.org



TO REPORT A REPAIR

During office hours call ☎ **020 7704 2324** or email info@barnsbury.org

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TO REPORT AN EMERGENCY REPAIR OUTSIDE NORMAL WORKING HOURS

Outside office hours and over the Christmas and New Year break call our emergency repairs service run by Islington & Shoreditch HA on ☎ **0300 131 7300**

ANTISOCIAL BEHAVIOUR OVER CHRISTMAS AND NEW YEAR

Call Islington Council on ☎ **020 7527 7272** or online at www.islington.gov.uk/community-safety/anti-social-behaviour

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DOMESTIC ABUSE

Call Solace in Islington for free, confidential support on freephone ☎ **0808 802 5565**

**If you are in danger
now call the police
at once on ☎ 999**

January 2023



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



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