

20
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*annual report
for tenants*



BARNSBURY
HOUSING ASSOCIATION



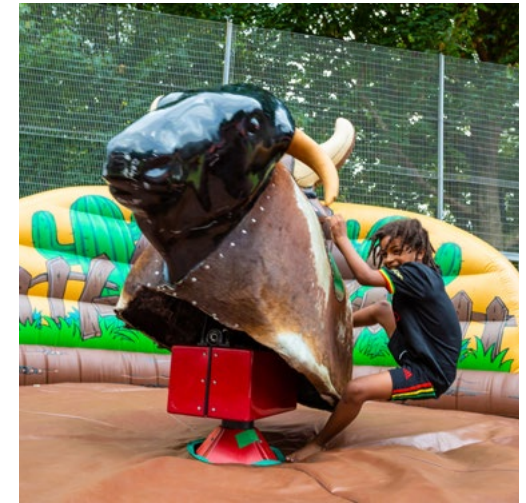


OUR TOP FIVE FROM 2022

- * the return of the long lost fun day, with the added bonus of the Queen's Jubilee lunch
- * one in three of you got major improvement works done to the building you live in
- * 40 of you had a brand new kitchen, bathroom or boiler fitted in your home
- * estate services shaped up nicely with monthly walkabouts for tenants and staff
- * our ambitious new strategy for greening your homes and our service was approved. Funding permitting, this will over the next decade slash your heating bills.



MP Emily Thornberry and her husband very kindly joined guests at our Queen's Jubilee lunch



Our two big community events both got huge turnouts. A special mention for tenants Jordan and Shirley who baked the most extraordinary cakes for our Jubilee lunch.

Spencer (left) and Marius are the two public faces of Barnsbury HA. As the estates team they are jointly responsible for keeping shared parts of our buildings and estates clean and safe. They're also first port of call if you need a message passed on to one of our team.



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A WORD FROM OUR CHAIR

“

Perhaps more importantly from your point of view, this work will make a significant difference to your household finances. The maths is simple. Making your home more environmentally sound will cut your fuel bills.

This was the year we hoped life would return to normal. Instead we saw the price of food, gas and electricity sky-rocket, along with interest rates. Our response has been driven by the stark choice for growing numbers of you between 'heating or eating'.

We remain deeply concerned. We had already at the end of the previous year created a new post for a specialist with expertise in finance and welfare. We also boosted our hardship fund and subscribed to a tenant wellbeing service offering free, confidential advice and support on matters as diverse as bereavement counselling and welfare advice. We will very likely need to invest further in small grants and aid 'in kind' this year.

Our work on sustainability has made us a powerful voice among smaller housing associations. We are now a member of several national groups alongside much larger housing associations and are leading the call to get planning and conservation guidelines changed so heritage homes, like our own in Islington, can be adapted to meet net zero targets.

Perhaps more importantly from your point of view, this work will make a significant difference to your household finances. The maths is simple. Making your home more environmentally sound will cut your fuel bills.

The pandemic, made less of a threat by vaccines, has also left some changes we hope to use to your advantage. The new hybrid way of working (less office, more mobile) will help us cut daily running costs, with our estates team keeping a strong and visible presence on your estates and, where needed, passing on messages to the rest of the Barnsbury HA team.

Lasting legacy

Many people became more adept at using technology during lockdown because there was no choice. We hope those skills serve you well now. Phone and email remain the fastest and most efficient way to contact us. Early glitches with the phones are now resolved and staff training should make our response to reported problems prompt, effective and clear.

We also now better appreciate the importance to good health of wellbeing. By the end of the year we had completed 40 plus home wellbeing visits. These continue, prioritising tenants we know to be vulnerable but also those of you we suspect may need help but are reluctant to ask for it.

These are turbulent times for our sector. Our new proactive approach to damp and mould tackles at speed a problem that has rightly led to uncomfortable public scrutiny for some landlords.

We are confident our own housing standards are solid, with the bar for quality and comfort determined by our own BHA home standard and a highly strategic approach to property care and improvements.

We are proud to be landlord to one of Islington's most vibrant communities. Uniquely among small organisations we employ a manager to support and encourage community activities and to encourage you to shape and influence our work. It is our job to make you confident you will be heard and we want this to filter through all aspects of our work. So the new year will see us consult you on our first strategic plan for resident engagement.

Finally, I know I speak for all my colleagues on the Barnsbury HA board in wishing you good health and a very rewarding 2023.

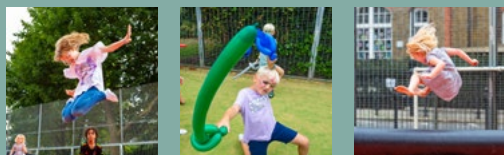
Sean McLaughlin
Chair, Barnsbury HA board

MEETING THE NEIGHBOURS

Community spirit has held up over the last few years but community activities have been very much on the back burner. The last year has brought with it a welcome change.



Fun fair rides and games returned to the Mews this summer



Many of the activities we fund and co-organise are joint efforts by ourselves and your tenant groups. By pitching in we hope to do our bit for community spirit by helping you find common interest with your neighbours, even if that is just kicking a ball or being hurled off a Bucking Bronco.

The Barnsbury HA story

The year began with community storytellers **Take Stock Exchange** releasing as podcasts interviews with some of you sharing thoughts on community and how people form common bonds.

TSE found little agreement even on whether your neighbours are friendly or not. But one comment stood out especially. 'Friendliness, just a smile and a nod when you're out walking. "Morning! Cold today." You start off with the weather then get to know that person.'

Top site parties

There were huge turnouts for the **Queen's Jubilee Lunch** in June and September's first **fun day** in years. We calculated that 100 of you turned up for the Jubilee lunch and 200 for the fun day. Not bad given we only have 300 homes!

Football coaching

Arsenal in the Community's football coaching sessions in the summer and autumn half-term breaks, *pictured right*, attracted an eager queue of girls and boys aged eight to 12.

Days out and more

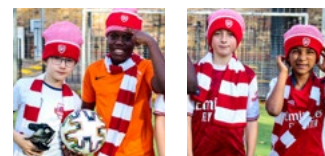
Patrick managed to secure free or cut price tickets for lots of other events and activities.

Dance enthusiasts snapped up 30 free tickets for *Saturday Night Fever* at the Peacock Theatre in March, followed by *Remembering the Oscars* in May.

Over 150 budding zoologists enjoyed a free day out at London Zoo, using e-vouchers so they could pick a time and day that suited them best.

For theatre buffs there were cut-price tickets in December for *Mother Goose* at the Hackney Empire and *The Snowman* at the Peacock Theatre.

And hats off to Highbury View tenants' association which revived its *annual garden party* in August then rounded off the year with a party to celebrate Christmas.



Over 40 girls and boys aged under 12 took part in Arsenal's half-term football sessions



Polaroids from the Highbury View Christmas party, *top*, and the Queen's Jubilee lunch

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FEBRUARY

monday	tuesday	wednesday	thursday	friday	saturday	sunday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21 <i>Pancake Day/ Shrove Tuesday</i>	22	23	24	25	26
27	28					

SHARING VIEWS AND OPINIONS

We will shortly ask you for comments on and suggestions for our first resident engagement plan. The purpose of the plan is to:

- * agree with you a better choice of ways for you to contact us, either person to person or using technology
- * improve how we communicate with you - so we hear what you have to say, and so you find our response timely, clear and useful
- * make being an active and involved tenant easier and worth your while
- * support and encourage your community activities
- * agree with you a wide and effective range of ways for you to rate and comment on our service, work and housing standards
- * make sure all our staff are fully on board with this and understand their role.

Some of you actively take part in one or more tenant groups that feed back to us views and ideas on our work and standards. We also run surveys every few years that give all of you a chance to comment more generally on our work, with mini-surveys on matters like repairs in between.

Your views centre-stage

We want to now shift the focus to make much more central to all aspects of our housing service your opinions on what we do well and what needs to change.

We also want to be able to discuss with you what is practical and what we can afford so we do not over-promise then under-deliver. You need to know what we can and can't do and we need you to tell us what matters most for you so we focus on your priorities.

Last year we started work on a new four-year plan setting out how this can be achieved. Nothing in this plan will be set in stone. We might try something only to find it doesn't work so we could tweak it or try a different tack.



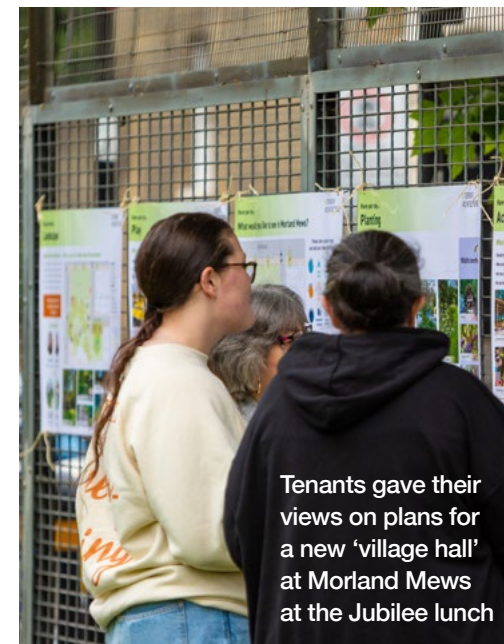
Measure of success

What the plan will do is give us a clear focus, with agreed targets and an adaptable structure for consulting and discussing with you different aspects of our work and plans. And it will let us measure how well, or otherwise, our efforts are working.

The draft plan was put together with support from the resident panel and from our board of management, with contributions from some of you too.

The resident engagement plan is a first for Barnsbury HA. We haven't tried this sort of approach before so have a look and tell us what you think. What do you like about it? What needs to change and have we covered the essential points?

We will post the draft plan on our website. If you would rather get a copy on paper, call Patrick on 07926 130 067 and he will get a copy sent out to you.



Tenants gave their views on plans for a new 'village hall' at Morland Mews at the Jubilee lunch

Communications and engagement manager Patrick works closely with chief executive Susan to make sure your views on and suggestions for our services are heard and followed up. Patrick also manages some of our one-off projects, among them the Morland Mews garages project.



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MARCH

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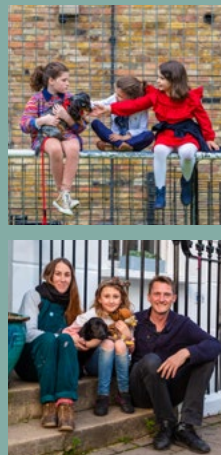
monday	tuesday	wednesday	thursday	friday	saturday	sunday
		1	2 <i>World Book Day</i>	3	4	5
6	7	8	9 <i>International Women's Day</i>	10	11	12
13	14	15	16	17	18	19 <i>Mother's Day</i>
20	21	22	23	24	25	26 <i>clocks go forward</i>
27	28	29	30	31		



NEW YEAR, NEW RULES

We have general rules to guide us through issues that may come up during our working day. They are designed to make our response fair, sensible, consistent and reasonable and to keep us on the right side of the law.

We review our policies every few years or more quickly if there is a change of law or a risk to health and/or wellbeing. Last year we changed two to reflect better understanding of serious problems and made two more sensible.



Help with decorating and small repairs for older and disabled people

We've added sensible extras to a policy on decorating for older people. As a rule we expect you to decorate your home but have long recognised that older people can find this hard or impossible.

We've now extended this policy to cover very small repairs that are usually your job to do, not ours.

We will now consider applications for help with minor repairs and small decorating projects from anyone getting pension credit and a disability benefit.

Stronger, clearer response to reports of domestic abuse

A new law in April 2021 recognised for the first time that domestic abuse is not limited to physical violence. The law now makes clear domestic abuse can be emotional manipulation, coercive or controlling behaviour and economic abuse as well as harming someone physically.

Our policy was updated to reflect this important change. We also gave frontline staff and some of our contractors specialist training. They should now be better able to spot signs of abuse and to respond helpfully and sensitively if abuse is reported to them.

Taking a tougher line on unneighbourly behaviour

We've drawn up a new policy to cover more fully how we respond to behaviour previously included in our policy on antisocial behaviour. Our goal is happier relations between different communities.

In our new policy we have adopted what our sector considers good practice for dealing with reported hate crimes, hate incidents and racially-motivated hate incidents.

Commonsense replaces blanket ban on pets

And good news for animal lovers. We have dropped what was a standard ban on keeping pets without our written permission.

We know sharing your life with a much-loved animal is good for your mental health and brisk dog walking is great exercise. So we will now ask that you be sensible and not use your home as a zoo, and only keep a pet suited to the size and type of your home.

We also expect you to respect your neighbours' privacy and right to peace, that you keep your pet under good control and properly clean up any mess made.

Help in kind over 2022

Over the year our tenant support fund delivered to households in dire straits:

* energy vouchers	9
* food vouchers	6
* washing machines	3
* fridge/freezers	2
* cookers	4

Homes and communities director Viv is a specialist in housing (tenancy and estate) management, who has worked for large and small social housing organisations. Before she joined us in 2020, Viv worked in south London for Keniston HA where she was operations director.



2023

APRIL

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monday	tuesday	wednesday	thursday	friday	saturday	sunday
					1	2
3	4	5	6	7 <i>Good Friday</i>	8	9 <i>Easter Sunday</i>
10 <i>Easter Monday</i>	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

BUMPER YEAR FOR BUILDING UPGRADES

After a few years of Covid putting the brakes on all but the most essential building works we're pleased to report that one in three of you will have had builders around your home at some point during the last 12 months.

The works will help make these properties warmer and weather-tight so better able to cope with the stresses and strains of extreme weather events triggered by our changing climate.



Barnsbury Street gets a welcome facelift

The front and back exteriors of our Grade II listed houses along **Barnsbury Street** were restored. The lovely old windows and doors were repaired and given a fresh lick of paint, as were the now repaired ornate metal railings. Rendered walls were repaired as needed and slates replaced and faulty downpipes, gutters, gullies and drains have been cleared and repaired.

Solid new roof for old Islington dispensary

The old Islington dispensary at **303 Upper Street**, *pictured right*, is not listed but it is a lovely building that some of our older tenants may remember. Unlike Boots the Chemist, ('too expensive' we've been told), the dispensary provided many a working class family with medication they could afford.

At the rear of the building we installed a new roof with new timbers, a new structure and roof slates, and a roof light. They replace what was a temporary polycarbonate roof.

From bottom left: rotten decking and some doors now replaced at Liverpool Road, the Beech Tree Close chimney has been restored, and Barnsbury Street has had a facelift and repairs. Top right, 303 Upper Street has a stout new roof.

Draughts sent packing at Highbury Terrace

Repairs and draught-proofing to windows, with some replaced, should be helping to keep out the cold at **Highbury Terrace**, which is also Grade II listed.

No 1 Highbury Terrace has had the exterior restored along with the drainage pipes, gullies and gutters. Outer walls have been rendered and repainted and structural repairs done to the roof. Some internal repairs were needed as damp had penetrated from outside. The internal fire doors at Ronalds Road have all been upgraded to the highest safety standard.

Liverpool Road decked

Two of our more modern properties have also had some more minor works. Rotten wooden decking outside two flats at **Liverpool Road** has been replaced with non-combustible aluminium decking and the exterior doors replaced for tenants of one of the flats.

Clean sweep for Beech Tree Close chimney

Up at **Beech Tree Close** the imposing old Victorian chimney, all that remains of the factory that once stood where our houses now are, has been restored. Outside lighting on this small estate has also been upgraded and, we hear, well received by residents.



Asset manager Michael makes sure our homes and estates are well maintained and our staff and contractors work to the highest standards. He is also in charge of our ambitious plan to make your homes cheaper to heat by improving their energy efficiency.



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MAY

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monday	tuesday	wednesday	thursday	friday	saturday	sunday
1 <i>bank holiday</i>	2	3	4	5	6	7
8 <i>bank holiday King's coronation</i>	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29 <i>bank holiday</i>	30	31				



WARMER HOMES, LOWER BILLS

What first pushed our efforts to cut the carbon footprint of your homes was the discovery that our services and your homes, combined, generate around 643.5 tonnes of greenhouse gases each year. Almost all come from heating and powering your homes.

But then last year the cost of staying warm shot up, as every one of you knows only too well. Even early last year rising bills were leading to growing numbers of you calling us in distress. Come October all our fuel bills doubled again.

Last June we agreed a strategy for better insulating your homes and finding you cheaper, greener power sources. The strategy sets out clearly what needs to be done, how it can be done and how it could be funded. So where are we now?



Our newest homes at Eden Grove are, not surprisingly, the greenest

Board chair Sean mentions in his introduction to this report the work we are doing to better insulate your homes and find greener, cleaner ways to power them.

We have also set out to encourage others in the social housing sector to follow our lead given we share the same purpose: providing good homes for modest budgets.

Heritage homes and energy efficiency

We also share a problem with a lot of other housing associations, namely how to make older 'heritage' homes far more energy efficient.

One in three of you live in a building rightly protected by conservation standards but unless they can be adapted for better energy efficiency there is little we can do to make them more comfortable and cheaper to heat.

If we can come up with a workable model, acceptable to council conservation planners, other tenants and home owners of heritage homes will also benefit.

Individual choice

Finally, we need you on board. Energy efficiency work means getting the builders in. It is messy, dirty, noisy and disruptive.

Some of you may prefer to move out while works are done or they could be put on hold. The choice will be yours.

State of play

- ✓ We have had assessed all of our hardest to heat homes.
- ✓ We secured some 'quick wins' last year, upgrading energy efficiency in homes that fell empty before they were let again.
- ✓ All pre-planned works and many repairs now have energy efficiency built in as standard.
- ✓ We are working on costed plans to make all non-heritage homes 'heat pump-ready' by 2035.
- ✓ We are at the planning stage of a pioneering new model for retrofitting our older Barnsbury Street homes.
- ✓ We have bid for government funding to help bring 63 homes on Morland Mews up to EPC level C. We will hear if our bid has succeeded closer to Easter.
- ✓ We are leading the call for greater flexibility on heritage standards to extend the useful life of these buildings as family homes.

Also under consideration are other renewable energy sources, electric charging points for bikes and cars, more nature-friendly shared spaces and better recycling options.

We are also drawing up a costed and timetabled plan for upgrading all buildings and seeking funding and loans to pay for the work.



Our first report on our social, environmental and governance standards notes our role as the smallest housing association on National Housing Federation 'sustainability' groups. In this role we are leading the call for more flexible conservation guidelines to allow better energy efficiency in heritage homes.

Chief executive Susan has led the team since 2016. She works closely with our board to keep our service standards high and finances secure and has made BHA a leader among smaller housing associations in the housing sector's push to drive down household heating costs.



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JUNE

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5	6	7	8	9	10	11
12	13	14	15	16	17	18 <i>Father's Day</i>
19	20	21	22	23	24	25
26	27	28	29	30		

THE YEAR IN NUMBERS



23 
new bathrooms

target for the year: 15



20 
new kitchens

target for the year: 15



21 
new boilers

target for the year: 15



£5000

help in kind for tenants
faced with bills for basics
they could not afford

61

tenants helped with bills
for gas or electricity, food,
or essential household
appliances like a fridge or
washing machine

100%

gas safety checks

target for the year: 100%



152

tickets handed out for a free
day out at London Zoo



36 



compliments

12 



complaints

6.7% 

rent in arrears by March 2022

4.7%

rent in arrears at March 2021

JULY

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monday	tuesday	wednesday	thursday	friday	saturday	sunday
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24	25	26	27	28	29	30
31						

MOVERS AND SWAPPERS



Again last year no new homes were built so most lettings were of homes where a tenant had moved out or, sadly, had passed away. Some of you wanted a bigger or smaller home and we were able to find you a suitable Barnsbury HA home. Some had been tenants of another social housing landlord who swapped their home and tenancy with a Barnsbury HA tenant.

In total, 13 of you became Barnsbury HA tenants for the first time last year. We very much hope you have settled in well and are enjoying your new home and neighbourhood.



4



went to new tenants put forward by Islington Council under 'choice-based lettings'



5



went to key workers employed locally in an essential service



4



Barnsbury HA tenants who moved with our help to a bigger or smaller BHA home



3



tenants of another landlord who swapped home and tenancy using a mutual exchange or home swap scheme



Six small flats were let to key workers, most recently at Pugin Court, Barnsbury Street and Highbury Terrace where some flats, notably in basements or on the top floor, are unsuitable for sheltered housing

Housing and communities manager Asif is your first port of call for any questions about or problems with your tenancy. He's there to make sure you're getting any support you need to keep your tenancy secure. And if you're new to us it will be Asif who gave you the key to your home.



2023

AUGUST

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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28 <i>bank holiday</i>	29	30	31			

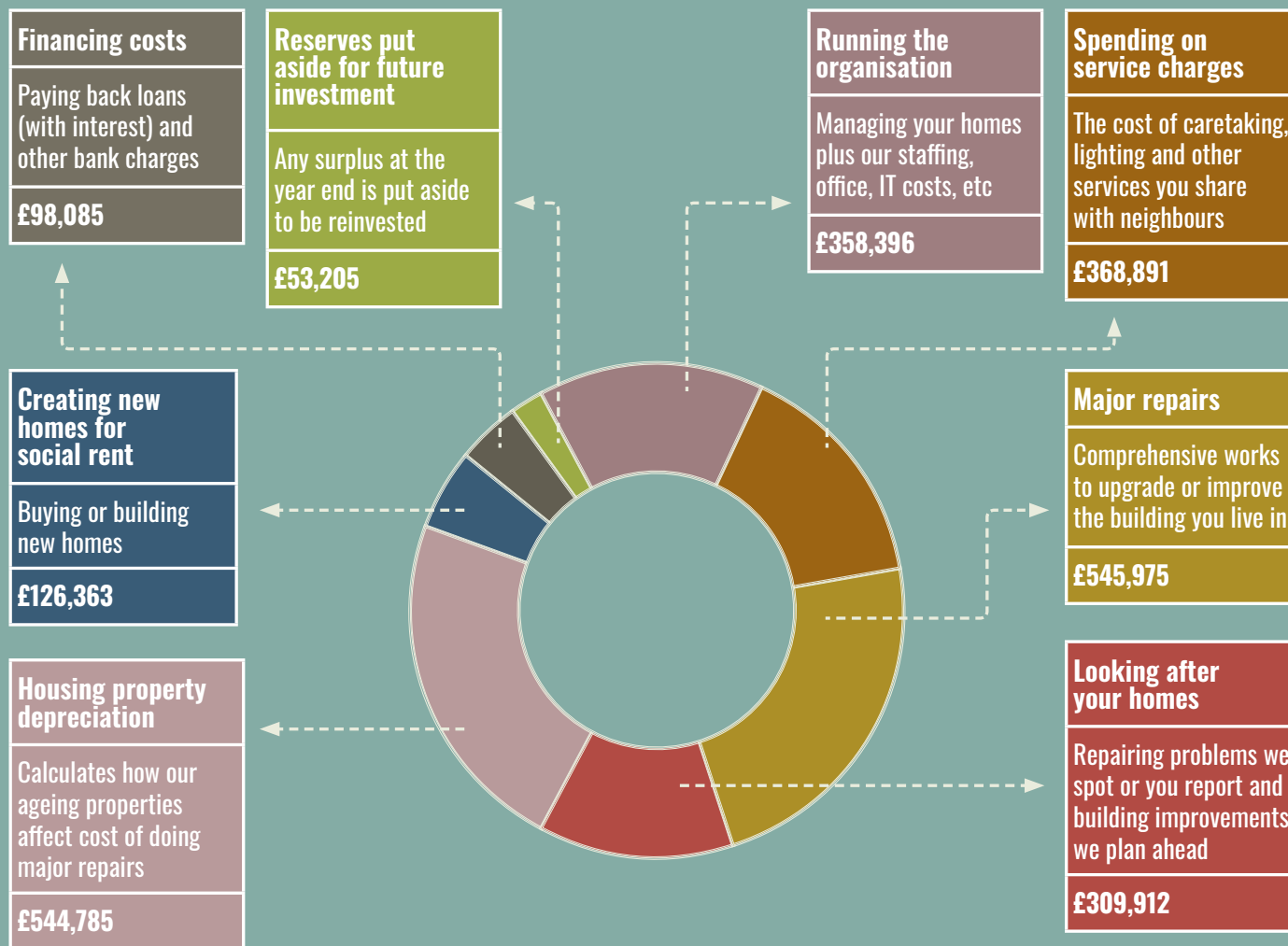
SPENDING THE 2022 BUDGET

TOTAL £2,405,611



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.

One of our big priorities for the year ahead is to invest in your homes to improve energy efficiency. We have also cut the amount we spend on office costs so we have more money to pay for support services and direct help.



SEPTEMBER

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monday	tuesday	wednesday	thursday	friday	saturday	sunday
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

WHO'S WHO ON OUR BOARD

Our work is overseen by a board of unpaid volunteers, most recruited by an outside body following a formal interview. We now also have three tenant board members. Four of our board members are women and three are black.

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 and risk and governance and remuneration.

As agreed with the BHA Tenant and Resident Association, summary board minutes are published online at barnsbury.org/about/management-board/publications/



Our new board members, from left: Annabel (Annie) Gray, Micah Gold and Fenan Emmanuel

CHAIR: SEAN McLAUGHLIN

Sean is an independent consultant and until last year 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

VICE CHAIR, CHAIR OF AUDIT AND RISK COMMITTEE: AARON ELLIOTT

Aaron is a chartered surveyor who brings to the board expertise in house building and regeneration in the public and private sectors. He now works for house builders Fairview Homes. Appointed 2014

CHRIS BELL

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

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

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

BARBARA SIDNELL

Barbara is a former Islington councillor with expertise in local government and community development and safety. Appointed 2014

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, formally appointed in 2020

NEW BOARD MEMBERS (SEE RIGHT):

- * Annabel Gray
- * Micah Gold
- * Fenan Emmanuel

Departures

Stephane Croce stood down from our board in late 2021 because he was moving abroad.

Charles Culling stood down in late 2022 after serving the maximum nine years allowed under the National Housing Federation code of conduct for board members.

New role

Former board member and chair of our governance and remuneration committee **Nancy Korman** retired last year. She is now serving in a new volunteer role as independent chair of resident panel meetings.

Introducing the three new volunteer board members

Annabel Gray leads housing consultant Altair's sustainability work. As a specialist in environmental, regeneration and housing she most recently worked with the Greener Futures Group devising better methods for measuring home energy efficiency. She also helped Falkirk Council in Scotland come up with a new framework for monitoring and reporting on council activities that gives carbon output equal weight with financial spending.

Micah Gold is a senior consultant and founder of Mobilise. Micah's specialism is bringing together new partnerships to improve and make more efficient and motivated services run by council, housing and non-profit organisations. It is complex work that involves getting a broad range of people and interest groups actively devising better ways to run, fund and evaluate services.

Fenan Emmanuel, who has since 2019 served on our audit and risk committee, last year also joined our board. Fenan has lived in Pugin Court for 17 years. In his professional capacity he works in financial services, currently employed by Santander as a business analyst.

OCTOBER

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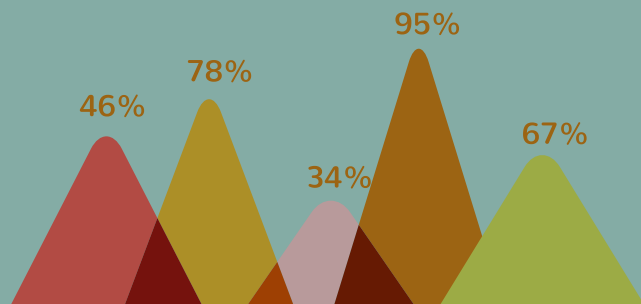
monday	tuesday	wednesday	thursday	friday	saturday	sunday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29 <i>clocks go back</i>
30	31 <i>Halloween</i>					

NEW MEASURE OF SATISFACTION

Starting in April we, like all housing associations, will be following a new government instruction to change how we measure your satisfaction with our services.

The social housing regulator has come up with 22 new 'tenant satisfaction measures' which we will collect and report, every two years.

Listed here are the 22 new measures. We will assess some of these using our own records but for most we will ask your views using surveys and direct feedback.



- 1 Overall satisfaction
- 2 Satisfaction with repairs
- 3 Satisfaction with time taken to complete most recent repair
- 4 Satisfaction that the home is well maintained
- 5 Satisfaction that the home is safe
- 6 Satisfaction that the landlord listens to tenant views and acts upon them
- 7 Satisfaction that the landlord keeps tenants informed about things that matter to them
- 8 Agreement that the landlord treats tenants fairly and with respect
- 9 Satisfaction with the landlord's approach to handling complaints
- 10 Satisfaction that the landlord keeps communal areas clean and well maintained
- 11 Satisfaction that the landlord makes a positive contribution to neighbourhoods
- 12 Satisfaction with the landlord's approach to handling antisocial behaviour
- 13 Complaints relative to the size of the landlord
- 14 Complaints responded to within the complaint handling code timescales
- 15 Antisocial behaviour cases relative to the size of the landlord
- 16 Homes that do not meet the Decent Homes Standard
- 17 Repairs completed within the target timescale
- 18 Gas safety checks
- 19 Fire safety checks
- 20 Asbestos safety checks
- 21 Water safety checks
- 22 Lift safety checks.



This year you will be asked to judge how well you think we keep shared areas clean and well maintained, and much more!

Many of the measures we'll be judged on are overseen by Lorraine, whose job is making sure we offer the best repairs service. Lorraine works with our caretakers and contractors to organise repairs you report and those that we or our estates services team notice.



2023

NOVEMBER

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monday	tuesday	wednesday	thursday	friday	saturday	sunday
		1	2	3	4	5 <i>Guy Fawkes Night</i>
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			

YOU SAID SO WE DID

We're always keen to hear your practical ideas for improving services on estates and in and around your buildings.

You live here and know what works and what's broken so tell us. Also have a word with us if you have an idea for a small (or bigger) change like some of those listed here.

We know even small changes, like brightening up a neglected space or making a bin store look nicer, can give you and your neighbours a lift. And we do sometimes forget to tell you what we're doing or have planned for your area.

So if you see any of our staff out and about, have a word in our ear or contact us by letter, email or phone.



YOU CALLED FOR

From surveys and speaking to many of you we heard a clear call for more **shared events** and **activities** to bring you and your neighbours together.

Those of you on Barnsbury Street asked for **better communication** to keep you up to speed with works we were planning for your street

We spoke to a good number of you out knocking on doors at Beech Tree Close and during our estate walkabout. One of you summed up a view widely shared: 'There's **poor lighting** and I feel there's been a lack of investment here.'

Morland Mews tenants said you wanted better **recycling facilities**, including more bins.

Barnsbury HA Tenant and Resident Association, in a written submission in late summer, called for a return to **social surgeries** at 60 Morland Mews to better support tenants with welfare, finance and other personal problems.

SO WE ORGANISED...

► We stepped up the number of events we funded and helped organise. For a quick run down, flick back to February!

► Updates were sent out to residents in April, May and July, by email and by post.

► New lighting was installed at Beech Tree Close right at the beginning of 2022 in January.



► We've installed more recycling bins and better recycling options for those of you at Morland Mews, Gissing Walk, Pugin Court and Lofting Road. The council is, for good reason, very particular about what can go on green space so refused permission for bins on the green but we were able to get them near the playing courts.

► We held drop-in sessions at Morland Mews and Highbury View in November and this year will be holding regular 'social surgeries', with the option of booking a slot in a private room where preferred. We're also delighted to say we will very soon have a new welfare expert on our management team.



Top: new outside lighting has given Beech Tree Close a better sense of security.

Below: Morland Mews tenants now have more recycling bins up by the top site.

20 23

DECEMBER

2023

monday	tuesday	wednesday	thursday	friday	saturday	sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24 <i>Christmas Eve</i>
25 <i>Christmas Day</i>	26 <i>Boxing Day</i>	27	28	29	30	31 <i>New Year's Eve</i>



GETTING IN TOUCH WITH US

How to contact us:

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

Email us at info@barnsbury.org.

Ask Spencer or Marius on our estates team to pass on a message for you to any of our other staff.

Follow us on Twitter @BarnsburyHA.

If you email us or leave a message, please give your name, address and a phone number so we can call you if we need more detail or want to let you know what we're doing to sort out any reported problems.

Our opening hours

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

We are closed at the weekend and bank holidays.

Emergency repairs when we are closed

Emergency repairs should be reported to:
Monday to Thursday, 5pm to 9am ☎ 0300 131 7300
Weekends (Fri 5pm to Mon 9am) ☎ 0300 131 7300



Introducing our new finance director

New finance director **Lynsey van Aswegen** joined us in December. She was previously chief financial officer for four years at Octavia, a west London housing association.

This followed a nine-year stint at Family Mosaic where Lynsey rose up the ranks to become head of capital finance then, after a merger with Peabody Trust, finance director of Peabody's house building and regeneration work.

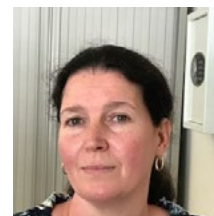
Lynsey is also a gifted dancer, in her spare time teaching ballet and jazz/modern theatre and tap dance to three-year-olds and older. Which news brings us neatly to former finance director Yung Yung, who is now pursuing her new career in acting.

Help with rent and household finances

We are pleased to say we have a new replacement rent income officer to replace Paul Alderson. The new rent income officer will be starting soon.

Support for older tenants

Colette Lyons started working with us in August. She had previously worked for Jobcentre Plus where she supported people claiming benefits and looking for employment and training.



Colette had also been a support worker in the community, working with older people to maximise their income, completing forms for them and offering support as and when they wanted it.

It was her people skills that told us she was the right person for this job and we made the right decision. Colette has built up a really good rapport with our residents and they tell us she is approachable, friendly and professional.

Colette has made sure residents are claiming the right benefits and getting their water discounts. She has also organised a 'package of care' for a resident needing more support.

Ordering or chasing a repair

To report a repair call ☎ 020 7704 2324 or email info@barnsbury.org

You will speak to one of our team. They will log your report and it will be followed up promptly. Lorraine may call you if we need more details.

If your call goes to voicemail or you email us please make sure you give your address, explain what has gone wrong that needs repairing and say how we can contact you for updates or if we need more information.

To chase a repair call ☎ 020 7704 2324 and ask to speak to Lorraine.

Business support officer Chelsey helps with our repairs and housing management, sorts our IT problems, takes meetings of minutes and handles all our admin. She also forwards your emails and logs phone messages on our system so they go to the person best able to help you.



2023

JANUARY

20
24

monday	tuesday	wednesday	thursday	friday	saturday	sunday
1 <i>New Year's Day</i>	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				

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