



BARNSBURY
HOUSING ASSOCIATION

**ANNUAL REPORT
TO TENANTS**

2021

A place to belong & A place to grow

We are a small neighbourhood-based housing association working in and around the Barnsbury area of Islington.

We have 300 homes and share with you great pride in being a part of the Barnsbury community.

“ We will always strive to do better, to learn from the best practices of others and to do more of what we do best

Our small staff team aims to give a responsive and personable service to all who live in our homes. But we will always strive to do better, to learn from the best practices of others and to do more of what we do best.

With this in mind, we have been working with our board on a three-year plan but need your thoughts and input.

On page 4 we have outlined some of the outcomes we and our board think important - and sensible.

Over the next year we will be asking all of you for thoughts on our plan. Have we got it right, have we missed anything out and how can we make this happen.



Top: Barnsbury Street tenants Robyn, Alice and Dean with their lovely spaniel Ruby. Below, Morland Mews tenant Chris Bell brings a tenant perspective to our board of management.

January 2021



M	T	W	T	F	S	S
Bank holiday BHA closed 28	BHA closed 29	BHA closed 30	BHA closed 31	New Year's Day Bank holiday BHA closed 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

Chair's report



“ All of us need to respond with urgency to the threat posed by climate change

A YEAR LIKE NO OTHER

After a year that I hope will be like no other I want to thank all of you who have over the past 12 months demonstrated the real value of strong and supportive community.

With the help of Islington Council and local voluntary groups and charities, and by drawing on our own resources, we have been able to help those of you hit hardest by the pandemic.

Many of you have also shown countless acts of selfless kindness, helping neighbours with practical matters or using your talents to help others.

The next year will bring with it a safe and effective vaccine but until then we must all stay safe and follow the guidelines set out by the government.

LOOKING AHEAD TO 2021

Our purpose is to provide secure homes and communities. But we will never assume we know what is best for each of you. We need you to tell us what you think would serve you better.

The climate emergency will force us all to change how we behave. Organisations that plan for this in advance will find it easier to adapt to the future. In this report you will find examples of the great work we are doing and will continue to do in 2021.

A second priority of course is the ever present problem for Islington of not having enough homes people can afford. We must do what we can to build more.

I will close by wishing you all a good Christmas and a healthy and happy new year.

Sean McLaughlin, Chair

February 2021



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

Looking to the future

A place to belong



A place to grow

WE CONNECT

We want to:

- * be known for having a strong relationship with our residents
-
- * be trusted by you and known locally as a force for good in Islington
-
- * be known for getting results and being open to new ideas.
-

WE BUILD

We aim to:

- * contribute to Islington's growing and developing communities
-
- * be the council's preferred partner for house building on its smaller sites
-
- * be quick to make best use of our assets to provide more and better homes locally
-
- * work to a well-thought through strategy that uses our assets for the good of Islington's people and businesses.



and... WE ANTICIPATE

Our goals are to:

- * be able to help as your needs and mobility change over the years
-
- * use technology with care to enhance our services without losing face to face contact
-
- * be creative and progressive, testing and improving new ways of working
-
- * lead the way by having greener, more energy efficient homes.

March 2021



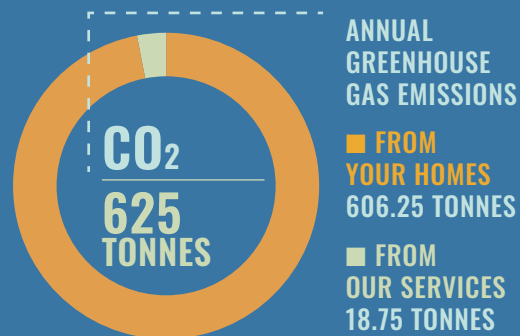
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	Clocks go forward 28
29	30	31	1	2	3	4

Climate emergency: our role

Over half a century we have preserved some of Islington's finest heritage buildings. We hope very soon to be equally proud of their energy efficiency. Going green is not an optional extra.

We have measured our carbon footprint and it is not good. Helped by energy saving consultants Enhabit and Sara Wigglesworth Architects we will reduce it.

Most of the greenhouse gases generated by Barnsbury HA come from fuel used to heat and light your homes or power your appliances so that is our starting point.



BARNSBURY STREET FIRST

Barnsbury Street has some of our hardest to heat homes so those of you living there are more likely to use more power, and pay higher bills. We are planning a choice of energy saving measures for tenants, many of which can be done along with other improvements we will start in spring.

DEMONSTRATION MODEL FLAT

We are turning a flat we've left empty in Barnsbury Street into a model of energy efficiency. Hopefully you will soon be able to visit the flat to see how cosy we have been able to make a once chilly home.

2030 GOVERNMENT TARGET

Over the next 10 years we hope to make all of your homes much more energy efficient. It will help us meet a government target for home energy efficiency. But we need to first agree with each of you what would be best for your home.



First in the queue: Jill (left) and Dolly, two of our Barnsbury Street tenants now being consulted over energy efficiency works for next spring.

GREEN DOCTORS SERVICE

This free help and advice service can help if you are struggling with power bills. Green Doctors can advise you on energy saving measures and, if you qualify, can help you apply for a government-funded discount on your bills. ☎ 0300 365003 or ✉ greenDoctorsLDN@groundwork.org.uk

April 2021



M	T	W	T	F	S	S
29	30	31	1	Easter Friday BHA closed 2	3	Easter Sunday 4
Easter Monday BHA closed 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

What works for you?

Your services and our rules and policies should be designed with you, not just for you. These are just some of the ways we improved your services last year by taking on board your views and suggestions.

New homes: volunteers from Morland Mews will help make sure our garage conversion project is completed with the least possible disruption

RESIDENTS' PANEL

The panel, set up in 2018, meets four times a year, in person or online, to discuss our work and policies. They don't give us an easy ride but their comments and suggestions are always constructive and well informed. Members include elected reps from Morland Mews and Highbury View and tenants active on our board and committees. Notes from the meetings are posted on our website and in the window of 60 Morland Mews.

GARAGE CONVERSIONS STEERING COMMITTEE

This new group of volunteers from Morland Mews will make sure the garage conversion works are done quietly and considerately and that those of you living on the estate are kept informed about what our contractors will do and when.

NEW EDITORIAL PANEL

In January we launched *Barnsbury News* a new bi-monthly newsletter featuring your news and our own. We've had some pleasing feedback so far but you've also told us it will be even better if we get more of you involved. Early in the new year we hope to set up a tenant editorial panel. Get in touch with Dean if you'd like to join the panel at dean@barnsbury.org



May 2021



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

Lockdown heroes!

So many of you have helped this year to make life in a pandemic better for others. We also know many of you have suffered grief, loneliness, and terrifying illness.

Over at Highbury View **Joe Hagland** and **Maurice Tarrant** went grocery shopping for shielding neighbours.

Down at Morland Mews **Chantal Hannon** and **Joe Spikesley** did the shopping for their vulnerable neighbours.

Also on the mews, **Jeanetta Pozniak** made scrubs for staff at Chelsea & Westminster and scrubs and masks for the Whittington, using fabric, sheets and duvet covers donated by neighbours.

Ivy Finch had a 90th birthday lockdown party, organised from a safe distance by **Joe** and other Morland Mews notables.

We got sound advice on staying safe beautifully illustrated by **Brooke**, runaway winner of our spring poster competition.

For those needing a safe haven outdoors, **Janice Walsh** and other local volunteers worked hard over lockdown to make Thornhill Gardens the perfect spot for visitors of all ages.

Ertan's distressing experience of Covid-19 even made it to the pages of the *Islington Tribune*. Happily Ertan recovered after a month in intensive care, in time to celebrate with Margaret their 44th wedding anniversary.



thank you! ★



Huge thanks to volunteer shoppers Joe, *top left*, and Maurice from Highbury View and Chantal, *second row left*, and Jeanetta, *right*, from Morland Mews. And well done to Brooke, whose poster is still on display in all our properties.



Janice Walsh in Thornhill Gardens, where she is one of the keenest local volunteer gardeners

June 2021



M	T	W	T	F	S	S
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

Lockdown services

The March lockdown forced us to take the unprecedented step of closing all our offices. But shutting down services was never an option. Instead, we put into action our long standing back-up plans, designed to cope with the unexpected.

Covid-19 tested our plans in a way we had not anticipated. But they worked!

At the outset we switched repairs onto an emergency footing, also doing gas safety checks where safe for you and for our newly appointed handyman Steve, a fully qualified gas engineer.

A rapid rejig of our IT systems quickly got other services up and running so staff could work remotely, mainly from home, using phone, email and online services for contact with tenants and colleagues.

This arrangement will continue until reliable vaccination and test and trace systems are in place across London.

A special mention to Steve and Spencer, who have stayed on duty throughout the year. Between them they have kept the shared areas in and around your homes tidy and in good order.

Our cleaning team also deserve special thanks for working through the pandemic and adding to their regular tasks the job of disinfecting door handles and buzzers.

Since June, our repairs contractors and caretaking team have pulled out all the stops to deal with the repairs backlog and get your homes winter-ready.

With the second lockdown ended we are now laying the groundwork for a programme of works to catch up with those postponed this year.



Line of duty: front line estate services have carried on all year thanks to the hard work of Spencer Benoit and Steve Woodgates.

July 2021



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	24	25
26	27	28	29	30	31	1

In numbers: at your service

8

**KITCHENS
FITTED**

*

some kitchen
replacements
postponed due
to lockdown in
March 2020

7

**BATHROOMS
FITTED**

*

some bathroom
replacements
postponed due
to lockdown in
March 2020

6

**BOILERS
INSTALLED**

*

some boiler
installments
postponed due
to lockdown in
March 2020

801

**REPAIRS TO
YOUR HOMES**

*

repairs service
downgraded to
'emergencies
only' in March
2020

£400k

**INVESTED IN
WORKS TO
YOUR HOMES**



22

HOMES LET



98.3%

**GAS BOILER
SAFETY CHECKS**

* 2

inspections
were delayed
because tenant
was shielding
from Covid-19

0

**NEW HOMES
BUILT**

*

no new
building
scheduled for
2019/20



14

**COMPLIMENTS
FOR EVERY
COMPLAINT**



August 2021



M	T	W	T	F	S	S
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
BHA's 54th birthday! 23	24	25	26	27	28	29
Bank holiday BHA closed 30	31	1	2	3	4	5

In numbers: spending in 2019/20

TOTAL BUDGET
£2,323,092*

Reserves put aside for future investment
Any surplus at the year end is put aside to be reinvested
£405,430

Creating new homes for social rent
Buying or building new homes
£46,862

Financing costs
Paying back loans (with interest) and other bank charges
£129,018

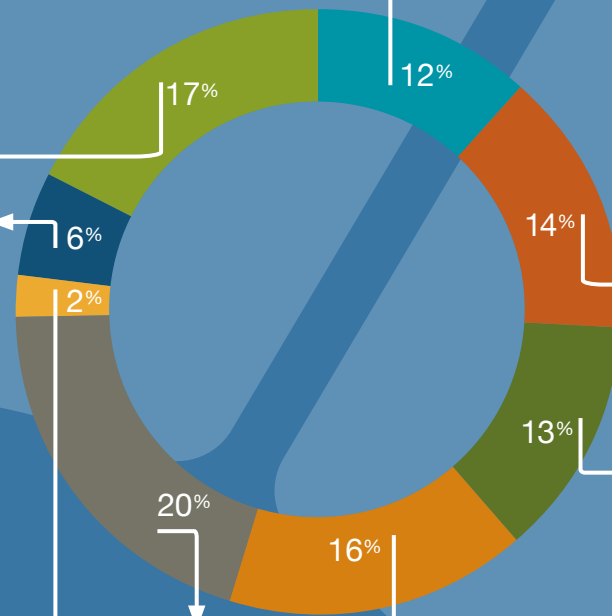
Housing property depreciation
Calculates how aging properties affect major repairs costs
£467,385

Running the organisation
Managing your homes plus our staffing, office, IT costs, etc
£271,523

Spending on service charges
The cost of caretaking, lighting and other services you share with neighbours
£334,247

Looking after your homes
Repairing problems we spot or you report to us
£370,661

Major repairs, decorating and regular works we plan ahead
Works needed to keep your properties in good shape
£295,937



* income from social housing only

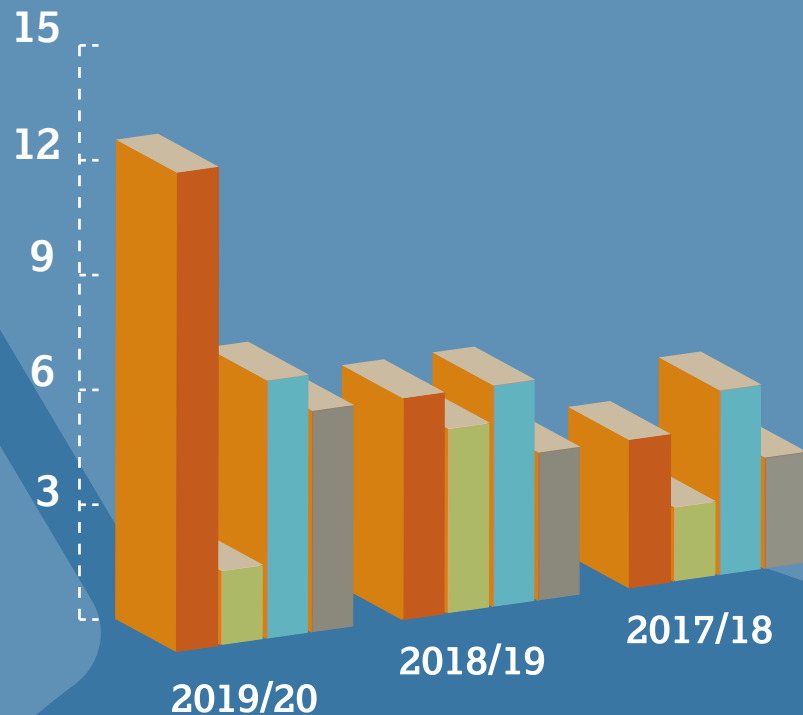
September 2021



M	T	W	T	F	S	S
30	31	1	2	3	We can dream of better times! Fun Day* 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

* to be confirmed, of course...

In numbers: home movers



2019/20

2018/19

2017/18

22

17

11

Number of Barnsbury HA homes we let to a new tenant



referred to us by Islington Council through its choice-based lettings scheme



qualified for a home as a local key worker, such as a health worker or teacher



BHA tenant moving to one of our bigger or smaller homes



exchanged home and tenancy with a BHA tenant

*** Average length of a Barnsbury HA tenancy: 13.85 years ***



Early settlers and later arrivals: *clockwise from top*, Margaret and James at Milner Square, June from Barnsbury Street, William in Upper Street and Ethan at Barnsbury Park.

October 2021



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	Clocks go back 31

Next year's plans

MORLAND MEWS GARAGES

In spring we hope to start work creating **six new homes and a new community room** by converting some of the garages and storage sheds at Morland Mews. Older tenants on the estate needing a home with fewer steps will be at the front of the queue for the new homes when they are finished.

BARNSBURY STREET IMPROVEMENTS

Works that should have started on our **Barnsbury Street homes** earlier this year were delayed because of Covid-19. Surveyors are now drawing up a schedule for the improvements needed and we are consulting residents about adding energy saving measures. All going to plan, these works will start in spring.

MODEL FLAT FOR ENERGY EFFICIENCY

A flat in Barnsbury Street is being upgraded to serve as a **demonstration model for energy efficiency**. It will give you a chance to see how even the coldest flat can be turned into a cosy, energy-efficient home.

SHARING YOUR NEWS & VIEWS

The new *Barnsbury News*, published every two months, is already running much more of your news. We see it more as your mouthpiece than ours so please use it. See May to find out how to claim your place on the editorial panel.

BRING BACK OUR FUN DAY!

Fingers crossed that by summer Covid-19 will just be a distant if rotten memory. We'll then have a bumper **fun day** to celebrate better times ahead.



The new year will bring changes to the neighbourhood for, *top*, Rachel at Barnsbury Street and Christina on Morland Mews.

November 2021



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
29	30	1	2	3	4	5

Changes to the team

Some new staff barely got their feet under the desk before our emergency back-up plans kicked in. So with normal introductions put on hold, here is a quick guide to those new to the team:



Yung Yung Lee, who joined us as finance director one week before lockdown, is responsible for making sure our finances are properly managed and audited.



Michael Bunker, who joined us in October as our new asset manager, will make sure your homes and estates are looked after and that our contractors work to the highest standards. Michael will also oversee the work we'll be doing over the next 10 years to make all your homes more energy efficient.



After two years as one of our trusted contractors, **Steve Woodgates** became our estate handyman in March after Dickie Bull retired. He and Spencer kept our front line services going throughout the pandemic.



We are very pleased to let you know that **Spencer** has been offered a permanent role on the team after a year of outstanding service as a temporary caretaker.

Interim operations director **Vivienne Astall** has since June been covering for Pam Sedgwick who is recovering from a difficult illness.

Surveyor **Joe Johnson** has been with us since summer, also on a temporary basis, helping us catch up with repairs and other matters put on hold during lockdown.



In March **Dickie Bull** retired from our caretaking team after 43 years of dedicated service. Dickie's departure has been followed by a string of awards given in recognition of his extraordinary service record. The crowning glory in September was the Chartered Institute of Housing's *Housing Heroes Award* for 'lifetime achievement'. Dickie's official farewell is on hold until after the pandemic.



Also sadly leaving us after 16 years is housing manager Felicity Singh, who was last year nominated for 'housing professional of the year' in the *24Housing Awards*. It is safe to say most of you will know Felicity as the person who gave you the keys to your Barnsbury HA home.

See back cover for a full list of our staff.

December 2021



M	T	W	T	F	S	S
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	Christmas Day BHA closed 25	Boxing Day BHA closed 26
Bank holiday BHA closed 27	Bank holiday BHA closed 28	BHA closed 29	BHA closed 30	New Year's Eve BHA closed 31	New Year's Day BHA closed 1	BHA closed 2

Our board

Our work is overseen by a board of volunteers who meet to discuss the work, policies and strategic direction of Barnsbury Housing Association.



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



Chair of governance and remuneration committee: Nancy Korman
Retired after a career in local government health and social care.
Appointed 2012



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



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



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



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



Stephane Croce
Expertise in corporate sector and business administration.
Appointed 2017



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



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



Charles Culling
Expertise in wide range of social housing services, finance and strategic management.
Appointed 2013



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

January 2022



M	T	W	T	F	S	S
Bank holiday BHA closed 27	Bank holiday BHA closed 28	BHA closed 29	BHA closed 30	New Year's Eve BHA closed 31	New Year's Day BHA closed 1	BHA closed 2
Bank holiday BHA closed 3	BHA reopens 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

The staff team

Chief executive: Susan French

Interim operations director: Viv Astall

Finance director: Yung Yung Lee

Asset manager: Michael Bunker

Project manager: Dean McGlynn

Assistant property manager:
Lorraine Sindrey

Finance officer: Ewelina Galeziewska

Specialist housing officer: Graham Vine

Housing assistant: Priscilla Adjei-Asante

Administrator: Mary Mura

Estate handyman: Steve Woodgates

Caretaker: Spencer Benoit



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