

BARNSBURY HA FUNDAY EXCLUSIVE:

Packed celebration for our 45th annual funday

Over 200 turned up for a fantastic fun day on what turned out to be one of the hottest days of the year. **Patrick Penny-Annang** reports



© All funday photos by Charlie Round-Turner

'What a fantastic day that was. Maybe a little warm but the day was lively and had a great energy,' writes tenant engagement manager Patrick Penny-Annang.

'It was my first funday and I was delighted to see familiar faces from the local community as well as new faces from neighbouring areas and from the other boroughs.

'There were fun fair rides for the kids and for thrill-seekers, who braved the Bucking Bronco. For those of you who wanted to relax there were soothing massages, face painting, hair and nail stations. And of course some residents got to showcase their vocal talents with karaoke.'

continued on pages 2 and 3 /...

INSIDE THIS ISSUE YOU WILL FIND ...

- 2** New tenants' survey and a chance to win a £50 shopping voucher
- 3** Exposed! Were you or one of your loved ones caught in the act of having fun by our roving photographer?
- 4** Meet your neighbour: drama teacher Victoria * Arsenal football coaching returns for October half-term
- 5** Panto season is fast upon us: free and cut-price tickets * Residents panel keeping us in line
- 6** Smart tips and extra bags: recycling gets a helping hand from Councillor Champion
- 7** Meet new homes and communities director Cheryl Whittle! * Complaints policy shorter, faster route to a fair decision
- 8** Tenants looking for a home swap: latest * Wrong call for gas leaks could cost lives warns repairs team

HAVE YOUR SAY

Tenant survey is a new measure of your views on our homes and services

Out with the old questions and in with a new set that should give us a better way to understand what you value most about our services, what you think we are doing well and what you want us to do a lot better or differently. Patrick Penny-Annang explains

This year we are using a new model for measuring how satisfied, or not, you are with our services. Completing the survey should only take you about 10-15 minutes. If you haven't yet been sent your survey form let us know and we will get one out to you.

Regulator's new advice

This updated model takes on board new advice and guidance from the Regulator of Social Housing (RoSH), which has been consulting tenants and staff across England and Wales.

The firm asking questions

We have teamed up with a company called Acuity. It will add up and analyse your replies and all relevant additional comments. Acuity won't

tell us who said what about us unless on your form you clearly gave Acuity permission to share this with us.

How we use the results

We will report the survey results to you early next year and will publish them on our website. We will also share them with the social housing regulator, RoSH.

We will use your scores and any comments you make to work out how and where we need to do better, to tweak our approach or make sure good practice in one part of our work is adopted more widely. This will also help us plan for the future.

Your feedback will help us serve you better. Thank you for taking part!

WHAT THE SURVEY WILL 'MEASURE'

We will use your survey responses to calculate RoSH's new set of tenant satisfaction measures (TSMs) for social housing landlords in England and Wales.

Ratings system

These are designed to measure:

- * how satisfied you are overall
- * how satisfied you are with repairs
- * how long it took to complete your most recent repair
- * your satisfaction with the safety and maintenance of your home
- * whether you feel we listen to and act on your feedback

- * whether we contribute positively to the neighborhood
- * how satisfied you are with how we handle antisocial behaviour
- * your satisfaction with how we handle complaints
- * whether you understand clearly how to make a complaint

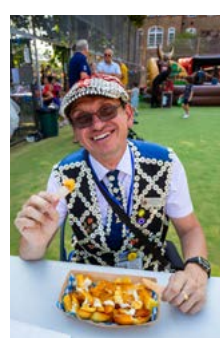
LUCKY DIP PRIZE - £50 SHOP VOUCHER!

The names of everyone completing the survey will go into a prize draw, with three winning names picked at random.



45th funday celebration

... /continued from page 1



'I love my food, so the highlight for me was without doubt the highly acclaimed fish and chips. They had been hyped up big time by lots of you and guess what? They lived up to it.

Quality test passed

The chips also pleased our distinguished guests including the Islington Mayor. The Pearly King and Prince of Finsbury declared them some of the best they've ever tasted.



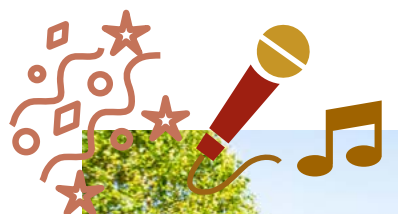
Fans of the humble chip from top to bottom: Finsbury's Pearly Prince, our Patrick and Islington mayor Cllr Gary Heather



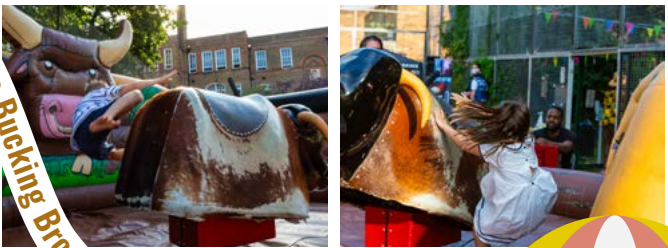
The scorching heat did, however, make it hard to get guests interested in our new tenant satisfaction survey. After all, who wants to fill out a survey in 32°C heat? But don't feel left out. You can read more about the survey here! (See story left.)

The local fire crew also made a welcome (non-emergency) appearance, though they had to step away a few times to deal with real emergencies. And the tea-cup ride had broken down. Despite this, the day was a great success and it was a lovely way to end the summer.

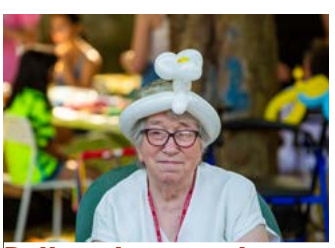
If you would like a copy of one of the photos you can see here or one of the many other wonderful snaps Charlie Round-Turner took on the day, call us on 020 7704 2324



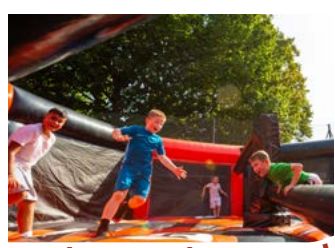
More graceful dismounting from the Bucking Bronco, now a BHA funday tradition



Scenes from a scorching fun day ...



Balloon bonnets, bouncy castles, a makeover and



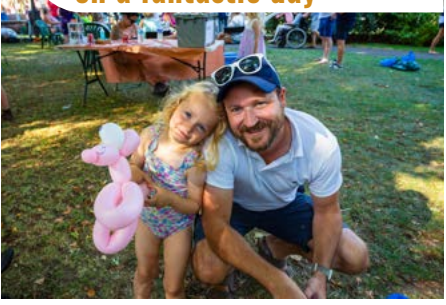
vocal gymnastics with the Pearly King of Finsbury



Ice-cream and fan coolers and catching up with friends and



family and finally the sun sets on a fantastic day



MEET YOUR NEIGHBOUR



VICTORIA

Tell us a bit about yourself

I'm originally from Liverpool but I've proudly called Barnsbury home for 25 years. I've seen some significant change in my 29 years in London and it's been quite a journey.

How have you settled in?

I consider myself an honorary North Londoner or, as they say, an 'Islingtonian'. Islington has become so familiar I often take its charms for granted, including its architecture, green spaces, shops and cafes. When you tell people you live in Islington they always say 'You are so lucky. I love Upper Street' etc, not realising there are two distinct sides to Islington. Not everyone lives in a million-pound house!

How has it been professionally?

It isn't always easy. Drama is my art form and I wear a number of creative hats. One is teaching.

Over the years I've had the privilege of working in various drama schools and stage schools. I have worked all over London and the UK, from baby drama to workshops for the over 65s.

What I find most fulfilling is working with young people and marginalised groups. Drama is a great tool for empowerment. It gives a voice to those who often go unheard and is great for fostering young people's self-esteem. It stimulates imagination and is a boon to expression.

“Drama is a great tool for empowerment. It gives a voice to those who often go unheard and is great for fostering young people's self-esteem.”

You've used our 'Get into dance' partnership with Sadler's Wells. What did you think of it?

It's been an incredible experience. We all know the theatre in London can be quite expensive and with the government austerity measures still going we're all watching our pennies.

Being able to see a show for just £3 is amazing and I'm very grateful for

the offer. I'm particularly excited about the next show I'll be attending, Matthew Bourne's *Romeo and Juliet*.

What is your most memorable moment from teaching drama?

One of the best memories was when the BBC came to make a fly on the wall documentary and suddenly there were cameras and microphones in unexpected places. For the first few weeks you watched your Ps and Qs then forgot they were there.

They filmed lots of classes including one class, over some weeks, where I had a severely dyslexic pupil. She had been struggling but it showed her making progress, proving dyslexia is not a barrier to performance, and you can build up confidence. I was very pleased that aspect of my work was shown as it's incredibly important.

What has been your favourite theatre production or performance?

Seven streams of the river Ota directed by French Canadian director Robert Le Page. It was 1994 and multi-media was just coming into play. This four-hour show used it and opera to tell the story of Hiroshima. I'd never seen anything like it, then a seven-hour version came to London at the national theatre, which was even more epic. I will never forget it.

RESIDENTS PANEL REPORT

Panel brings fresh ideas and critical thinking based on first-hand experience

A quick run-through the work done for you by the **residents panel** in the past few months shows the very strong impact the group is making

Our corporate plan 2023/26

Panel members in January asked how we meant to make our corporate plan a 'living, breathing document' relevant both to you and our own staff. We also discussed ways to better connect with those of you who rarely if ever contact us. Our repairs team, for example, is aware that contact is irregular with tenants who they know do not report repairs.

Who should repair what?

We've been working with the panel on the tricky issue of who should do different types of repair. The panel commented on an earlier draft of the booklet posted with this newsletter, which we hope makes this much clearer.

Better support if you move to a smaller home

The panel has championed the idea of a support package for any of you moving to a smaller home. We know some of you no longer need or want a family-size home and growing families want a bigger home. Soon, instead of offering a one-off payment as an incentive for downsizers we will offer a package of support, including help with a move and getting appliances installed and reconnected.

Quicker way to deal with complaints

With the panel's helpful input we have made it faster and easier for you to get a fair hearing if and when you make a complaint. Read more on page 7.

End-of-life policy

The panel has helped us prepare a better policy for supporting people in the final stages of their life or losing a loved one they live with. It is a task we know needs tact and sensitivity and it will be a deeply distressing time for you. We will offer support when and where it is needed.

Morland Mews parking

We have heard your worries and the panel has voiced similar concerns. So we are taking a step back to think through the pros and cons of any modifications and we will make sure the new arrangement is one all Morland Mews' residents consider fair.

JOIN OUR CRITICS: PANEL OPEN TO NEW MEMBERS

We are always keen to hear your suggestions and feedback on our services, standards and your homes. Your residents panel tells us what it thinks we can and should do differently. To join the panel please call us on ☎ 020 7704 2324 or email info@barnsbury.org



SEE ALADDIN AT THE HACKNEY EMPIRE

FRIDAY 1 DECEMBER, STARTS 7PM. TICKETS LIMITED

£5 PER TICKET : CHILDREN THREE AND YOUNGER CAN SIT ON AN ADULT'S LAP, FOUR AND OLDER NEED A TICKET

SEE THE SNOWMAN AT PEACOCK THEATRE

SATURDAY 16 DECEMBER, STARTING AT 11AM

TICKETS FREE TO BHA TENANTS: FIRST COME, FIRST SERVED

Email patrick@barnsbury.org or call 07926 130 067

Sadler's Wells Get into dance

See a show at Sadler's Wells or The Peacock for just £3 with **Get into Dance**, through our partnership with Sadler's Wells.

If you can't get hold of one of our free tickets for **The Snowman** on 16 December, with **Get Into Dance** your £3 ticket is the next best thing! **Maximum four tickets for each booking.**

SIGN UP TO GET INTO DANCE

With Get Into Dance you can book up to 16 tickets a year for just £3 each. To catch a show at Sadler's Wells or sister theatre The Peacock, in Holborn, sign up by emailing Patrick at patrick@barnsbury.org or call ☎ 07926 130 067.

SUMMER'S KICK-OFF VETERANS

Scores of our younger tenants put on a grand performance at Arsenal's summer coaching sessions

ARSENAL IN THE COMMUNITY FOOTBALL COACHING FOR KIDS: HALF-TERM SESSIONS

24, 25 OCTOBER 10AM TO 3PM

FOR BOYS AND GIRLS, AGE 8-11

Arsenal in the Community is again offering two free coaching sessions for kids in the half-term break. Sessions start at 10am and end at 3pm, with one hour for lunch, which is free. To register call Patrick on ☎ 07926 130 067 or email him at patrick@barnsbury.org

SPACES LIMITED. CONTACT PATRICK TO BOOK YOUR SPACE.

ROUND THE HOUSES

Foot-powered recycling: door to door campaigning with Councillor Champion





Estate services officer Marius and councillor Rowena Champion took to the streets around Morland Mews estate in August to champion recycling. They knocked on doors, handed out leaflets and recycling bags and gave lots of useful tips for keeping your community green and clean.

Don't forget you can pick up extra recycling bags from 60 Morland Mews.

THE RECYCLING BIN RULES

- * Use the bin for GLASS, PAPER, PLASTIC and CARD, CANS, FOIL, CARTONS and AEROSOLS
- * EMPTY AND RINSE containers before putting them in the bin
- * REMOVE FILM LIDS from plastic pots, tubs and trays and put them in the rubbish
- * DO NOT USE BLACK SACKS. You can put your recycling in a plastic carrier bag and put the whole bag in the recycling bin. Or use the plastic recycling bag the council provides. If you need more, call in at 60 Morland Mews.

YES PLEASE ✓	NO THANKS ✗
 plastic bottles, tubs, trays and containers	 black bags
 glass jars and bottles	 food waste
 tins, cans, clean tin foil and aerosols	 textiles
 clean, dry paper and card	 nappies
 Tetra Pak and cartons	 plastic film from food containers, crisp bags

i If in doubt, leave it OUT of the bin

Getting in touch with you: do we have your up-to-date contact details on file?

When was the last time you updated your contact details with us? Have you got a new phone number, email address or even a new name?

Would we be able to get in touch with you in an emergency?

Please get in touch with us to check we have the right contact details on your file even if they haven't changed.

To update our records or check we have your details correct please call us by phone or update your record online: <https://tinyurl.com/updateinfo23>

Fire safety reminder: keep areas you share with other tenants clear at all times

Please remember you must not store anything you own in shared parts of your building. This is to keep exit routes clear in case of fire.

Our staff do regular checks so you may see estate services officer Marius doing the rounds.

To report a problem in a shared area call 020 7704 2324 or email us at info@barnsbury.org

Quicker response and fewer hoops to jump through: complaints policy updated

Your residents panel has approved important changes to the way we deal with your complaints.

Faster and simpler

The main two are a faster response and we have dropped the 'third' stage, where a panel of our board members would review a complaint.

Our policy now also reflects a new complaint handling code published by the Independent Housing Ombudsman and we have adopted some good practices followed by other housing associations.

A reminder that if you want to make a complaint about a service or one of our staff or board members, the person taking your complaint has a duty to record it accurately. It will be passed on to our business support officer who will make sure your complaint is fairly resolved.

Key points: listening, fair, respectful and speedy

- Our aim will always be to:
- * apologise and, where we have failed you, take responsibility
 - * act quickly to identify the problem and put it right
 - * follow a fair and consistent approach to your complaints
 - * keep you informed through the process, giving you a reasonable timeframe and telling you what to expect next at every stage
 - * listen to you, treat you with respect and fairly.

DIY in your home: please respect your neighbour's right to a quiet, peaceful home

If you are doing any work on your home please do not do noisy work outside normal working hours, except for Saturday afternoons, unless you are dealing with an emergency.

A reminder that you must always get our permission before you alter or improve any part of your home so we can check that it can be done safely.

meet the team



What is your new role and what responsibilities come with it?

My new and exciting role at Barnsbury Housing Association is the housing and communities director. This role oversees all of the housing management services, all of the engagement, participation and community work we do, making sure we are maximising our income and collection, promoting and ensuring equality and making sure it is a golden thread through all the work we deliver, plus staffing and our head office. Yes I am a very busy lady!

What really drives you?

With a career spanning over 30 years in housing, communities and support, my drive comes from seeing people thrive and grow, having a place to call home and being able to put down strong community roots. Over the years, I have seen the sector change rapidly and it's exciting times to join Barnsbury Housing Association and support and grow with them.

Tell us one interesting fact about yourself our readers should know?

An interesting fact about me is that I went to evening college and learnt British Sign Language as it really interested me and now, I have taken three exams and can translate for those with hearing loss.

What do you enjoy outside work?

Outside of work, my passion is filled with music and laughter and my motto is live life to its fullest everyday. Feel free to say hi if you see me around. I'm always up for a chat!

Retirement for Viv Astall

Cheryl has taken over from Viv Astall, now enjoying a quieter lifestyle and less travelling from her Kent home. Viv is now working part-time for Sevenoaks Council, officiating at marriages and civil partnerships. We wish Viv all the best and are delighted to welcome Cheryl to our team.

Repair satisfaction survey prize draw: congratulations to our latest winner!

Congratulations to Ms G of Ronalds Road who has won £50 in the prize draw. Ms G's name was picked at random from all of you who filled in our satisfaction survey in the last quarter. The survey tells us how you rated the last repair we organised for you and the standard of service.

Random winners

Every four months we randomly pick a winner from all the returned repair satisfaction responses, including online forms and phone surveys. Tell us what you thought of your repair to have your name added to the next prize draw. You can complete our survey online using our website form or over the phone by calling 07926 130 067.

 TELL US HOW OUR LAST REPAIR FOR YOU WENT AND YOU COULD WIN £50!

If we sent someone out to do a repair to your home recently please tell us how it went. Your details will go into a prize draw that could win you £50 and your reply will help us identify and fix any flaws in our services.

<https://tinyurl.com/bharepairs23>



NEWS IN BRIEF

Smell gas? Tell the National Gas Emergency Service. Do not waste valuable time reporting it to us!

Assistant property manager Lorraine Sindrey reports the alarming news that some of you are still calling us about gas leaks instead of calling the National Gas Emergency Service.

'We've had at least two recent cases where residents called us or our gas engineer Steve Woodgates to say they could smell gas,' Lorraine says.

Gas leaks can be deadly so need an instant response. Call the National Gas Emergency Service.

Their phone service is free, available 24/7 and they will talk you through all the steps you need to take, like turning off your gas at the stopcock.

SUSPECT A GAS LEAK?

THIS IS AN EMERGENCY!

Call the National Gas Emergency Service NOW on ☎ 0800 111 999.

If they judge it necessary they will send out a Cadent engineer.

Smoke, heat and carbon monoxide detector testing

Smoke, heat, and carbon monoxide detectors save lives! **Please test your detectors every month.** Tell us if you don't have a working smoke, heat, or CO detector. **This is an emergency.** We will replace it within 24 hours.

Angela Hendricks to cover income officer vacancy

Angela Hendricks from Waltham Forest HA is to cover the role of rent income officer on secondment. She will be specifically looking at rent accounts to make sure all expected action has been taken. Angela is a highly experienced operations manager and has managed rents for over 17 years. She will not be working every day due to her other work commitments and leave.

BARNSBURY HA HOMES NOW ON OFFER FOR A SWAP

Where it is	Size of home	Tenant is looking for...
block of flats with shared main door in Lofting Road	one-bedroom flat on first floor	one-bedroom ground floor flat
block of flats with shared main door in Lofting Road	one-bedroom flat on first floor	one-bedroom ground floor flat
Gissing Walk	three bedrooms	three bedrooms
60-62 Barnsbury Street, in shared Victorian building	five bedrooms	two bedrooms, ground floor if possible
Gissing Walk	two bedrooms	three bedrooms
Barnsbury Street	three bedrooms	one bedroom with a courtyard or garden
Gissing Walk	two bedrooms	three bedrooms
Ronalds Road (sheltered housing for over 55s)	one-bedroom first floor flat with shared stair lift	one bedroom or studio flat on Barnsbury St/Morland Mews
block of flats with shared main door, Morland Mews	one-bedroom flat on first floor	one bedroom flat on ground floor or with a stair lift

HOME TOO BIG, TOO SMALL OR ON THE WRONG LEVEL? TRY A SWAP!

If you'd like a smaller home or just want to move to another road or go up or down a level we keep a list of tenants who want to swap. We can also help with your removal costs and maybe more. To go on the mutual exchange list email Asif at info@barnsbury.org or call ☎ 020 7704 2324.

DON'T PUT UP WITH DOMESTIC ABUSE

SOLACE IN ISLINGTON

CALL THE LONDON FREEPHONE

☎ 0808 802 5565

If you need free, confidential support because of domestic abuse, call Solace in Islington. Solace helps women and men.

Call ☎ 020 3795 5070 or email advocacy@solacewomensaid.org. Open Monday to Friday, 9am-5pm.

IF YOU ARE IN DANGER RIGHT NOW CALL THE POLICE ☎ 999



BARNSBURY HA SUPPORT FUND

IF YOU'RE STRUGGLING, WE CAN HELP

Any of you can apply to us for a one-off grant to pay for food, an energy bill, for children's clothes, essential household items like a table or white goods or a digital device so you can use online services.

YOU DO NOT HAVE TO PAY THIS BACK.

Call ☎ 020 7704 2324 or email info@barnsbury.org

GETTING IN TOUCH WITH US

You can get in touch with any of our teams via email at info@barnsbury.org or by calling ☎ 020 7704 2324.

Contact us through our website barnsbury.org/about/contact/ Or if you prefer the post write to 4-6 Colebrooke Place, N1 8HZ.