



A REPORT ON OUR

social, environmental, and governance performance

JULY 2022





Board chair
Sean McLaughlin

INTRODUCTION

Barnsbury Housing Association is one of Islington's smallest housing associations, set up in 1967 to provide affordable homes for households on modest incomes.

This report gives data and commentary on our standards under three headings, social, environmental and governance.

Our standards conform to the new **sustainable reporting standard** for social housing landlords agreed in late 2020.

Barnsbury HA's 299 social rent homes include many restored heritage properties but also well-designed newly built properties on smaller sites or on small estates.

We are an Islington service so one objective is securing more sites in Islington to build new homes.

A more pressing priority is investing more in our older homes to make them more fuel efficient. This is being driven by climate change and the sharply rising cost for our tenants of household power bills.

We hope our report will give you a clear understanding of our purpose and standards and the factors - local and wider - that shape and influence them.

Sean McLaughlin
Chair, Barnsbury HA board



Tenants helped celebrate our Big Jubilee Lunch with a cake made by talented young tenant Jordan



SOCIAL

* AFFORDABILITY AND SECURITY

1 For properties subject to the rent regulation regime, report against one or more affordability metric: rent compared to the median private rental sector (PRS) rent across the local authority or the local housing allowance (LHA)

BHA was established in 1967 to help keep a rapidly gentrifying Islington affordable to people on moderate incomes. That remains our purpose today as renting or buying a home in Islington is beyond the reach of even middle income households.

Our median rent is around **34% of market rent** levels and **37% of LHA** levels. **All of our homes are let at social rents** - we do not have any homes let at 'affordable rent'.

2 Share and number of existing homes (homes completed before the last financial year) allocated to:

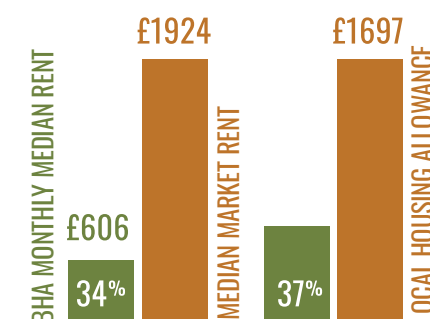
general needs (social rent)	96.7%	299
other tenures	-	-
private rented sector	0.3%	1
other	n/a	n/a

We provide genuinely affordable homes in one of the most expensive areas of London. **99.7% of our homes** - 299 - are general needs let at **social rent**.

One home - 0.3% of our stock - is let at market rent. This is an old BHA office and the rental income it pays contributes towards the rental of our new office.

Of our general needs homes, we have adopted a policy of letting bedsit and one bedroom homes to **key workers** on low to moderate incomes, currently at social rents.

We also have one housing scheme - Highbury View - which is mainly housing for **older people**.



Almost all of our Islington homes are let at social rents in a borough where the average monthly market rent for a three-bedroom property is £2,200. The Barnsbury HA monthly median rent for a home of similar size is £671.



We are working with tenants of Morland Mews on ways to minimise disturbance once we start converting under-used garages on the estate into new homes. These visuals show the transformation they can expect.

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We are doing a lot of work on a new programme of *retrofitting our homes...* We recognise that extensive insulation will make the single biggest difference so we have set ambitious targets for this in our *sustainability strategy*

3 Share and number of new homes (completed in the last financial year) allocated to:

- general needs (social rent)
- other tenures

We did not complete any new homes in the previous year. Our last new housing scheme was completed in 2018.

We will start building six new general needs social rent homes in 2022. These homes will be created by converting under-used undercroft garages on our largest housing estate.

Of these 40 will be transformed into six new one- and two-bedroom flats, with the emphasis on letting them to people needing ground-floor, accessible homes.

4 How is the housing provider trying to reduce the effect of fuel poverty on its residents?

We know that, in 2018, 35% of our tenants found the cost of heating their homes a struggle. With the current cost of living crisis and rising fuel prices, we expect even more tenants are now in fuel stress.

Through our *financial inclusion service* we work closely with tenants to identify those who are struggling and we have good relations with outside agencies that provide specialist energy advice, such as tariff switching and energy/water saving devices.

We have been working for some time with *Shine*, which gives tenants advice on energy saving. We have also worked with the *Green Doctor* service which gives hands-on advice to help tenants stay warm and well while also saving money on fuel bills.

We use our self-funded *hardship fund* to support people struggling to pay their energy bills and, for those with no other way to pay a bill, give *HACT* (Housing Association Charitable Trust) *vouchers*.

We are doing a lot of work on a new programme of *retrofitting our homes* and in advance have launched a *quick wins* initiative, installing LED lighting and draughtproofing windows in older homes. We recognise that extensive insulation will make the single biggest difference so we have set ambitious targets for this in our *sustainability strategy*.

5 What % of rental homes have at least a three-year fixed tenancy agreement?

None of our homes are on fixed-terms. All are on long term tenancies.



BUILDING SAFETY AND QUALITY

6 What % of homes with a gas appliance have an in-date, accredited gas safety check?

100%. At the end of March 2022, all of our homes had a valid in-date gas safety check.

7 What % of buildings have an in-date and compliant fire risk assessment?

100%. All of our buildings have an up-to-date fire risk assessment as of 31 March this year. Of our recent FRAs, there are no outstanding priority 1 actions.

8 What % of homes meet the national housing quality standard?

We have met, and sometimes exceeded, the Decent Homes Standard in **95%** of our homes. Just 14 did not meet the standard at March 2022 for the following reasons:

1 housing health and safety rating failure

12 reasonable state of repair failures

1 reasonable modern facilities failure.

Our kitchen and bathroom programme was put on hold during the pandemic but we have now restarted the programme and are planning to fit **13 new kitchens** and **nine new bathrooms** in 2022/23.



Fire safety works in our Highbury View homes for older people have included making sure all front doors are 'fire-safe', carbon monoxide sensors in all flats, upgraded call systems and more regular fire safety drills

Our kitchen and bathroom replacement programme is back on track after delays caused by the pandemic. We employ small local firms for much of our repairs and stock investment work.

THE BARNSBURY HA HOMES STANDARD

We aim for a standard for our homes that is significantly more demanding than the *Decent Home Standard* our regulator expects us to meet.

We follow this for every empty home before it gets relet and when we replace kitchens or bathrooms. It informs our maintenance and decorating programmes and priorities for investing in our properties.

The *Barnsbury HA Homes Standard* commits us to fitting high-energy saving appliances and systems, from floor coverings to heat pumps.

Tenants' choices are broad and driven by quality - whether they opt for our materials or choose their own, with a subsidy from us. What each gets is a home that is functional, comfortable, affordable and that looks good.



* RESIDENT SUPPORT

9 What arrangements are in place to enable the residents to hold management to account for provision of services?

We have a long history of involving and engaging with residents.

In 2021, we appointed a **community engagement and communications manager** who is working with our tenants to further develop this aspect of our service.

In 2018 we set up our strategic tenant group - the **BHA resident panel**. The panel plays a key role in developing and scrutinising our policies and strategies.

One of the first items on all board agendas is **customer voice**, where our board gets updates on each of our engagement activities including customer feedback on our services.

In 2021 we started a programme of **estate walkabouts**, where staff, board members and tenants jointly review estate management or repairs matters every month. We publish reports for the tenants on all issues raised to let them know what was picked up, what we will be doing about it and any improvements we plan to make.

We also have two **tenant board members** and another tenant sits on our **audit and risk committee**. We publish an **annual report to tenants** giving our performance standards and other information we hope they find useful and interesting.

10 How does the housing provider measure resident satisfaction and how has resident satisfaction changed over the last three years?

We measure satisfaction in a number of ways. Our triennial **STAR survey** was last carried out in 2019 and will be repeated this year. The last survey showed satisfaction with our service overall was 88%.

Over the last year we have put in place on-line facilities for taking **customer feedback** on matters including antisocial behaviour, new lettings and kitchen and bathroom renewals. This gives us real time data so helps us improve processes and services. Feedback is reported to the board at the start of every meeting, in our **Customer Dashboard**. A new **repairs satisfaction service**, to be launched in 2022, will give us real-time feedback on all repairs.

11 In the last 12 months, how many complaints have been upheld by the Ombudsman.

None. Over the last year no complaint has been upheld by the Ombudsman. We did have one referred to the Ombudsman.

How have these complaints (or others) resulted in change of practice by the housing provider?

We have changed the way we communicate with tenants with specific needs and staff will be getting disability awareness training. We will also be carrying out customer journey mapping on repairs in 2022 to streamline the process for more complex repairs.

* RESIDENT VOICE

12 What support services does the housing provider offer to its residents. How successful are these services in improving outcomes?

BHA provides **tenancy sustainment support**, providing advice and support so a tenant is able to keep to their tenancy terms and avoid homelessness. We have introduced pre-tenancy measures so we can identify prospective tenants most at risk of being unable to sustain a tenancy without some intervention.

We refer all tenants in need to organisations like **Help on your Doorstep**, a local organisation giving help and support with welfare benefits, debt and other matters. This service includes **Connect**, which co-ordinates voluntary agencies in Islington to give help with children and families, employment and learning, and health and wellbeing.

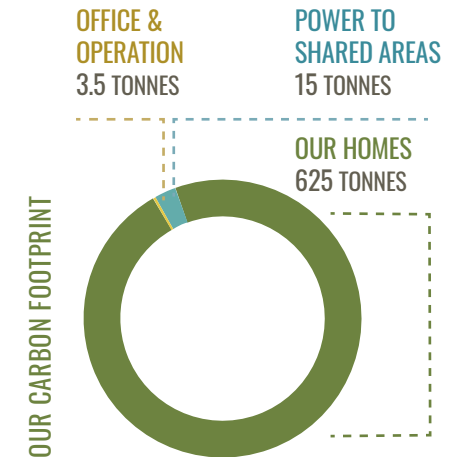
We signpost tenants to agencies that can meet a particular need. We also work with the **resident support scheme** at Islington Council which provides temporary help with urgent living costs. This has helped 10 residents secure furniture or complete applications for discretionary housing benefit.

Tenants needing energy advice are referred to the council's **Shine** hub. We also **check tenants' benefits** to ensure they are getting the correct money and support them to make benefit claims.

We subscribe to **Life & Progress**, a tenant support and wellbeing service which offers 24/7 phone and online assistance to all our tenants. Its offer covers practical and financial information, including debt counselling. It also offers telephone counselling with issues like addiction, bereavement, child and eldercare, mental health, wellbeing and everyday living.

During the pandemic, we kept in touch with all of our older or vulnerable residents, also carrying out **daily calls** to check on their welfare during the first lockdown. Tenants told us they greatly valued these calls.

We have our own **hardship fund** which in 2021/22 gave out 28 grants totalling £6,400 to residents to help with urgent needs like replacement white goods and outstanding utility bills. We have increased the amount we allocate to our hardship fund for 2022/23 to £17,000.



Cutting the cost to tenants of heating their homes by retrofitting insulation will also make the biggest impact on our carbon footprint



Chris, Janice, Rachel and Fenan sit on our resident panel. Chris and Janice (top row) are also board members and Fenan (bottom right) sits on our audit and risk committee.



Tenants helped organise and manage our Big Jubilee Lunch, held in celebration of the Queen's platinum jubilee this year



ENVIRONMENT



* PLACEMAKING



13 Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.

As a small housing association operating in just a small number of neighbourhoods in one borough, we feel a special responsibility to make sure our homes and estates make a **positive contribution**.

That is how Barnbsury HA began: buying 12 slum houses threatened with demolition on Barnsbury Street. By refurbishing them we saved some of Islington's finest **heritage properties** and, in a rapidly gentrifying part of inner London, kept these homes affordable for people on moderate incomes.

We are proud of our homes and the buildings they are in. Almost all are in **conservation areas** and many of our properties are **listed**. One of our priorities is making sure our tenants are proud to live in a Barnsbury HA home.

On our largest housing estate, Morland Mews, we have a **football pitch** open to and well used by the local community, including neighbouring Thornhill School. The pitch also plays host to our regular **Arsenal FC coaching sessions** in school holidays.

We also have a **park and play area** on the edge of this estate and take great care to keep them tidy and well-presented and welcoming to the local community.

Well-progressed plans for Morland Mews include a **new community centre** which will be used for **coffee mornings, exercise classes** and other local groups.

The beautiful garden at Highbury View, our scheme for older people, is well used by tenants for their **get-togethers**.

We recently joined the community-focused networking group Placeshapers, a move we believe in keeping with our role as 'a placemaker' in Islington.

Our Morland Mews football pitch, pictured top, hosts free football coaching by Arsenal FC professionals in school holidays. And the sunny walled garden at Highbury View is much appreciated by its tenants.

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...operating in just one borough we feel a special responsibility to make sure our homes and estates make a positive contribution

* CLIMATE CHANGE

14 Distribution of EPC ratings of existing homes (those completed before the last financial year)..

We have EPC data for almost 90% of our stock and know 53% of our homes already meet the government target of a C rating. At March 2022 the EPC distribution of our homes was:

7%	EPC B
46%	EPC C
39%	EPC D
7%	EPC E
1%	EPC F

15 Distribution of EPC ratings of new homes (those completed in the last financial year).

We built no new homes in the previous financial year. The last homes completed in 2018 were rated EPC B (SAP 82).

16 Scope 1, Scope 2 and Scope 3 green house gas emissions

We measured our organisational **carbon footprint** in 2020. Our scope 1 emissions were 3.5 tonnes, scope 2 emissions were 15 tonnes and scope 3 emissions were 625 tonnes.

17 What energy efficiency actions has the housing provider undertaken in the last 12 months?

In late 2019, our board agreed to make sustainability a key priority. Since then we have made much progress, making us **one of the leaders in this field** among small housing associations.

Our activities to date include: establishing the **G320 Sustainability Group**

becoming a member of the **National Housing Federation's Sustainability Strategy Group**

collating **baseline data**, with EPCs for almost 90% of our homes

working with specialists Enhabit and SWA (Sarah Wigglesworth Architects) on a **pilot project to retrofit a flat** in Barnsbury Street

undertaking an **analysis of work needed** to bring our stock up to EPC C

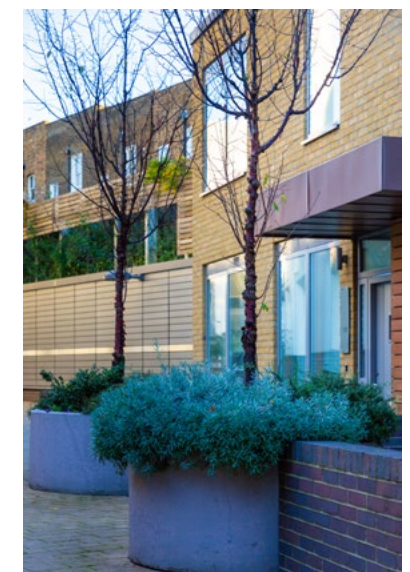
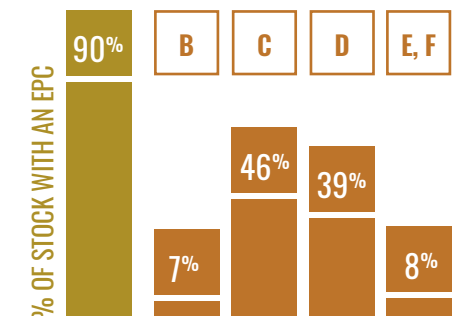
measuring our organisational **carbon footprint**

some **quick wins**, making more energy efficient our own office and empty properties before letting them to new tenants

securing Green Homes Grant funding for energy efficiency work to a number of homes

board approval for our new sustainability strategy in May 2022.

continued over/...



Our best insulated homes are, not surprisingly, those we built in 2018. But EPCs commissioned this year show we urgently need to invest in retrofitting our 'heritage' homes.



In a 2021 survey of our Barnsbury Street tenants, three in four rated their home eight out of 10 or higher. But having a ‘more energy efficient home’ also topped their ‘would like’ list.

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We are working closely with Islington Council’s planning team to explore how the ‘dial’ can be shifted towards energy efficiency to facilitate *sensitive retrofits* to older and listed buildings

17 .../continued from page 9

We have also started a conversation with tenants in Barnsbury Street about *retrofitting measures* and established their priorities.

Working mainly in conservation areas, and with one third of our homes listed buildings, planning is a major constraint. We are working closely with *Islington Council’s planning team* to explore how the ‘dial’ can be shifted towards energy efficiency to facilitate sensitive retrofits to older and listed buildings.

18 How is the housing provider mitigating the following climate risks:

- Increased flood risk
- Increased risk of homes overheating

All of our homes are in Islington, north London, where flood risk is mitigated by the *Thames Barrier*. On new developments we make sure we have *sustainable drainage* to minimise risk from heavy rainfall, as mandated by the London Plan.

As part of our plans for retrofitting, we are looking at the risks of overheating in homes and *designing plans* for each building individually to mitigate this risk.

19 Does the housing provider give residents information about correct ventilation, heating, recycling etc? Please describe how this is done.

When any new tenant moves in our estate services officer gives a *hands-on demonstration* of the home’s heating and ventilation system.

We have also offered tenants *specialist energy advice* through the Green Doctors service.

We have worked closely in the past with a specialist *damp and mould tutor*, who gives tenants a one-hour one-on-one advice session in their home about minimising condensation and mould.

We recently reviewed our damp and mould policy and now proactively approach each case, including *trailing new PIV systems*.

We have in the past year upgraded *recycling facilities* on our largest Morland Mews estate and plan to do more, so that tenants can recycle suitable household waste with minimal inconvenience.

We are also looking in 2022 to operate a Freecycle-style service on this housing estate so *unwanted furniture* of a good quality or good to enough to be upcycled can be claimed by other tenants or even local residents.

* ECOLOGY

20 How is the housing provider increasing green space and promoting biodiversity on or near homes?

Our inner London location means green space is at a premium. We are lucky to have high quality green space on some of our estates, including a *park and football pitch* on Morland Mews and a beautiful *large garden* at Highbury View.

Over the last 12 months we have been working with Islington Council’s park ranger service and have installed *bat boxes* in the mature trees on Morland Mews.

We have also installed a *garden arbour* at Highbury View so tenants there can enjoy the garden whatever the weather.

We are about to apply for funding under Islington Council’s Greener Islington fund to improve an *under-used courtyard garden* at our scheme at Milner Square. Tenants will be involved in clearing and designing the revitalised space.

As part of our Morland Mews garage redevelopment, we are upgrading the *landscaping* and looking to improve biodiversity with *native tree planting and wildlife habitats*.

Our new sustainability strategy includes specific targets for improving biodiversity and we will be drawing up *biodiversity plans* for each of our buildings and estates.

21 Does the housing provider have a strategy to actively manage and reduce all pollutants?

If so, how does the housing provider target and measure performance?

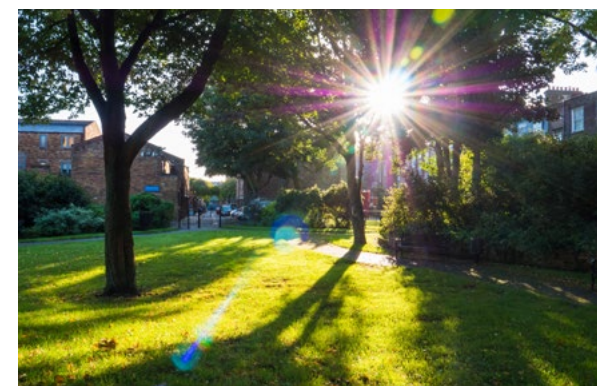
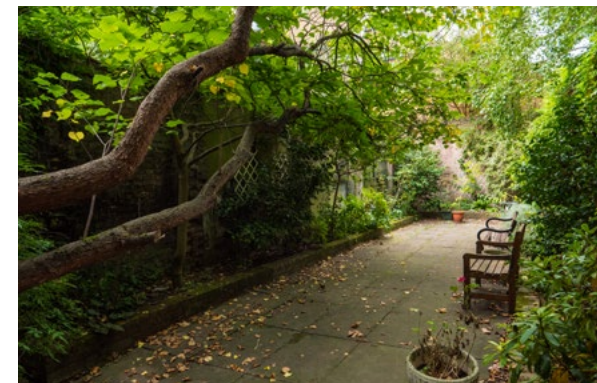
With the exception of proactively managing *damp and mould*, this isn’t an area we are currently managing.

We do have a COSHH policy and make sure our estate staff limit their use of harsh chemicals and pesticides. We will be adopting *eco cleaning products* in 2022/23.

We have an *asbestos policy*, so are carrying out asbestos management surveys on all buildings built before 2000.

Where we find any asbestos that needs to be removed we bring in specialist firms to do this under controlled conditions.

We measure the number of asbestos surveys undertaken as part of our key performance indicators for health and safety.



Above, the under-used courtyard at Milner Square may soon benefit from a council improvement fund and, below, landscaping works will upgrade green spaces on our Morland Mews estate



Eden Grove's living rooms open onto balconies, giving better natural lighting and ventilation and letting tenants enjoy the mature tree that was retained on site

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Our new sustainability strategy includes targets for maintenance materials as well as reducing our use of single-use plastics and paper in our offices

* RESOURCE MANAGEMENT

22 Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building works?

If so, how does the housing provider target and measure performance?

Our new sustainability strategy includes targets for **maintenance materials** (for example FSC-certified timber) as well as reducing use of single-use plastics and paper in our **offices**. On new housing developments we specify that **building materials** should be sourced from sustainable sources.

23 Does the housing provider have a strategy for waste management incorporating building materials?

If so, how does the housing provider target and measure performance?

We plan to develop this as part of our sustainability strategy for 2022 to 2025.

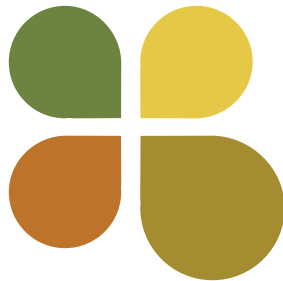
24 Does the housing provider have a strategy for good water management?

If so, how does the housing provider target and measure performance?

We have not, so far, reported on water usage. However our new Barnsbury HA **Homes Standard** makes sure we use low water-use fittings in bathrooms when refurbishing homes. Under our **Green Voids Standard** we fit ‘hippos’ and other water saving devices when upgrading empty properties before they are relet.



GOVERNANCE



* STRUCTURE AND GOVERNANCE

25 Is the housing provider registered with the national regulator of social housing?

Yes, we are registered with the Regulator for Social Housing.

26 What is the most recent regulatory grading/status?

As we have fewer than 1,000 homes we are not graded by the RSH.

27 Which code of governance does the housing provider follow, if any?

Our board adopted the **National Housing Federation’s** 2020 code of governance in April 2021.

28 Is the housing provider not-for-profit?

If not, who is the largest shareholder, what is their % of economic ownership and what % of voting rights do they control?

We are a not-for-profit provider.

29 Explain how the housing provider’s board manages organisational risks.

We have a **risk management framework** detailing how risks are identified, measured and controlled. The leadership team is responsible for the strategic risk register and the top 10 risks are presented to each meeting of the audit and risk committee and our board.

Our risk management framework outlines how risks should be managed and establishes three lines of defence for each risk identified.

Internal auditors were appointed in 2021 to provide the third line of defence - external assurance for our board.

30 Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc) - that resulted in enforcement or other equivalent action?

No, we have not been subject to any adverse regulatory judgements.



Our board meets six times a year at our Cloudesley Street office. The board complies with the National Housing Federation’s 2020 code of governance, adopted in 2021.

* BOARD AND TRUSTEES



The demographic mix of our board and staff accurately reflects both the inner London borough we work in and the wider locality

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At March 2022 our board comprised 20% black or minority ethnic members and 40% female... our board and staff team reflect the demographic mix of the both the local area and wider area we work in

31 What are the demographics of the board? And how does this compare to the demographics of the housing providers' residents, and the area they operate in?

We are proud of the diversity of our board. At March 2022, our board comprised **20% BAME** members and **40% female**, with two black or minority ethnic board members and four women.

Two board members and one committee member are **tenants**, recruited for the value of their lived experience and other relevant skills.

The average tenure of our board members is 4.1 years. Two of our tenant board and one of our committee members are BAME.

We recently completed the National Housing Federation's **equality and diversity toolkit** which compares the composition of our board and staff team with that of the local population. It found our both our board and staff team reflect the demographic of both the local area and the wider area we work in.

32 What % of the board and management team have turned over in the last two years?

Two board members have left over the last 12 months. One had reached the **end of her nine-year term** and the other **moved abroad**. We have **recruited two new board members** to replace them.

We have strengthened our leadership team over the last two years, with the last recruit joining us in 2021. There was no turnover in the leadership team last year.

33 Is there a maximum tenure for a board member? If so, what is it?

Until 2021, our maximum tenure was nine years. We have now adopted the recommendations of the National Housing Federation's **2020 code of governance** so have a maximum tenure of six years, with a one-year extension if there is a good business case.

34 What % of the board are non-executive directors?

0%. We do not have any non-executive members.

35 Number of board members on the Audit Committee with recent and relevant financial experience

One board member, Jonathon Bunt is a qualified accountant and was a local government finance director. He is also an audit and risk committee member. The chair of our audit and risk committee, Aaron Elliott, is a qualified surveyor with development finance experience.

36 Are there any current executives on the remuneration committee?

We do not have any executives on the remuneration committee.

37 Has a succession plan been provided to the board in the last 12 months?

Yes, the board agreed a succession plan in 2021. This set out how we would recruit two new board members in 2021/22, one with **sustainability** experience and the other with **community and engagement** skills. We were successful and two new members joined our board in March 2022.

38 For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

One. Our previous auditor, Grant Thornton, was in post for five years.

39 When was the last independently-run, board-effectiveness review?

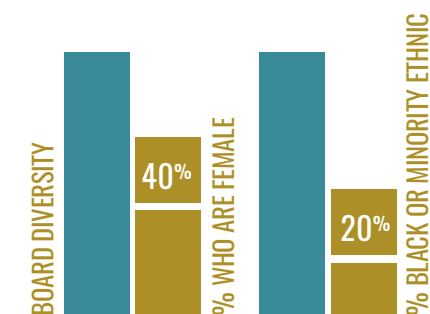
Our last external review was in 2018, with another due to report in June 2022.

40 Are the roles of the chair of the board and CEO held by two different people?

Yes. The chair and chief executive are different roles.

41 How does the housing provider handle conflicts of interest at the board?

We have a **conflicts of interest policy**. Board members are required to declare any interests at the start of each meeting and are excluded from any decisions where conflict might arise. We also hold a **register of interests**, with members required to declare their interests annually.



Two of our board members, Aaron Elliott and Jonathon Bunt, bring their financial expertise to our audit and risk committee



* STRUCTURE AND GOVERNANCE



All of our staff team are paid more than the London Living Wage. The ratio of the chief executive's pay to that of the lowest paid employee is 3.1:1.

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Our gender pay gap is 120% [which] means the median salary for women is 20% higher than the median salary for men. This reflects the balance of sexes on our leadership team which has three women, including the chief executive and two directors, and one man

42 Does the housing provider pay the Real Living Wage?

Yes, we have signed up to be a London Living Wage employer and all of our team are paid at a **higher rate** than the London Living Wage.

43 What is the gender pay gap?

The gender pay gap measures the difference in hourly pay between male and female members of staff. We are a small team of 13 staff - seven women and six men.

Our gender pay gap for 2022 - the first time we have measured this - is 120%, which means the **median salary for women is 20% higher** than the median salary for men. This reflects the balance of sexes on our leadership team which has three women, including the chief executive and two directors, and one man.

44 What is the CEO-worker pay ratio?

The ratio of the chief executive's salary to the lowest paid employee is **3.1:1**.

45 How does the housing provider support the physical and mental health of their staff?

The health and wellbeing of our team is important to us. We have a **wellbeing policy** and have enhanced our **agile working policy** as we find new ways to work efficiently after the pandemic.

We offer our team a **free 24-hour confidential employee assistance programme** as part of our wellbeing offer.

46 Average number of sick days taken per employee.

As a small organisation, long term absence by one team member can skew our sickness absence figures considerably. During 2021/22 we had one employee on long term sick, giving an average of 15 days. However, excluding them from our figures brings our **average number of sick days down to 1.6 days**.

* SUPPLY CHAIN

47 How is social value creation considered when procuring goods and services?

Our modest size limits our social value impact from procurement. We do, however, have a strong track record of using small- and medium-sized enterprises (SMEs) for all of our **maintenance work** and have strong and enduring relationships with our **key contractors**, all of them being small businesses.

We are forging stronger links with **local specialist suppliers**, for example local window specialists who are skilled in repairing windows in heritage properties.

We will be looking to develop our approach to **local procurement** as part of our sustainability strategy. We will be letting a building contract later in 2022 for our garage conversions and will build **social value measures** into that, including use of local labour.

48 How is environmental impact considered when procuring goods and services?

Our 2022/25 **sustainability strategy** addresses, for the first time, how we will consider environmental factors when procuring goods and services.

We will be developing procurement guidelines for our team later in 2022 which will include specifying **FSC-certified timber, low water use fittings, limiting single use plastics**, etc.

We work with a number of small, locally-based SMEs for much of our repairs and stock investment work and will be working with them to build sustainability into their **supply chains**.



We have a good working relationship with window specialists skilled in repairing the windows in our heritage properties.

Barnsbury Housing Association is registered as a charitable association and governed by a board of volunteers supported by two committees.

Registered with the Financial Conduct Authority (FCA): 18135R

Registered with the Regulator for Social Housing (RFSH) L2518

photos by Charlie Round-Turner • report designed and edited by Lisa Thompson

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