

Summary of the BHA Board Meeting December 6 2018

1. The board discussed the **meet and greets** that had taken place of the last couple of months, where they had visited most of BHA's estates to get some feedback from residents. Several board members commented that they had found the visits useful as a way to meet residents and see some BHA homes and also that residents seemed to welcome the opportunity to give feedback directly to a board member. It was noted that the quality of homes that BHA offer are generally in good condition and much of the feedback was positive but there are some issues around repairs and maintenance that can be improved upon. It was agreed that it would be worthwhile to carry this exercise out again in 2019 in a slightly different format of "block meetings".
2. Susan French, presented the **Chief Executive's report** which covered updates on:
 - the appointment of consultants to manage the **Chair succession**, in view of the current Chair's upcoming retirement in 2019.
 - A **staff awayday** was held earlier that day to look at working practices of the organisation. This has tackled some quite contentious issues and clarified things around the services and expectations BHA set, yet there had been a strong degree of consensus amongst the team. It was reported that the team has a long action plan following the day which it will work through during 2019.
3. The board were informed of the latest **Health and Safety audit** carried out recently and the action plan that had emerged from this. It was agreed that this is a very important issue for BHA and the board and senior managers will ensure the action plan is implemented so that a strong health and safety culture is in place at BHA. The board agreed to adopt the action plan and attend a training session on Health and Safety in order to ensure they are aware of the most important aspects of Health and Safety in relation to BHA. There will also be a revised health and safety policy in view of this action plan.
4. The board heard an update on actions of the **income collection process review** which BHA will be tightening up on its process for collecting rent and dealing with rent arrears. So far BHA is now updating rent accounts quicker and more frequently. Working hours will also been amended, allowing the Housing Manager to follow up on arrears cases in the evening when more residents may be available to discuss their rent account.
5. The ongoing **Older Person's Services review** has been moving forward with several older residents now being supported by the Specialist Housing Officer, who is also carrying out property inspections in relation to older residents' needs. There is also more support being offered around minor repairs and adaptations to properties. It was agreed that an accessibility audit of BHA's estates will be carried out in 2019/20 to indicate how accessible they are for older residents.
6. The Board noted **performance** indicators. These indicators are currently being reviewed to include improved points on health and safety and arrears tracking in future in order to give the board the best overview.

7. Our **current development projects** were discussed. The Board noted that the Eden Grove development was set for a formal handover from the contractors before Christmas and looked forward to welcome new residents to BHA. It was noted that if there are any further delays in handover then it may be too close to Christmas to move residents in.

The Board were updated on the garage conversions, which are currently in the planning process, and were informed that Islington Council had noted some concerns around certain aspects of the application. It was agreed to withdraw the application and re-submit plans which meet Islington Council's concerns.