

Summary of the BHA Board Meeting 10th December 2020

1. BHA have appointed **Take Stock Exchange** to carry out a project in engaging with residents. Their first piece of work will be to hold a workshop with the **Resident Panel**. This will be followed by further workshops with BHA residents and will help put residents' views at the heart of a **new vision for BHA** and the community.
2. Susan French, presented the **Chief Executive's report** which covered updates on:
 - The new **Social Housing White Paper** which centres around resident involvement.
 - The board agreed that the implications and importance of this should be a priority for next year and will discuss resident involvement at the next meeting.
 - BHA is currently consulting with **Barnsbury Street** residents on the planned refurbishment works next year
 - The first meeting of the **Morland Mews garages steering group** was held in November and got to a positive start with residents. Minutes are published online and at 60 Morland Mews.
 - BHA are continuing to look to improve accessibility and the facilities at **Highbury View**.
3. The board were updated on the **Operations and Health & Safety**. The board were informed that tenant **arrears have continued to increase** and staff continue to concentrate on supporting residents during a difficult period. Residents are encouraged to get in touch as early as possible so BHA can help.
4. BHA have **let 6 homes and had 1 mutual exchange** during this quarter. Contractors have managed to reduce the time a property is empty before it is re-let to a new resident too. BHA has also implemented a new **gutter cleaning** service for all BHA homes.
5. The board were updated on the **fire safety works** at **Highbury View**. The board will soon receive an audit of BHA's fire safety to consider.
6. The board approved updated **policies** on: Rent setting, Dress Code, Personal Safety, Wellbeing, Recruitment, Alcohol & Drugs misuse and Agile working.
7. The board also made special mention to Housing Manager, **Felicity Singh**, who is due to leave the organisation after 16 years' service. The board thanks her for her commitment to residents and service to BHA over the years and wish her best for the future.