

Summary of the BHA Board Meeting May 16 2019

1. The board received an update on the **new chair's recruitment process**, with interviews set to be held attended by staff and the Tenants' Association, which will feed into the final decision in the next couple of weeks.
2. Following Patrick Lynch's resignation from the Board on March 4, it was agreed that BHA should look to appoint up to 2 **resident board members** reasonably soon. Appointments would be made on the basis of skill and competencies and an external consultant would be asked to carry this out on behalf of BHA. Resident board members would also be offered ongoing training and support in order to ensure they feel confident in what they are being asked to do. Recruitment will take place over the summer period with an aim to have the new board members in place for the AGM in September.
3. It was agreed that due to the absence of 3 board members, the discussion over **board member remuneration** should be postponed until the next meeting.
4. Susan French, presented the **Chief Executive's report** which covered updates on:
 - The **new Housing Assistant**, Priscilla, that is due to start the new role on 10th June, who will assist in housing management and repairs service.
 - The first results of the **Resident Satisfaction Survey**, which had just been received – the board were encouraged by the initial results and will look into them in more detail ahead of the next meeting and discuss the key areas for improvement and begin to form an action plan.
 - The **resident panel's** first meeting had been positive with the next meeting set to be held in June.
5. The Board discuss the new approach outlined for **Tenant Involvement** and agreed that the PACT (Power, Accountability, Connection & Trust) was a good model to focus on and build trust and connection between BHA and residents.

The board also felt that BHA has to “tell our story” better about why BHA exists and what BHA wants to achieve. It was agreed that this would be a good topic to engage with residents to help develop these ideas further.

6. The Board then agreed to **write off some outstanding debts** amounting to £5,773 of some complex cases outlined in a report that detailed that BHA will realistically never collect.
7. The board were updated on the **Operations and Health & Safety**. The board were encouraged to hear about progress and that we remain on track with the action plan to improve health and safety across the organisation.
8. The board then heard an update on **Performance Review**. Arrears have reduced slowly and one annual gas service had been missed by 2 days. The board stressed that it takes the safety of residents extremely seriously and complicated cases should be highlighted further in advance to avoid missing deadlines. The board enquired on the level of analysis on repairs cases and the number being carried out per property. The board was informed that the recording of repairs will improve with the increased staff resource. This will also improve the monitoring of key areas such as gas safety.
9. The board then heard a **Development Update**. The proposal to develop the garages was set to be resubmitted over the next month or so, having been revised following feedback. The board agreed that potential partners in developing new homes should be approached, such as the council, other Housing Associations in the borough and possibly small charities. The board also agreed that any options to use BHA land more effectively would also be considered.