

Summary of the BHA Board Meeting September 20 2018

1. Martyn Waring welcomed Radojka Miljevic who would be observing the first part of the meeting and talking through the recent board appraisal carried out by Campbell Tickell.
2. Susan French, presented the **Chief Executive's report** which covered updates on:
 - the **Social Housing Green Paper** which was recently published by the government which focuses on service quality and listening to the views of residents.
 - Considering the "**Barnsbury offer**" to residents that sets out the service standards and community offer that BHA provides. This would be a 'two-way street' with tenants' rights and responsibilities clearly set out.
 - the ongoing **Health & Safety Audit** throughout BHA's estates which will
3. The Board heard about the upcoming review of the **income collection process** which BHA will be tightening up on its process for collecting rent and dealing with rent arrears. Members of the board volunteered to be involved in this process and BHA will also seek some resident views during the review.
4. The Board were informed that BHA were planning to increase our visibility and engagement by staff and board members spending time at each estate getting feedback from residents. These would take place during Autumn and would take the form of door-knocking and completing questionnaires. Residents will be advised of these events and encouraged to take part.
5. The external **board appraisal** carried out over summer was presented. It found that BHA had a good story to tell on governance with newly appointed board members providing new ways of thinking and creative challenges which allowed the board to govern effectively. It was agreed that the board would look to attend more informal events with staff and residents in order to stay engaged.
6. The board approved the draft **Value for Money Strategy** and targets. The board also discussed the draft **corporate strategy** that sets out the vision for the organisation. This, along with the draft **operations plan**, will be discussed and shared with staff and residents before being finalised.
7. Our **current development projects** were discussed. The Board noted that the Eden Grove development was close to completion and looked forward to holding an opening event in the autumn.

The Board also noted that the garage conversions are currently in the planning process and were advised that the scheme had received a number of objections. There has yet to be a response from planners and the board are awaiting a date for Planning Committee where it is likely that the planning consultants will present the scheme.
8. The Board noted **performance** which will soon be updated to include a range of indicators on health and safety in future in order to give the board the best overview. It was agreed that there will also be improved indicators for arrears so they can be easily tracked.