

Summary of the BHA Board Meeting held on Thursday November 28 2024

Board: Sean McLaughlin (Chair), Micah Gold, Jonathan Bunt, Janice Walsh, Kenny Johnson, Ben Kelly, Katri Wilson, Annabel Gray

Staff: Susan French (CEO), Cheryl Whittle (Housing & Communities Director), Lynsey van Aswegen (Finance Director), Michael Bunker (Asset Manager)

1. The Board looked at the key risks that BHA face, as they do at each meeting. The main risks we face include ensuring we have enough resources to keep our homes in good condition, the costs of adapting to meet net zero, cyber security and health & safety.
2. Cheryl updated the Board on customer engagement, including the renamed Resident Voice. We will be looking for more residents to join the Resident Voice as well as one further resident board member.
3. The Board passed on their thanks to Nicky Anderson, having noted the many positive comments about her from residents.
4. The Board heard about the legal case on the townhouse garages. The outcome was positive for BHA but they noted the considerable cost of defending the case.
5. They heard that a new stock condition survey would be carried out early in 2025 to help us plan for future investment and that an audit of health and safety was underway, aiming to check how well we are managing building safety compliance.
6. BHA have been trying to recruit a board member with housing finance experience for some time, to chair Audit Committee. We have been advised by the recruitment company that we are unlikely to be able to attract good candidates as we do not pay board members. Almost all other housing associations now pay – BHA is one of handful that still do not pay. The Board carefully considered the arguments for and against paying and agreed that BHA would pay the Chair and the Chair of Audit Committee, given the responsibility these roles carry and the time commitment.
7. The Board spent some time looking at how BHA is performing on customer service and repairs. They discussed how targets are set and how we make sure we are setting challenging but achievable targets in line with how other housing associations are doing on the Tenant Satisfaction Measures. BHA is performing well compared to many others and want to aim to be in the top 25%. The Board agreed to look at a specific area of performance at each meeting, such as disrepair and complaints and to make sure that we update residents on how we are doing on a more regular basis.
8. The Board approved policies including the Safeguarding Policy.
9. They noted that the costs of the Morland Mews garage redevelopment scheme are still to be finalised and that it is hoped that a start could be made by Spring 2025.
10. Finally, the Board agreed that rents would go up by 2.7% in April 2025, in accordance with government guidelines.
11. The next Board meeting is on March 20.