



Summary of Resident Panel meeting held on December 09 2020 via Zoom

Residents Present: Liam, Dot, Janice, Chris, James, Fenan

Staff/Board: Susan French (SF), Vivienne Astall (VA) Nancy Korman (Board member) (NK), Dean McGlynn (DMc)

1. Welcome and Introductions

Apologies were received from Steve and Logan.

2. Minutes of last meeting

SF provided an update on the planned works on Barnsbury Street to improve the energy efficiency of the homes there and refurbish areas too. Residents there will receive a newsletter and survey in the coming days with more information and asking for residents' views.

DM updated residents on the works to improve refuse & recycling on the Morland Mews estate. The works have been delayed due to the second lockdown and will instead take place early in 2021.

3. Digital Inclusion

DM updated the panel on offering more digital services to BHA residents. This has encountered some delays due to the second lockdown but work to acquire specifications and quotes will continue in the new year and will be discussed by the panel then.

4. Take Stock Exchange

The project looks at how BHA can include residents in decisions, engage effectively with residents and listen to residents' views. Take Stock Exchange held a workshop with the panel to understand the area, the people and what it's like to be a BHA resident.

Take Stock Exchange will hold further sessions with groups of residents, staff and board member to understand more about them and the organisation and how BHA can have a vision and values in line with residents.

The panel felt it was a useful discussion and will look forward to receiving more information from Take Stock Exchange as the project develops.

5. **Storage and Parking Lettings**

VA discussed the draft Storage and Parking Lettings policy to make the process of renting storage and parking spaces from BHA fairer and more transparent.

Residents felt that BHA may need to look at how rent accounts are recorded between weekly and monthly accounts to ensure that any figures on storage and parking spaces are accurate before BHA start the arrears procedure to take the storage and parking space back.

The panel felt that now that BHA are considering this they should give those renting storage and parking spaces adequate notice of BHA's new approach in the newsletter.

The panel felt that outside space should not be considered when deciding on which residents should be a priority for being allocated storage or a parking space.

The panel felt that residents should be able to arrange payment plan for existing debts on storage and parking spaces. Any debts should be resolved within a certain number of months or BHA will take it back.

6. **Any other business**

At the next meeting the panel will discuss:

- the next stages of the Take Stock Exchange project
- A policy for Resident Improvements to BHA homes
- BHA's opening hours
- Together with Tenants and the Social Housing White Paper

The next meeting will be held in February.

Minutes are published on BHA's website:

<https://barnsbury.org/get-involved/resident-panel/>

For information on the panel please contact Dean McGlynn (dean@barnsbury.org)