



Summary of Resident Panel meeting held on February 10 2022 at Cloudesley Street

Residents Present: Janice Walsh, Liam O’Dowd, Rachel Addison-Kettle

Staff/Board: Susan French (SF) Patrick Penny-Annang (PPA), Vivienne Astall (VA)

1. Welcome, introductions and apologies

Apologies were received from Chris Bell. Rachel was welcomed to her first Resident Panel meeting.

2. Minutes of last meeting

The minutes were agreed to be an accurate record of the previous meeting held on 18th November 2021.

3. Resident update from VA

VA updated the panel on Estate Services and recent improvements such as the Milner Square gate. BHA have completed a cycle of Estate Walkabouts and conducted estate services surveys at Barnsbury Street, Beech Tree Close & Barnsbury Park.

VA informed the panel that communal hallways will be decorated at Belitha Villas and Beech Tree Close. Janice asked about ivy at Beech Tree Close

VA responded it’s on tree surgeon list of works to do. Liam suggested getting a resident involved in landscaping in the area.

SF added BHA has a running log keeping track of actions picked up on walkabouts.

BHA are also focusing on reducing Damp & Mould in homes and discussing how BHA can help residents with this issue.

VA updated the panel on other improvements. The Estate Services officer, Marius meets new tenants and gives them a tour of the home.

Chelsey has nearly completed training in repairs diagnostics to improve knowledge and ask the right questions when tenants report repairs. VA also informed the panel on the new Homecare visit initiative, visiting residents to check their homes and wellbeing.

Rachel suggested using a Fire Brigade home safety video. Liam asked for clarification on compartmentation surveys.

SF will ask Michael to share how the findings will be used.

4. Summary of changes to the Older Persons Decorating Assistance policy

VA presented the policy and highlighted the amendments. The policy is focused on supporting low-income households. VA asked the panel if it should be opened more widely to other residents over-75?.

The panel agreed to sticking to low-income and monitor demand before opening it to other residents.

VA highlighted the policy previously mentioned residents should move furniture before decorating but this has been removed.

Rachel suggested Help on your Doorstep could be promoted widely to residents, they offer a low-cost service for handyperson works and minor repairs.

PPA to promote Help on your Door step in newsletters, email newsletters and noticeboards

SF added BHA previously discussed offering support to elderly residents to complete minor home improvements but this needs to be properly considered so it's fair to everyone.

5. Update on Resident Engagement & Activities

PPA updated the panel on Panto trip - 98 tickets were distributed to residents. BHA focus is on returning to activities and resident events. PPA highlighted Sadler's Wells free ticket giveaway was initially promoted by email. Future giveaways will be promoted widely in noticeboards and emails, as well as raffle system to reach more residents.

BHA joined London Zoo Community Access scheme, the scheme will deliver free tickets focusing on households on low income, older people and people with additional needs/disabilities.

Take Stock Exchange project, the resident views have been created into a podcast and will be distributed online and CD. This will be released later in March.

7. Queen Jubilee Street Party

PPA will be asking for volunteers for the Jubilee Street party. PPA asked if BHA should provide food vouchers for free food for residents on the day. Panel agreed it could be considered.

Janice suggested music through the ages, a quiz and crown-making for the kids.

8. Support for residents dealing with rising living costs and Hardship

PPA highlighted BHA's focus on increasing awareness of the Hardship Fund and support.

PPA to promote Hardship Fund poster in noticeboards, newsletters, emails.

VA added residents traditionally don't contact BHA to asking for advice or support and BHA are working towards changing that.

9. Rent increase letter and service charge guide – comments on letter and service user guide.

Rachel suggested highlighting the support available in the letter. The panel agreed it is important support available is made clear to residents.

10. Harassment & Hate Crime policy.

VA presented a summary of the new policy, initially part of Anti-Social Behaviour policy. The policy puts an emphasis on Hate crime and Mate crime incidents. BHA will undertake risk assessment to ensure the response is tailored to the resident.

Rachel asked what happens when the resident doesn't have the mental capacity to understand what is happening is a crime? VA advised BHA can override when it is for resident benefit.

11. Other issues from residents

Janice advised Rowena Champion has funding for green improvements in her constituency.

PPA to contact Rowena Champion.

12. At the next meeting the panel will discuss

- Garage redevelopment update

The next resident panel meeting will be held on 21st April

Minutes are published on BHA's website:

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