



Summary of Resident Panel meeting held on November 18 2021 at Cloudesley Street

Residents Present: Liam, Janice

Staff/Board: Patrick Penny-Annang (PPA), Yung-Yung Lee (YYL)

- 1. Welcome, introductions and apologies**
Apologies were received from Fenan and Steve.
- 2. Minutes of last meeting**
Discussed and minutes approved.
- 3. Items from previous meeting**
Take Stock Exchange
PPA updated the panel on Tack Stock Exchange engagement project.

For discussion

4. Resident Engagement Plan 2022-2024

PPA presented a draft of BHA's Resident engagement plan, PPA highlighted BHA focus to increase visibility to resident's and bring back usual activities and events post-lockdown. PPA mentioned future Sadler's Wells group trips.

Liam suggested group trips to 'The Snowman' at Peacock theatre for Christmas next year would be a good addition. PPA agreed and would add this to next year trips.

Regarding September Fun day Liam thought BHA should take inventory of fun day suppliers so we know who to contact and create an Event Health & Safety plan to respond effectively to any incidents. PPA noted this and answered having a contingency plan is important for any event.

Janice asked do we currently know who are still isolating, PPA answered not sure but we will do wider wellbeing checks. Janice suggested a buddy system for isolated residents.

Liam advised people living in isolation are not always aware of how damaging it is to their health.

PPA added loneliness and insolation is a focus for BHA and can be difficult to support isolated residents, especially if they are not looking for any support. PPA added where possible we have supported isolated residents not interested in social activities by providing financial support.

For information

5. Improving how we provide financial support to residents

PPA updated the panel on partnership with Family Fund Business Services, the new service fills a gap in supporting residents in financial hardship. BHA are now able to provide Energy & Food vouchers to residents from January 2022. It also improves distribution of the Hardship Fund, BHA can provide essential white goods/furniture quicker.

Liam added it's not only that residents are not aware of the Hardship fund but also some may not be clear on criteria.

Janice wondered if BHA could be clearer on eligibility and what support is available. PPA advised this would be included in the upcoming newsletter.

Liam suggested the newsletter is too mixed up with stories and BHA service. Sometimes key information can get lost in newsletter. It could be clearer in having separate sections for BHA service and resident related articles.

Janice mentioned it's important the fund supports residents with laptops and with Christmas coming it will be difficult time financially for some residents.

PPA mentioned we have recently delivered a laptop to a resident. In December BHA will contact residents receiving Universal credit promoting financial support available. We will also promote the new service through newsletter and posters around the schemes.

Janice mentioned we should be cautious on offering cash, PPA answered vouchers will be the main method in providing support. Voucher usage can be tracked.

Janice suggested to make it clear BHA can check how the voucher is used to deter voucher being misused.

Consultation on Policies

6. Service charge policy

YY updated the panel on Service charge policy being drawn up, YY mentioned service charge policy is common for Housing Associations and this policy was missed at BHA. YY added it is important to be transparent to residents on charges.

Liam asked if it's possible to show average service charge at nearby Housing Associations, it's important for residents to know what is included in the service charge because some residents are not clear on what they are paying for.

YY answered BHA will provide a breakdown on what is being paid for, and it will go out for the annual rent review.

YY mentioned Liam feedback on benchmarking with similar Housing Associations and providing residents with average service charge was useful

Other Business

7. Other issues from residents

- Liam mentioned due to unscheduled work that took place he is without a phone line, SKY digging at children park at Morland Mews. Other residents may be affected. PPA added BHA were unaware of any works and Sky should have asked permission doing any work at the playground.

8. At the next meeting the panel will discuss

- Hate Crime policy

The next resident panel meeting will be held on February 10th.

Minutes are published on BHA's website:

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