



Meeting minutes for the BHA Resident Panel

Date: 5th October 2023

Held at: Colebrooke Place & via Teams

Residents Present: Janice and Chris

Staff Present: Cheryl Whittle and Patrick Penny- Annang

Chair: Nancy Korman

Apologies: Susan French, (BHA) and Rachel (resident)

1. Welcome and introductions.

1.1. All were welcomed to the meeting.

2. Minutes of the last meeting

2.1. The minutes were agreed to be an accurate record of the previous meeting held on June 29th, 2023.

3. Debrief on the Annual Fun Day

3.1. PPA sought feedback on the Fun Day. Janice and Chris agreed it was a great event and well attended.

3.2. NK and Janice asked about attendance from schemes nearby.

3.3. Janice suggested getting residents together to knock on doors in neighbouring schemes to boost attendance.

3.4. Chris raised a concern about residents with mobility issues and whether this hindered resident attending. PPA replied for past events like the Platinum Jubilee, BHA arranged taxis and Wheelchair accessible taxi to ensure residents can join from Highbury View scheme.

3.5. CW highlighted the accessibility of Lofting Road pitch. PPA mentioned it was a very hot day so this may have reduced attendance from older residents.

3.6. CW asked the panel about other stalls and events such as table-top sale considering cost of living and other bespoke ideas for next year's funday. Janice endorsed the idea and highlighted it has been done in the past and could potentially encourage "upcycling"/ waste reduction. Janice suggested BHA TRA could be involved.

4. BHA TRA

- 4.1. CW emphasised BHA TRA have difficulties filling the vacant BHA TRA chair and engaging new members, especially younger residents.
- 4.2. PPA added at the Fun Day young resident volunteered and set up a table for hair braiding. Last year a young resident baker baked sweet treats for residents' events.

5. Growing vegetables and fruits for residents

- 5.1. CW mentioned an idea of BHA growing vegetables and fruits project to help residents with food costs and putting it into grounds maintenance contract for them to help with growing.
- 5.2. NK stressed the importance of resident involvement, PPA added the potential for 'green-fingered' residents to be involved and must consult with residents to gauge interest.
- 5.3. Janice commended the success of similar local garden projects as examples of community-driven improvements.

6. BHA signage at Colebrooke Place.

- 6.1. Janice inquired about signage at the new office.
- 6.2. CW answered signage on door entry pad has been fixed and she is currently looking at installing a BHA sign so it's visible to visitors.

7. Resident Panel preferences

- 7.1. CW sought input on panel references, considering meeting day and time.
- 7.2. Janice suggested a later start time to accommodate working resident panel members and
- 7.3. Janice also proposed holding meetings at 60 Morland Mews to encourage resident participation in the panel.
- 7.4. NK pointed out that holding meetings at the office is ideal as it's a neutral place for residents and could encourage residents from other schemes to join.
- 7.5. Chris recommended organising drop-ins at various schemes to gather resident input.
- 7.6. CW & PPA agreed to trial start time of 18:30 for future meetings.**

8. Discussion repair process

- 8.1. CW introduced the new Repair booklet, set to be distributed with the Autumn newsletter. It clarifies BHA and tenant repair responsibilities to emphasise transparency.
- 8.2. Janice asked questions about specific repairs, like replacing tap washers for older residents and whether they are expected to handle them.
- 8.3. PPA clarified that BHA has policies in place to handle small repairs for older residents, even if it is seen as a tenant responsibility.
- 8.4. Janice inquired whether BHA could provide recommendations for contractors.
- 8.5. CW explained for legal reasons BHA refrains from endorsing specific contractors.
- 8.6. Chris shared he has had positive experiences with repairs and acknowledges potential variations in contractor timescales.
- 8.7. PPA added while residents generally find responsive repairs satisfactory, longer repairs/planned works tend to garner more complaints.
- 8.8. Janice shared a recent experience with damp and mould works, emphasising the need for clearer communication and outlining next steps for planned works.
- 8.9. Janice proposed that BHA provide residents with detailed outlines, including timeframes and expectations for planned works to ensure residents are well-informed and avoid residents being in the dark even if BHA are working on it behind the scenes.

9. End of life policy

- 9.1. CW presented the changes to End-of-life policy.
- 9.2. Janice suggested placing a designated box in communal areas for redirecting post when a resident passes away.
- 9.3. CW asked the panel for feedback so the policy can be finalised and sent to the next board meeting.

PPA will email the panel and ask for feedback on the updated End of Life policy.

10. Topics for next meeting

- 10.1. CW to present a KPI dashboard showcasing how BHA measures success.
- 10.2. Discussion on Tenant Satisfaction Measure survey results
- 10.3. Update on Garage redevelopment

The next resident panel 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 Patrick Penny-Annang (patrick@barnsbury.org)