



## Summary of Resident Panel meeting held on October 22 2020 via Zoom

**Residents Present:** Liam, Dot, Logan, Janice, Chris, James

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

### 1. **Welcome and Introductions**

Apologies were received from Steve.

### 2. **Matters Arising**

The panel heard that BHA had made progress on a new regular guttering clearance service and were looking to carry these works during November.

### 3. **Digital Inclusion Project**

DM discussed a proposed project on digital inclusion for BHA residents. DM provided the panel with details on BHA's current demographics and approaches BHA could take to digital inclusion.

The panel were happy for DM to look into costs for providing communal Wi-Fi within blocks and VA to source tablets to be given to residents that need them by forming partnerships with other organisations.

### 4. **BHA Annual report + Newsletter**

DM was looking for feedback on BHA's latest newsletter and last year's annual report, ahead of these year's report.

The panel was happy with the overall structure and content of the annual report and calendar. They suggested that future newsletters should include resident good news stories, such as exam results and family news.

### 5. **BHA + Sustainability**

The panel heard BHA's approach to making BHA's homes more sustainable. The panel heard that BHA plans to make adaptations over the next number of years to buildings

to insulate homes more and make them more energy efficient to also save residents money on energy bills whilst also reducing their carbon emissions.

The panel heard that this approach would begin with the planned refurbishment works at Barnsbury Street and that BHA planned to start regular communications on these works to residents there soon.

6. **Anti-Social Behaviour (ASB) Policy Review**

VA updated the panel on a review of BHA's ASB policy and procedures. VA informed the panel that there will be a short survey of residents that have made complaints of the last 2 years for feedback on how BHA can improve the process. The panel will then review the policy as a result of the feedback. Chris volunteered to be involved in this.

7. **Storage Arrears Policy**

The panel heard an update on the arrears figures on sheds, garages and parking spaces and provided feedback on how BHA should approach

The panel supported BHA taking a stricter stance on sheds, garages and parking space arrears but also asked for the policy and procedure for letting them to also be reviewed to ensure it is fair.

8. **Any other business**

The panel requested an update on the refuse and recycling plans for Morland Mews. DM informed them that the planning application had been delayed and would provide a more detailed update to the Morland Mews Tenants & Residents Association.

**The next meeting will be held in December.**

**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](mailto:dean@barnsbury.org))**