



Meeting minutes for the BHA Resident's Voice meeting

Date: 26th June 2025 at 6:30pm

Held at: 60 Morland Mews & via Teams

Residents Present: Janice Walsh (JW), Rachel Adelson-Kettle (RA) (left at 7:30pm)

Resident's observing: Lisa Ellis (LE), Sila Trevor (ST), Franck Maze (FM), Olive Chipp (OC)

Staff Present: Cheryl Whittle (CW), and Chelsey Simner (CS)

Chair: Nancy Korman (NK)

Apologies:

Apologies were given from Kaaren Morris.

1. Welcome and introductions.

All were welcomed to the meeting.

Introductions were given to the new members of the group, and the purpose of the group was clarified.

2. Minutes of the last meeting.

NK suggested having an action plan template in place of traditional minutes. CS will draft one for approval.

The minutes were recapped and agreed to be an accurate record of the previous meeting held on February 27th, 2025.

3. Team Restructure

CW explained the changes within the organisation and resulting restructure.

3.1. Two posts were deleted (Property Assistant Manager and Asset Manager)

3.2. Two new posts were created (Repairs Co-Ordinator and Head of Contracts and Compliance)

3.3. Lorraine Sindrey and Michael Bunker chose to take redundancy.

3.4. Introduced Sheka Bangura as the temporary Repairs Co-Ordinator.

3.5. Recruitment announced for the Head of Contracts with interviews on July 14th.

3.6. Streamlined phone system were announced with separation for contractors, day-to-day repairs, and tenancy matters.

4. Good Neighbourhood Policy

CW explained that the Board asked for 'tenant friendly' version of the policy, which was handed out to the group for comments. Once agreed, it will be uploaded to the website and sent to tenants. NK thought the message of the booklet was missed within too much detail. A discussion took place around the differences between anti-social behaviour (ASB) and being a good neighbour. CW clarified the intent of the booklet and explained the differences between the two.

5. Resident Engagement Strategy

CW presented the 'tenant friendly' version of the strategy. The premise of the strategy was explained to the group. RA raised that LBI have a youth panel and recruit younger members to engage and offered to ask colleagues about how they handle recruitment. LE suggested providing incentives and opportunities for younger people to encourage engagement, e.g. a reference on their CV. CW asked for comments ASAP.

6. Discussion of any other resident concerns

6.1. Football pitch use by non-residents

JW raised the issue of the pitch being used without payment by non-residents. Signage for private property will be placed on the pitch. LE suggested a lock with a key/pin given to residents so only they have access. NK believes it should be handled by the BHA office. Netting is being installed around one property to stop balls from the pitch entering the garden.

6.2. Landscapes

JW is unhappy with the work Landscapes complete and the noise they make. CW explained the contract is going out to tender in October.

7. Topics for the next meeting.

7.1. Green Grants for community spaces

7.2. Upcoming September Funday

7.3. Football pitch usage

7.4. Resident Engagement Strategy comments

7.5. Responsibility of communal utilities and cables.

8. Any other business

NK asked for new members thoughts on the group structure and the meeting. FM noted it was well set up. LE said it was well defined with global issues being the priority and not individuals.

**The next resident panel meeting will be held on September 4th, 2025, at
6:30pm at 60 Morland Mews**

Minutes are published on BHA's website:

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

For information on the group please contact Chelsea Simner (Chelsea@barnsbury.org)