



**Meeting minutes for the BHA Resident's Voice meeting**  
**Date: 13<sup>th</sup> November 2025**  
**Held at: 60 Morland Mews & via Teams**

**Residents Present:** Janice Walsh (JW), Lisa Ellis (LE), Rachel Adelson-Kettle (RA), Franck Maze (FM)

**Staff Present:** Rikki Burt (RB), Susan French (SF), Chelsey Simner (CS)

**Chair:** Nancy Korman (arrived at 7:03pm)

**Apologies:** Sila Trevor

**1. Welcome and introductions.**

- 1.1. All were welcomed to the meeting.
- 1.2. SF introduced RB as the new Head of Contracts and Compliance.
- 1.3. The group introduced themselves to RB.

**2. Minutes of the last meeting.**

- 2.1. JW asked for clarification on item 3 that was deferred. CS explained it was due to ST being absent.
- 2.2. The minutes were agreed to be an accurate record of the previous meeting held on September 11th, 2025.

**3. Group membership and scheme representatives.**

- 3.1. SF presented the draft Terms of Reference. Changes include:
  - 3.1.1. The name of the group changed from "Resident Panel" to "Resident Voice"
  - 3.1.2. The addition of training and networking opportunities for members, for example to join the Board.
  - 3.1.3. SF advised that the group had originally been set up to try to ensure that residents from across BHA schemes could join, that it attracted a wide range of voices and that

it was not dominated by individual estates or buildings. To ensure this is the case, it was agreed that a maximum of two residents from each scheme can be on the group at any one time. A new member from the same scheme can join a waiting list and join the group when a current member from that scheme steps down.

- 3.1.4. The procedure for joining the group was explained by CS. JW raised concerns that the information available regarding joining wasn't readily available for all tenants. CS proposed a poster/leaflet explaining the procedure to be displayed in noticeboards. SF suggested that an article would be included in the newsletter about the role of the Resident Voice.

#### **4. Action Planner update**

- 4.1.1. CS gave an update from Asif regarding plans to put together a tree pruning programme. A new tree surgeon has been sourced and a joint visit with Islington Council is upcoming. (*Planner item 1*)
- 4.1.2. SF confirmed the gutter clearance programme is being reinstated. (*Planner item 3*)
- 4.1.3. The football pitch closure was discussed. JW raised concerns over children being able to access the pitch. SF explained the exercise was to gain some control over the usage and users of the pitch and is the first step in the process. (*Planner item 2*)
- 4.1.4. SF gave an update on the retrofit programme.
- 4.2. RB spoke about communal cable responsibility being with grounds maintenance. The group voiced concerns over the current contractor's competence. (*Planner item 4*)

#### **5. Arrears Letters**

- 5.1. SF explained that the Board requested research into other organisations and how they tackle arrears.
- 5.2. SF and AM met with three HAs with low arrears and showed the group examples of their arrears letters. SF asked for feedback on the design and what elements could be used.
- 5.3. RA liked the use of a warning system to make the letter stand out. She suggested limiting the stages to 1-3.
- 5.4. RA proposed clear dates for responses on the letters instead of "one week".
- 5.5. JW suggested including instructions on the letters for each letter to prevent it being escalated to the next stage. This way, expectations are clear for residents.
- 5.6. It was agreed that the full set of reviewed arrears letters be presented to the next meeting for comment.

#### **6. Christmas Planning**

- 6.1. The office will be closed from midday December 24<sup>th</sup> and reopen at 9:30am January 2<sup>nd</sup>, 2026.
- 6.2. Emergency lines will be available.

## **7. Discussion of any other resident concerns**

- 7.1. LE raised the issue of no responses when emailing [repairs@barnsbury.org](mailto:repairs@barnsbury.org). SF will investigate the cause.
- 7.2. LE asked for clarification on new job roles and responsibilities within BHA. SF will include a structure breakdown in the next newsletter.
- 7.3. LE raised problems with the overhanging trees near Liverpool Road and the leaf debris damaging the guttering and drains. This will be made an action planner point for update next time.
- 7.4. The issue of a pest control problem in Liverpool Road was raised by LE. SF will get clarification on the pest control policy in place.
- 7.5. LE asked for clarification on the owner of the joint roof between 170 and 172 Liverpool Road. SF explained the roof at 172 is not a BHA owned roof.
- 7.6. FM and RA flagged issues with the Estate Walkabout timing excluding people that work during the day. SF suggested it could be moved to lunchtime.
- 7.7. LE expressed concerns over electric bikes being left in blocks that are damaging the paint work on the walls. She suggested a notice on the door forbidding bikes from being allowed in the communal space. This will be added as an Action Planner item.

## **8. Topics for the next meeting.**

- 8.1. Rent increases for 2025/26.
- 8.2. Rent arrears letters.

**The next resident panel meeting will be held TBC at 60 Morland Mews**

Minutes are published on BHA's website:

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

For information on the panel please contact Chelsea Simner ([Chelsea@barnsbury.org](mailto:Chelsea@barnsbury.org))