



Meeting minutes for the BHA Resident Panel
Date: 15th February 2024
Held at: Colebrooke Place & via Teams

Residents Present: Janice (JW) and Rachel (RA)

Staff Present: Cheryl Whittle (CW) and Chelsea Simner (CS)

Chair: Nancy Korman (NK)

Apologies: None

1. Welcome and introductions.

1.1. All were welcomed to the meeting. CS was introduced to those present and her new role in engagement regarding the panel. CW explained how Patrick's role had been split up since leaving the organisation and the new Housing Officer role.

2. Minutes of the last meeting.

- 2.1. The minutes were agreed to be an accurate record of the previous meeting held on October 5th, 2023, with the following clarifications:
- 2.2. Item 3.6 - JW asked the plans for the new Fun Day (31st August). CW explained the current plans, involving residents and local businesses.
- 2.3. Item 4 - CW explained the Morland Mews TRA chair has resigned. The Highbury TRA is working well. NK suggested talking to other HA's about how their TRA's operate.
- 2.4. Item 6.1 - Signage for the office (Colebrooke) is nearly complete.
- 2.5. The End of Life policy has been approved by Board.
- 2.6. JW suggested hosting a panel at Morland Mews to show residents how the panel works.

3. Review and Approval of Building Safety Leaflet

- 3.1. CW handed paper copies of the leaflet out with instructions to return any comments by Wednesday 21st February. NK questioned the language used, (“Barnsbury” should be “BHA”), CW will make sure Lisa is aware.

4. Tenant Satisfaction Measures & KPI Performance

Tenant Satisfaction survey

- 4.1. CW explained the TSM’s have not gone to Board and are the same as the previous panel. The next panel will include agreed actions and responses from the tenant satisfaction survey.

Key Performance Indicators

- 4.2. At the last panel meeting, members asked for the for KPI’s to be made a standing agenda item. Quarter two KPI’s were handed out to the panel and explained. RA asked how the figures are impacted by the same complaint made twice at different times, CW explained the stages of complaints and that stage 2 complaints should not impact the figures.
- 4.3. CW explained items within the KPI’s and how these were recorded.
- 4.4. Islington Council are discussing the “good neighbour” agreement and CW hopes to adopt that for BHA.
- 4.5. JW suggested a local councillor should give a talk on the estate and put forward a name, CW will make contact to explore.
- 4.6. Discussion was had on the arrears.
- 4.7. Q3 KPI’s will be presented at the April meeting.

5. Resident Engagement Moving Forward – Gathering ideas & Planning ahead.

- 5.1. JW suggested a “BHA Cookbook” where residents can contribute recipes. CS will communicate this to Lisa (designer) for the next newsletter.
- 5.2. A discussion was had on about ideas around resident involvement. CW explained long-term plans for engagement will be exploring smaller pockets of engagement and putting together an engagement and communications strategy.
- 5.3. NK enquired about the associations financial position compared to 18 months ago. CW explained the causes of the diminished funds came from many years of subsidised service charges, major repairs (excluding the retrofit), damp and mould works, the recent introduction of the building safety regulations and the new requirements for providers.

- 5.4. JW asked if the kitchen and bathroom program would be impacted. CW confirmed they will be going ahead as planned unless anything major comes up during the year.
- 5.5. RA suggested a survey to see the skill sets of residents and how they could contribute to future engagement opportunities. NK stressed the importance of reminding residents of opportunities.

6. Discussion of any other resident concerns

- 6.1. RA raised the demand on residents to be home for certain appointments (e.g. boiler checks) are not always possible for those with prior commitments (e.g. work), also that communication in the repairs department needs improvement.
- 6.2. JW suggested a more flexible timeframe going forward. CW agreed that communication can be improved, however it is also the resident's responsibility to also be available.

7. Topics for the next meeting.

- 7.1. Tenant Satisfaction Measures
- 7.2. The KPI's for Q3.
- 7.3. Planning for the Fun Day in August.
- 7.4. Any policies to be agreed.
- 7.5. Asking via the newsletter for subjects' tenants would like to be discussed.

8. Any other business

Service Charges and rents for 2025-26.

- 8.1. CW explained the rent and service charge increases and due to the significant increases, these will be capped for 2025-26. CW asked for feedback on service charge statements that are going out to tenants. NK raised that the way the figures are set out is confusing and will cause distress and confusion to some tenants. CW explained that the covering letter explains the figures to residents but agreed the presentation needs to be clearer.
- 8.2. RA stressed the importance of residents knowing their monthly charges, so the figures do not cause concern.
- 8.3. NK agrees that residents should know how BHA have subsidised charges over the years.

The next resident panel meeting will be held April 25th, 2024.

Minutes are published on BHA's website:

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

For information on the panel please contact Chelsea Simer (Chelsea@barnsbury.org)