

SPRING 2019



# NEWS OF THE MEWS



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NEWSLETTER** Page 1

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**THANKS & GOOD LUCK JEAN**  
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# Hello and welcome to our Spring 2019 newsletter!



Welcome to the latest edition of BHA's newsletter.

There's plenty to report on with Jean's retirement, the search for a new Chair and resident Board Members. There's also

the chance to rename our newsletter and win £25!

However there was also some sad news of the passing of our Honorary President, Julie Kettle, last month. BHA are sending our thoughts and best wishes to her family at this difficult time.

Susan French, Chief Executive Officer

## COMPETITION! RENAME OUR NEWSLETTER

Following feedback from residents during our meet and greet events about the newsletter reflecting all of our estates and schemes, BHA are changing the name of our newsletter and need help from you!

We are taking suggestions for the name of the newsletter. If you have a good idea, contact Dean ([dean@barnsbury.org](mailto:dean@barnsbury.org)).

The winner will also be awarded £25 in vouchers for a store of their choice.

News of the Mews will still feature as a special section of our newsletter dedicated to the latest news from the Morland Mews estate. If any tenants would like to contribute to the newsletter please get in touch.

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## Resident Panel

At the end of last year, Barnsbury HA staff and Board Members did a series of meet and greets with tenants. One issue that emerged from this was that it was felt by the majority of residents they spoke with that they would like to be more involved in shaping BHA's policies and services.

So BHA have set up a resident panel that can scrutinise BHA's policies and provide us with resident feedback on the services we provide. This group will be made up of residents representing BHA's various schemes and estates.



# Julie Kettle 1942 - 2019

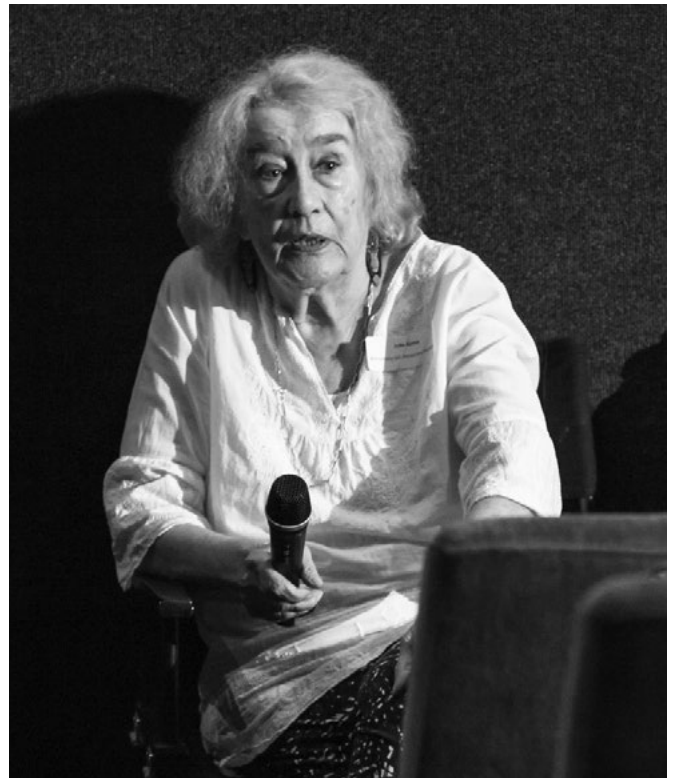
**Barnsbury HA were saddened to learn that our Honorary President, Julie Kettle, passed away last month aged 77.**

Julie was BHA's very first full-time Housing Manager and was integral in welcoming residents to their new homes, which even included allocating our very own Jean & Richard Bull their first BHA home!

"Without people like Julie, BHA would have gotten off to a poor start. Our primary objective was to help people in need. Managing this once building was complete became the priority and Julie did this well." David Baker, BHA's first Chairman.

"On behalf of the Board of Barnsbury Housing Association, I want to express our deep sadness at the news of Julie's passing and to pay tribute to the very full and positive contribution she has made as a prominent member of the BHA community since the very early days of our existence. She has served us loyally as a member of staff, a prominent voice on behalf of residents, tenant Board member and, latterly, as our Honorary Life President.

To all these roles, Julie brought a high degree of energy, commitment to the Association, good humour and a strong sense of fairness in dealing with resident issues.



We shall miss Julie's presence on the estate, while at the same time looking back and greatly valuing her special contribution to the BHA legacy." Martyn Waring, BHA Chair.

BHA were delighted that Julie was able to attend our 50th Anniversary celebrations last year at the Screen on the Green (pictured above) and take part in a Q&A session, answering questions and telling stories about the early days of BHA.

## Thank You, Jean!

Jean Bull, our Finance Manager, retired at the end of March after 38 years' service.

A mainstay of BHA's team, Jean was taken out to Fredericks on her last day to thank her for her dedicated commitment to BHA and our residents over so many years.

Jean even received her own special edition of News of the Mews to mark the occasion!

**The BHA team wish Jean all the very best in her retirement.**



# SERVICE MATTERS



## Meet the Team: Graham - Specialist Housing Officer

### How long have you worked for BHA?

10 years at Highbury View (with Crown/Crown Simmons) and a year and a half at Barnsbury!

### Describe your role in 3 words:

Different every day.

### What is your proudest achievement?

Graduating and being the first in my family to go to university.

### Where's your favourite place in the world?

Goa, India, followed closely by Liverpool.

### If could only eat one meal for the rest of your life, what would it be?

Full English.

### Lastly, what's the best thing about working for BHA?

The Barnsbury family. I feel a part of the family - not just with the staff but the residents as well.

## Is Your Home Safe?

Graham, our Specialist Housing Officer, carries out property inspections for our older residents that require more help, support or adaptations to enable them to live safely in their home.

**If you or a member of your family could benefit from a visit please contact Graham Vine at [graham@barnsbury.org](mailto:graham@barnsbury.org) or 020 7704 2324.**



## Resident Key Returns

Following a review of our procedures and advice around best practice from our insurers, Barnsbury Housing Association no longer hold spare copies of keys for residents.

As BHA no longer retain a set of keys to your property, we strongly recommend that residents give a spare set of keys to a family member, friend or neighbour in case of emergencies.

We also recommend that you inform BHA of who holds a spare key so we can also access your home in an emergency. If you would like a key holder information form to complete and send back to us please let us know.

## Residents Satisfaction Survey



Over the last couple of months BHA carried out a STAR survey for residents to give us their thoughts and feedback. This survey has now finished.

We received responses from 50% of our residents and would like to thank those residents for taking the time to give us their feedback.

The results will be published in our next newsletter as BHA start to plan how we can improve things based on any feedback we've received.



# MAINTENANCE MATTERS



## Dickie's Tips - Blocked drains

Richard Bull, our senior caretaker, has worked for Barnsbury HA for over 40 years. In that time, he's picked up a thing or two that can help everyone carry out small jobs in their home.



## Unblocking a sink:

All you need to do this is a cloth or sponge and a plunger.

**Step 1:** Wet the cloth or sponge and use it to plug the waste pipe above the plug. This will stop water and air escaping.

**Step 2:** Place the plunger over the drain and give it a few plunges.

**Step 3:** If anything comes up from the drain, clear it and test the drain by running the tap.

**Step 4:** Still blocked? Try plunging again until there's nothing coming up.

**If you can't manage the problem and call for a caretaker or contractor visit, please advise those attending or report at the time of the call-out if you have used any domestic or commercial chemical product. Some of these materials can burn when the pipework is opened or during rodding and can put our staff at risk of injury.**



## Reporting Faults with TV Aerials

BHA is responsible for maintaining communal aerials and when there are faults, we will work with our contractors to put them right. We usually require several reports from a block in order to call out a contractor, so when reporting TV aerial issues to BHA please also encourage your neighbours to report them as well.

Where our contractors cannot find a fault with an aerial, or the fault lies with the resident's TV or service (such as Sky or BT) the resident may then be liable to pay the call our charge along with the cost of any extra works the contractor has carried out. This is a minimum of £75 + VAT.



## TORTS Notices

Recent checks of communal areas have shown that several blocks and estates have resident's possessions left in communal areas that may be unsafe or pose a risk to people in an emergency.

BHA take the safety of others very seriously and will look to be stricter around items left in communal areas. If we believe your item(s) are a potential risk we will issue the item with a TORTS notice asking for it to be removed within seven days. If it is not removed within this time, then BHA will remove the item ourselves.

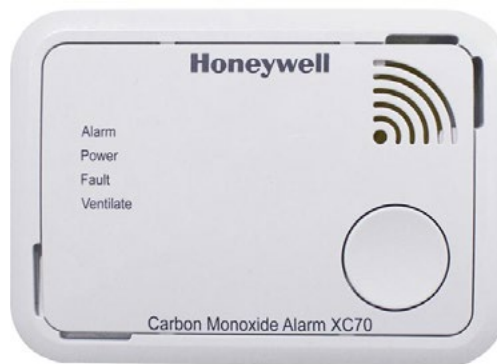
**Please keep landings and communal areas clear of objects and clutter. As well as this being a fire risk in itself, it also blocks communal stairs and fire exits.**



## Fire Notices

Our caretakers have been busy updating fire notices in our blocks and communal areas over the last few weeks. These will now give up-to-date information on assembly points and what to do in the event of a fire in your block. Residents should take the time to familiarise themselves with the updated information if there should be a fire in your block.

**If you notice a sign that has not been updated or is missing, please contact us and let us know**



## Carbon Monoxide Alarms

Carbon Monoxide (CO) alarms are fitted in all of our homes as a safety measure and should not be removed.

Alarms are checked during your annual gas safety check. If during this check it is discovered that you have disposed of your CO alarm BHA will replace it and charge you for the cost of this.

If your CO alarm sounds then please:

- Open windows and doors immediately
- Don't switch on lights, smoke or strike a match
- Call the gas emergency line on 0800 111 999.

**Batteries for replacement smoke alarms and CO alarms are available from BHA. Please contact us if you require one.**



## Treating Pests

BHA receive a number of regular calls from residents requesting us to deal with mice or other pests. This is not treated as an emergency as BHA would expect residents to reasonably try to manage the problem before contacting us.

If residents would like BHA to assist in filling or covering holes then this can be carried out by our caretakers before a visit from pest control can be arranged.

**BHA take precautions to bait estate drains and bin store cupboards at least 1-2 times a year to prevent mice or other pests being an issue. If you have any concerns about this please get in touch.**



# COMMUNITY MATTERS



## New Homes for Morland Mews

**Last year BHA submitted plans to build seven new homes on the Morland Mews estate, along with other works and improvements. Following feedback from Islington Council it was decided to withdraw the application to make some changes and then resubmit an application in Spring 2019.**

BHA have now made several changes to the plans and will soon be resubmitting the application following feedback from the Tenants' Association and local councillors.

If you have any questions or concerns about this development please contact Dean ([dean@barnsbury.org](mailto:dean@barnsbury.org)). To view more information about this development please visit [Barnsbury.org/development](http://Barnsbury.org/development).

## Morland Mews Refuse & Recycling

BHA have received reports of refuse and recycling being left on the estate well before collection days.

Recycling is collected from Morland Mews on Tuesday mornings only.

Recycling should not be left out any earlier than the night before a collection, as this can attract vermin and is a potential health and safety risk to residents.

**BHA will take action against any residents found to be dumping their rubbish on the Morland Mews estate.**



## Southend Trip BHA Tenants and Residents Association are organising this year's trip to Southend.

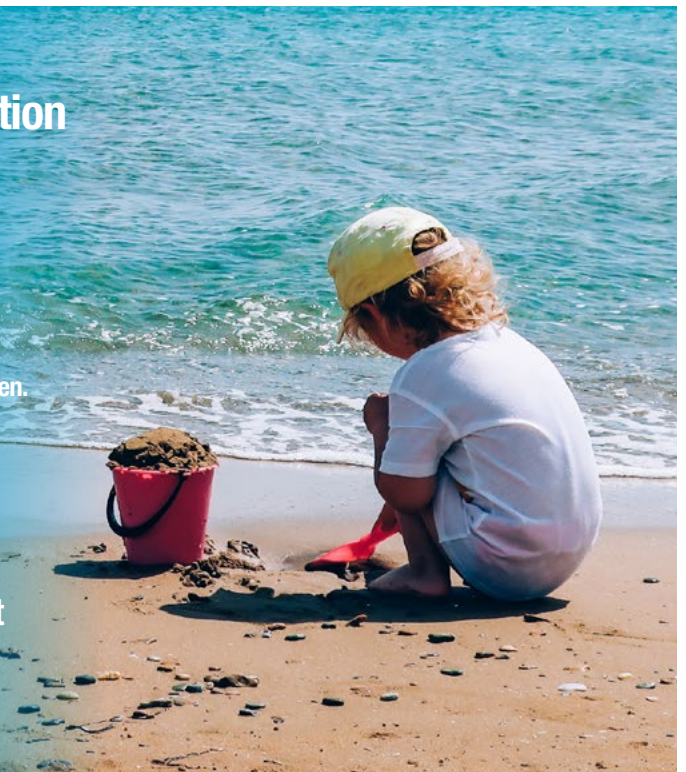
Places are limited and available first-come first-served.

This trip is free to all tenants, residents, children and grandchildren.

Non-residents are charged £5 per head (payable on booking).

The closing date for bookings is 28th June 2019.

If you wish to book your place you can contact Allison (1 Morland Mews) or Joe (56 Morland Mews). You can also contact the BHA TRA on [TA4BHA@gmail.com](mailto:TA4BHA@gmail.com) or their Facebook page.







# Tenant & Resident Association

Email: [TA4BHA@gmail.com](mailto:TA4BHA@gmail.com)

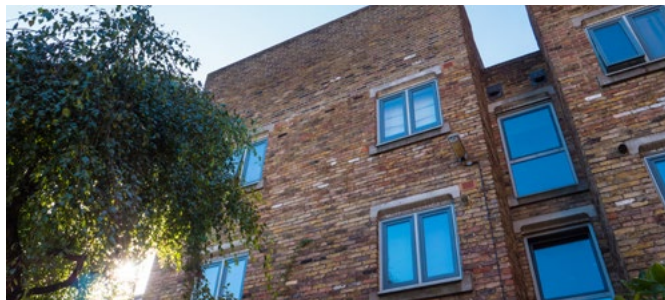


## Highbury View

Highbury View Residents Association also held its AGM last month and elected the following people to office:

<b>Chair</b>	<b>Dot Gibson</b>
<b>Vice Chair</b>	<b>Joe Hagland</b>
<b>Secretary</b>	<b>Bronwen Handyside</b>
<b>Treasurer</b>	<b>Rita Ashman</b>

If you would like to find out more about Highbury View and the Residents' Association then please contact Graham ([graham@barnsbury.org](mailto:graham@barnsbury.org)).



## Morland Mews

BHA's Tenant & Resident Association recently held its annual AGM and elected the following people:

<b>Chair</b>	<b>Liam O'Dowd</b>
<b>Vice Chair</b>	<b>Joe Spikesley</b>
<b>Secretary</b>	<b>Robin Don</b>
<b>Treasurer</b>	<b>Alison Avis</b>

Following a vote at their last meeting the TA have also recently changed their name to the BHA Tenant & Resident Association.



## BHA Recruit for New Chair

Our current Chair, Martyn Waring, who has been involved with BHA for 20 years now, reaches the end of his term as chair in September.

We are now recruiting for Martyn's replacement, which the staff and the Tenants' Association having the opportunity to meet the shortlisted candidates before a final decision is taken.

We look forward to introducing the successful candidate to residents in the near future.



## Seeking Resident Board Members

BHA are seeking to recruit up to two residents to join our board.

Over the summer we will be looking for residents to help oversee the work BHA do, provide the board with a resident's perspective at meetings and help us continue to improve our services.

If you are interested, you will find a leaflet with more information on the role and how to apply enclosed in this newsletter.

If you would like to find out more information then please don't hesitate to get in touch.



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