



Summary of Resident Panel meeting held on April 21 2022 at Cloudesley Street and Teams

Residents Present: Liam, Chris, Rachel

Staff/Board: Susan French (SF) Patrick Penny-Annang (PPA), Vivienne Astall (VA)

1. Welcome, introductions and apologies

Apologies were received from Janice.

2. Minutes of last meeting

The minutes were agreed to be an accurate record of the previous meeting held on 10th February 2022

3. Net-zero update

SF informed the panel of the work BHA has done and discussed the retrofit pilot on Barnsbury Street.

Rachel and Liam asked about the viability of solar panels and if this has been considered by BHA.

SF advised solar panels are no longer a cost-effective solution due to closed government grants.

Chris believed investing in retrofitting benefited BHA and residents in the long run.

4. Garage redevelopment update

PPA updated the panel on recent surveys completed. The garage steering group are due to meet at the end of April.

BHA has recently appointed a landscape architect to design proposals for Morland Mew's top site.

Residents will be asked for their thoughts and ideas on how to improve the site at the Jubilee Big Lunch in June. The findings will be used to shape the designs.

5. Update on Resident Engagement & Activities

PPA updated the panel on upcoming Football coaching for kids, BHA is working with Arsenal in the community to deliver two sessions in May half-term and Autumn half-term.

At present, BHA has distributed 98 tickets for the London zoo, the majority of tickets given to low-income households and disabled residents.

An application was submitted to Islington Council Greener together a scheme, the scheme is part of the council's commitment to make the environment cleaner and greener. If successful, the council will fund and install improvements for residents. BHA consulted with Milner square residents, they have shown interest in improving their communal garden and created an application using their suggestions. Suggestions included: Better seating, dedicated garden space for Kids and new planters/trellis.

6. Queen Jubilee Big Lunch

Liam asked about Health & Safety precautions for catering, specifically the availability of water on the top-site for the caterer to clean his hands. PPA confirmed a mobile sink will be hired for the day.

Chris highlighted BHA should be mindful of the dietary requirements of residents attending.

PPA agreed and confirmed BHA will post signs on the day and the caterer menu will state allergens in the menu.

7. Tenant compensation policy changes.

VA set out potential changes to improve the Tenant compensation policy. The panel were shown examples of how compensation was calculated. Residents believed it should be simplified, using factors such as bedroom capacity and considering the severity of the issue.

8. Other issues from residents

Chris suggested changing the name of the Hardship Fund to make it inclusive. He added the name may stop residents from asking for support because they don't see themselves as a 'hardship case'

PPA agreed this could be an issue and explained some residents didn't apply initially because they assumed they would not fit the Hardship criteria.

BHA agreed this could be considered.

Chris suggested BHA should have a plan for focusing on residents' wellbeing.

VA acknowledged the importance of supporting residents' wellbeing, and mentioned BHA have invested in Tenant wellbeing service with 24-7 support available on the phone and online, this has been promoted in newsletters and noticeboards.

PPA added the focus on events and activities for residents is part of improving residents' wellbeing.

Chris advised residents may be unaware of the Tenant wellbeing service.

The next resident panel meeting will be held in June.

Minutes are published on BHA's website:

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

For information on the panel please contact Patrick Penny-Annang
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