



## **Summary of Resident Panel meeting held on Nov 10<sup>th</sup> 2022 at Cloudesley Street and Teams**

**Residents Present:** Janice, Rachel, Dot, Chris, Helen

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

### **1. Welcome, introductions and apologies**

Apologies were received from Liam.

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

The minutes were agreed to be an accurate record of the previous meeting held on 13<sup>th</sup> July 2022.

### **3. Letter to residents: Cost of living crisis**

PPA introduced the cost-of-living crisis letter, the purpose of the letter is to make sure residents are aware of the support available from BHA and external organisations.

Nancy suggested using a visual format instead of a letter. NK suggested a letter format could alienate some residents.

VA mentioned some residents have options for maximising income such as downsizing, when budgeting issues are identified, residents are signposted to relevant organisations.

SF added BHA had an event where residents were invited to attend and discuss their concerns on Cost of Living & keeping their Homes Warm. 5 residents attended and there was a good discussion.

NK suggested some residents may have issues but are unable to attend or did not feel comfortable attending.

VA added some residents are using their smartphone to access the internet and don't have the internet at home, to help with this BHA are setting up a computer for residents at Highbury View and will promote the computer available at the Morland Mews office.

Rachel added the council provides support with e-learning and that Islington libraries are good spaces to promote.

NK was concerned about how BHA reached residents that will ignore the letter and not engage with us.

Chris suggested “bite-sized money-saving tips” could be featured in upcoming newsletters.

Helen agreed with this and added fewer words would be better.

**PPA agreed to change it from a letter format to a visual format.**

#### **4. Resident Engagement Strategy Objectives 2023-2025**

Patrick presented the Resident Engagement strategy objectives; the focus of the strategy is making sure every resident has the chance to be involved and making engagement accessible to disengaged residents.

NK added it's hard to fault the objectives.

Rachel asked about the term TRA (Tenant Resident Associations)

**PPA answered he will read through the document to ensure there is no jargon so it's easier to read.**

#### **5. Supporting Tenant Resident Associations**

PPA discussed the current state of BHA TRAs, stating they are at volatile stage due to long-running Chair's stepping down.

PPA said BHA will support TRAs to thrive because they are a valuable way to hear from residents.

Dot said it is difficult with the Highbury View TRA because new residents moved in during lockdown and did not get a chance to meet existing residents. The age gap between residents is also a problem.

SF added the chair is an important part of the TRA and their skills will be a big part of making sure the TRA can thrive.

NK said running a successful TRA can be challenging, stating the group will need shared objectives and shared values otherwise it can be very difficult to run.

Janice said it would be difficult to bring residents together in the winter season, instead, BHA should consider event/activity in warmer months that encourages residents to come out to discuss one key focus.

## **6. Consultation on Policies: Tenant support fund policy**

VA updated the panel on changes to the Tenant support policy.

VA added it has been amended considering the cost of living crisis, the fund is intended for one-off emergency support and not intended to “plug the gap” for day-to-day living.

VA said BHA are looking for a balance of making it accessible and fair, adding due to limited funding we ask questions that some residents may feel is intrusive.

This also helps if BHA was audited, we can provide evidence on why we gave a resident a grant.

Islington RSS are stricter with its funding, currently asking for bank statements and this will mean more residents will turn to us.

**VA agreed to change the wording.**

## **7. Other issues from residents**

**Janice and Rachel asked about CCTV placed on Barnsbury Street.**

**The next resident panel meeting will be held in February.**

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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