



**BARNSBURY**  
HOUSING ASSOCIATION

**ANNUAL REPORT  
TO TENANTS  
2017**

# 50 YEARS OF BHA



**1960's**

Barnsbury Street



**1970's**

Milner Square  
Morland Mews  
Gissing Walk  
Lofting Road  
Pugin Court



**1980's**



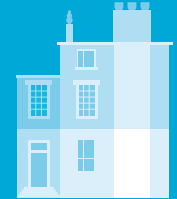
**1990's**

Barnsbury Park  
Beech Tree Close



**2000's**

Upper Street  
Claringbull Court



**2010's**

Liverpool Road  
Belitha Villas  
Caledonian Road  
Highbury View

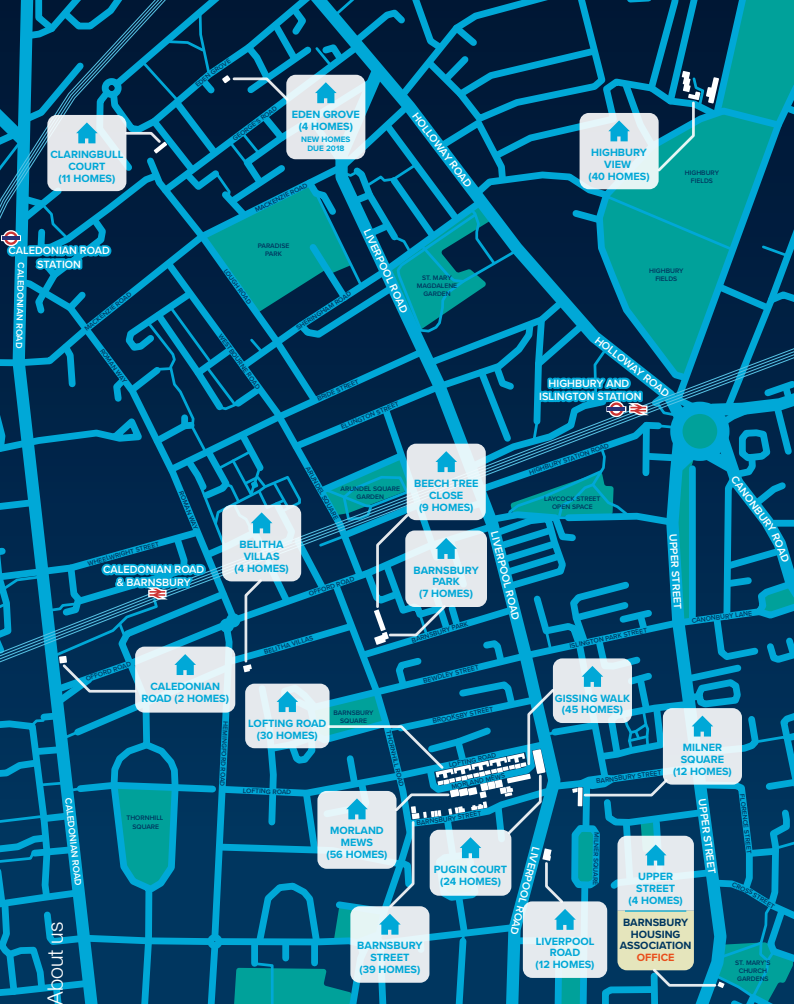


**BARNSBURY**  
HOUSING ASSOCIATION

# DECEMBER 2017



M	T	W	T	F	S	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



# ABOUT US

We are a small neighbourhood-based housing association managing 295 homes in and around the Barnsbury neighbourhood of Islington.

Our mission is to provide quality affordable rented housing and a quality service.

By doing so, we aim to help keep Barnsbury affordable and help our residents thrive. We aim to:

- > be responsive and caring
- > know our residents as individuals
- > help build self-reliance in our community
- > be open (to new ideas, improvement) and accessible
- > be nimble and creative, willing to try new things
- > be a connected and effective partner
- > aim high and punch above our weight.

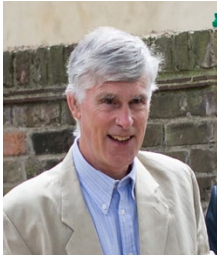
**In early 2018, we will be moving to Cloudesley Street, N1 and look forward to welcoming residents to our new office.**

# JANUARY 2018



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22	23	24	25	26	27	28
29	30	31	1	2	3	4

# CHAIR'S REPORT



2017 was an exciting year for BHA. As well as it being our 50th anniversary, we have taken over the management of 40 properties in Highbury from another landlord. We welcome all the residents of Highbury View to BHA.

Some other highlights of the year include:

- ▶ We have raised our ambitions to develop more new homes, in line with government expectations

- ▶ We carried out improvements to 98 of our homes
- ▶ We continue to run very efficiently and have streamlined our board and committee structure
- ▶ We had an independent review of our community investment programme, so we can make sure we offer valued and relevant community services in the future.

*We wish all of our residents a very Happy Christmas and best wishes for 2018.*

**Martyn Waring, Chair**

## BHA BOARD MEMBERS

BHA is run by a voluntary Board of Management who meet 6 times a year.

Martyn Waring	<b>Chair</b>
Aaron Elliot	<b>Vice Chair</b>
Patrick Lynch	<b>Resident Member</b>

Jonathan Bunt
Stephane Croce
Charles Culling
Fiona Kilminster

Nancy Korman
Karl Phillips
Barbara Sidnell
Julie Kettle Honorary President

# FEBRUARY 2018



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29	30	31	1	2	3	4
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4

# OUR HIGHLIGHTS OF THE YEAR



**£609,000**

Invested  
maintaining  
our homes



**40**

new homes  
taken over at  
Highbury View



**1126**

repairs carried  
out, mostly on  
the same day  
or next day



**11**

new bathrooms

**14**

new kitchens

**28**

new boilers



**100%**

of our homes  
had a valid  
gas certificate



**11**

homes let during  
the year, in an  
average of  
14.7 days

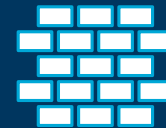


Over **150**  
residents now regularly  
receiving e-newsletters,  
increasing our online  
presence



**53**

reports of anti-social  
behaviour dealt with



started building  
**4**  
new homes



# MARCH 2018

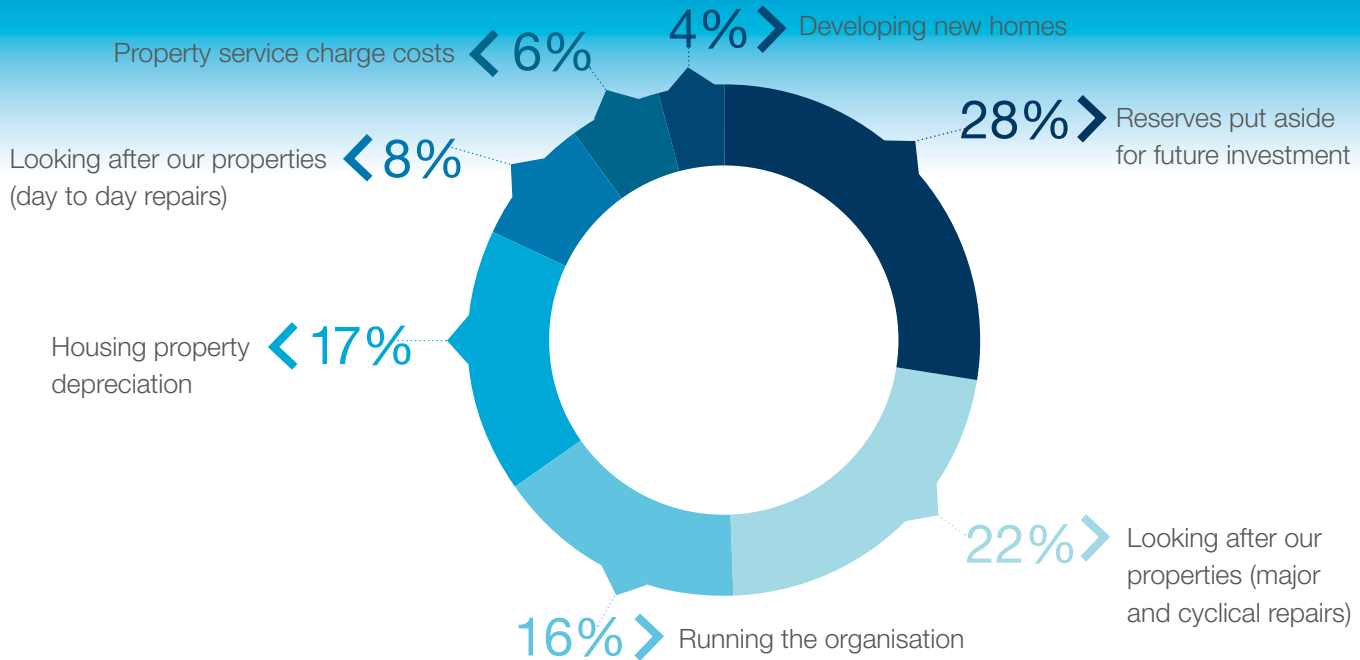


M	T	W	T	F	S	S
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

# HOW WE SPENT YOUR RENT

£2,043,298

WAS OUR TOTAL INCOME FOR THE YEAR



# APRIL 2018



M	T	W	T	F	S	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	14	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

# LOOKING AFTER OUR HOMES

In 2017, we spent £609,000 looking after our homes.

Of this, £452,000 was improvements to our homes, including the second year of a major roof repair programme on our main estate, Morland Mews.



# MAY 2018



M	T	W	T	F	S	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

# DELIVERING VALUE FOR MONEY

Each year we review how efficient we are compared to others. This shows we run BHA in an efficient way that minimises waste. However, compared to similar-sized organisations, we spend twice the average amount maintaining our homes and, overall, our tenants owe more rent compared to others (4.2% compared to 2.6%). We also do more repairs per property than average.

During the year, we have improved our efficiency by:

- ▶ Streamlining our governance, so we have fewer meetings and use less paper
- ▶ Reviewing our community investment, so we can be sure that tenants are receiving services that suit their needs
- ▶ Securing more than £40,000 extra income for residents through our welfare advice service
- ▶ Winning a bid for the transfer of 40 homes from another landlord, helping us to spread our costs.

In 2017/18 we will improve efficiency still further by:

- ▶ Carrying out a building survey so we understand our future stock investment needs better
- ▶ Modernising communications with Board members and residents, using more electronic communications to cut down on paper and postage
- ▶ Exploring how we can make better use of our stock to provide more homes
- ▶ Offering tenants more ways to pay their rent.

You can read our Value for Money self-assessment online at: [www.barnsbury.org](http://www.barnsbury.org)

# JUNE 2018



M	T	W	T	F	S	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

# SUPPORTING OUR TENANTS

**Our aim is to help build a self-reliant and thriving community.**

**Our priorities are to:**

- ▶ combat loneliness and reduce social isolation
- ▶ combat financial exclusion and reduce poverty.

**We run events and activities including:**

- Exercise Classes
- Improving your Digital Skills
- Stop Smoking Clinic
- Coffee mornings
- Football Coaching

Supporting our tenants

We held our popular annual 50th Anniversary Funday in September, with this year's voted the best ever

We run a Bursary Scheme to support residents into employment or education and gave out grants totalling £650 during the year

We provided 140 subsidised tickets for residents and their families to the annual panto trip

We are Food Bank partners, working with the Trussell Trust

St Mungo's helped 33 residents with welfare or money worries, bringing in over £41,000 additional income for residents.





# JULY 2018



M	T	W	T	F	S	S
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

# LETTING OUR HOMES

We work closely with Islington Council to make sure that our homes are let quickly and fairly. This year, we let 11 homes.

- ▶ **Four** were internal transfers, where people need to move to a larger or smaller home
- ▶ **Four** were to people nominated by Islington Council, under Choice-Based Lettings
- ▶ **Three** were to key workers on low incomes working in Islington.

Two more tenants moved through a Mutual Exchange scheme.

We always try to make best use of each empty property by arranging a 'chain' of moves where people need to move to larger or smaller homes, or move to a ground floor property for medical reasons.

We also take the opportunity to upgrade homes when they become vacant, by fitting new kitchens and bathrooms where they are needed. Next year, we plan to review our 'lettings standard' so tenants know what to expect when they move into one of our homes.

If you are interested in a mutual exchange, please visit

[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

For advice and guidance contact

**Felicity Singh**, your Housing Manager



# AUGUST 2018



M	T	W	T	F	S	S
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20	21	22	23	24	25	26
27	28	29	30	31	1	2

# KEEPING OUR HOMES AND ESTATES SAFE

During the year we dealt with 53 reports of anti-social behaviour. The main complaints were about loud music or other noise, or reports of drug or alcohol misuse.

We work in close partnership with Parkguard and the local police to keep our residents safe and our estates crime-free. As well as their regular patrols, Parkguard monitor the football pitch at Morland Mews and also co-operate with BHA staff to provide extra support as and when needed.

We also make good use of CCTV and, in 2017, fined two residents caught illegally dumping rubbish on the estate.

Keeping our homes and estates safe



Islington's Council's bulk rubbish removal service

**020 7527 2000**

Any residents concerned about anti-social behaviour please call the Police on **101** (unless it is an emergency) or Islington's ASB line on

**020 7527 7272**

# SEPTEMBER 2018



M	T	W	T	F	S	S
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17	18	19	20	21	22	23
24	25	26	27	28	29	30



# BUILDING NEW HOMES

The Government and the Mayor of London want to see us build more new homes to help tackle the huge housing shortage in the capital. One of the main challenges for us is how to provide more housing in what is one of the most expensive parts of London.

Buying land on the open market isn't an option for us, so we have to look for other opportunities. This year, we have:

- ▶ Started building four new homes at Eden Grove, N7, with funding from Islington Council and the Greater London Authority – ready in Spring 2018
- ▶ Taken over 40 homes in Highbury from another landlord, allowing them to invest in building new homes in their area of operation
- ▶ Explored how we can use garages on our main estate to provide a number of new homes for affordable rent.

# OCTOBER 2018



M	T	W	T	F	S	S
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# GETTING INVOLVED

We want to make it easy for tenants to get involved in events and services and to give us your views. Look out for ways to get involved in our email newsletters and our regular newsletters. You can also send back the repairs feedback forms to let us know how we've done.



Calling our office on  
**020 7704 2324**



Emailing us at  
**info@barnsbury.org**



Visiting our website  
**www.barnsbury.org**



Post or by visiting us at  
**303b Upper Street,  
London, N1 2TU**

You can also get involved with the Tenants' Association.

The Tenants' Association aims to promote community spirit, support social activities and give residents a voice and discuss any issues that may be affecting them.

The Tenants' Association meets six times a year and all residents are welcome to attend.

For more information please contact  
**bha.tenants.association@gmail.com**



# NOVEMBER 2018



M	T	W	T	F	S	S
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19	20	21	22	23	24	25
26	27	28	29	30	1	2

# CONTACT US

- ▶ You can contact us regarding any housing or maintenance issues on **020 7704 2324**
- ▶ We are open **9.30-5.30** every weekday, though closed for lunch between **1-2pm**
- ▶ If you have any emergency repairs outside those hours that cannot wait, please call **020 7704 7300**
- ▶ You can email us at **[info@barnsbury.org](mailto:info@barnsbury.org)** or visit our website **[www.barnsbury.org](http://www.barnsbury.org)**



# DECEMBER 2018



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**BARNSBURY**  
HOUSING ASSOCIATION

**Barnsbury Housing Association**

303B Upper Street

Islington N1 2TU

**W:** [www.barnsbury.org](http://www.barnsbury.org)

**T:** 020 7704 2324