

Residents' Annual Report 2022



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Penfold residents enjoy garden party with Cllr Taouzzale who drew the raffle tickets

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Notting Hill Genesis residents at various events in 2022



Top left: Art class at a Mildmays scheme. Top right: Ian from the choir at the piano. Bottom left: Grahame Park Black History celebrations. Bottom right: At the Unlocked art show. Cover: Aylesbury estate bricklaying event

Welcome



Residents and NHG staff at a Sutton cost of living support event



Stephen Bitti
Chair of the Resident
Voices Group

Once again, it has been a pleasure working alongside other members of the Resident Voices Group. Residents and staff have continued to engage online, as it provided inclusion of residents from across London, without the need to travel, but where it was deemed suitable, we gradually re-introduced meeting 'face to face'. We have collaborated on a range of resident involvement evidence-based projects that have been identified collectively, but most importantly, all our work continued to be informed by the shared experiences and opinions of residents. This is our second Residents' Annual Report, and it provides a snap-shot update of our participatory process and extensive resident involvement activity across the past year.

All of us should be proud of the impact our voices have made in our journey to improve resident services across all tenures. In partnership with the governance and operational leadership of Notting Hill Genesis, our lived-experiences have influenced the development of a new resident-centric strategy. With this board approved move, the organisation has

committed to putting residents at the heart of all it does. This is an exciting time to be involved in the work of Notting Hill Genesis, and I'm delighted to be part of it with you.

Along with my gratitude to all our involved residents for your contributions to date, I would like to express collective thanks to Kate Davies for everything she has done in support of residents during her time as our chief executive, Kate has been an influential champion for improved housing. I also would like to take this opportunity to collectively welcome Patrick Franco as our new chief executive. We look forward to working closely with Patrick to ensure resident voices continue to support the work of Notting Hill Genesis.

I hope you enjoy reading how residents have made a difference.

Welcome



Artists and residents at the Unlocked Art Show



Ian Ellis
Chair
Notting Hill Genesis Board

I am delighted to introduce our second Residents' Annual Report.

Last year we highlighted our vision and strategy to improve the experience of living in one of our homes, and over the last 12 months the housing association sector as a whole has recognised the need to review its priorities. The Better Social Housing Review published in December, as well as recommending a sector-wide audit of social housing properties in England, essentially called for a change of focus. Its first recommendation was: "Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it."

I am pleased that we had already started work on better understanding our residents' priorities and reshaping our service delivery to improve the quality of our homes and resident satisfaction. As illustrated in this report we have consulted widely to understand what matters most to people living in our homes and have appointed Katie Bond as our chief operating officer to lead the new integrated service delivery operations.

I would like to thank all those individuals who have helped us understand and respond to resident needs and look forward to your ongoing guidance and support through avenues such as the Resident Voices Group.

Ian Ellis

Introduction

The Resident Voices Group (RVG) is led by residents, for residents, with representation from all parts of the resident involvement network and resident members of the governance community, such as resident board members and resident committee members. We work collaboratively with Notting Hill Genesis (NHG) staff, and act as the hub where resident feedback intersects with senior NHG staff and the group board, influencing improvements and the future direction of the services NHG provide their residents.

We regularly review feedback from resident involvement groups and Residents' Associations, as well as feedback from

individual residents through complaints and satisfaction surveys. Our role is to ensure the voice of residents is heard and used to understand and shape the resident experience. We make recommendations to NHG staff to make a difference and improve the services we receive as residents.

NHG is committed to maximising opportunities to listen and respond to a range of resident voices, growing a diverse and resident-centred culture. The RVG is at the heart of the resident involvement network, and we're pleased to be supporting and helping NHG to build on this commitment.

Aylesbury residents enjoying Black history month



Some members of the Resident Voices Group on a visit to Royal Albert Wharf, Newham



RVG Members

RVG members on a visit to Royal Albert Wharf in Newham

Residents

- Stephen Bitti** Chair of the RVG, Group Board member and Operations Committee member
- Arike Oke** Group Board member, Development and Sales Committee member
- Linde Carr** Resident Representative to TPAS
- Sebastian Kola-Bankole** Operations Committee member and Chair of the Resident LGBT+ Group
- Stephen Johnson** Chair of the Kensington and Chelsea Scrutiny Group
- Patti Openibo** Chair of Task & Finish Group 1
- Mary Burke** Chair of Task & Finish Group 2
- Sharon Brooks** Chair of the Rents and Service Charges Forum
- Michael O’Connell** Independent Complaint Reviewers Lead
- Susan Cinik** Chair of the Resident Health & Disability Panel
- Lindy Leonce** Chair of the Resident Oversight & Scrutiny Panel
- Julia Bird** Resident

NHG colleagues

- Katie Bond** Chief Operating Officer
- Lucy Glynn** Deputy Group Director of Customer Experience
- Sue Sargeant** Director of Housing Management
- Ellie Desborough** Assistant Director of Leasehold Services
- Brett Hohls** Director of Repairs
- Suzanne Barrows** Head of Customer Experience and Policy
- Ollie Levy** Resident Involvement Manager
- Sarah Curry** Resident Involvement Project Manager

We also have an independent member

- Martin H Dean** Chair of the Resident Asset Management Scrutiny Group



Changes in NHG's senior leadership

Board away day in October 2022



Kate Davies

Patrick Franco



Since the publication of our first Residents' Annual Report in 2022 there have been some significant changes in NHG's senior leadership and representatives to the RVG. Lucy Glynn has been appointed deputy group director of customer experience and will be focusing on the resident experience, resident satisfaction and NHG culture. Katie Bond has been appointed chief operating officer to oversee the operations directorate which includes housing, leasehold, repairs, commercial properties and the placemaking pilot. Lorraine Gilbert has been appointed to a new post as head of resident engagement, showing NHG's commitment to keep resident voices at the heart of all they do. As residents we welcome these commitments to improving customer service and resident satisfaction, and we look forward to working with new people.

Kate Davies will retire at the end of 2022 and Patrick Franco will be the new chief

executive from the beginning of January 2023. Patrick holds strong social values and has a good understanding of the UK residential market and customer expectations, and high financial and investment literacy. He has held senior roles at Foxtons, Credit Suisse and most recently, Global Heritage Fund, an international non-profit organisation that invests in cultural heritage to advance sustainable economic development and provide emergency response during crises.

Ian Ellis and the recruitment panel, which included Stephen Bitti, chair of the RVG, selected Patrick as "the best able candidate to lead our strong executive team as we work to implement 'Better Together' our new strategic direction." We look forward to working with Patrick to improve resident services.

Together with Tenants

St Martins estate visit by residents and staff

After a recommendation from the RVG, NHG became adopters of the Together with Tenants charter in May 2021.

This is a National Housing Federation initiative which was developed to strengthen relationships between housing associations and residents. By adopting the charter NHG have committed to listen to, value and act upon the voices of residents, while continuing to develop their resident engagement opportunities.

To the right are the 6 commitments of the charter, which you will see referenced throughout this report. These can also be seen in the Better Together strategic direction.



Relationships
Communication
Voice and influence
Accountability
Quality
When things go wrong

- 1. Relationships:** Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.
- 2. Communication:** Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
- 3. Voice and influence:** Housing associations will seek and value the views of residents, and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.
- 4. Accountability:** Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.
- 5. Quality:** Residents can expect their homes to be good quality, well maintained, safe and well managed.
- 6. When things go wrong:** Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

Together with Tenants

Aylesbury estate bricklaying event



Above: residents from the Aylesbury estate celebrating Black History Month. Below: Cookery classes at in the Old Library at Grahame Park



Resident Stephen Johnson is part of the tenant advisory panel that helped establish the charter. He says:

"I warmly applaud the work NHG has done since they signed up to the charter last year.

NHG has positively embraced the aims of the charter designed to strengthen resident voices by including them in decision making and listening to what they have to say in a meaningful way.

As a G15 housing association, NHG has been leading by example to the wider sector and has provided examples of good practice with the National Housing Federation.

In July, Inside Housing magazine published an article that featured an online workshop discussing fire safety and maintenance with several other senior housing association managers from across the country.

I was proud to reference several examples of co-creation and co-production good practice carried out by NHG with their involved residents. Over the next year I hope to be able to develop better awareness and understanding of Together with Tenants amongst other NHG residents and staff"



[Inside housing link here](#)

[see the Inside Housing article with this link](#)

Sustainability

Life skills event for Aylesbury estate

In October, after a series of resident and staff engagement events, NHG published their first ever sustainability strategy.

A summer of severe weather has brought climate change to life for many of us. If global temperatures continue to rise and carbon emissions cannot be reduced our housing stock will not be sustainable. Without the actions in our sustainability strategy, living conditions for residents in the future will be significantly worse.

Sustainability is very important to residents, as evidenced by the incredible response to our sustainability survey in early 2022; we received over 1700 responses to the survey, including 600 detailed comments. 21 residents attended one of more of our sustainability workshops.

Patti Openibo, who attended the workshops said:

"It was great to see that new residents were involved in these workshops; the residents were invited to share their views and priorities with regards to not only their homes and green spaces but how NHG can lead the way.

Our priority now is to ensure that NHG is committed to delivering this sustainability strategy. NHG must lead on it if residents are to buy into this environmental challenge. NHG must also be willing to commit to this financially.

The most important priorities are:

- 1. Energy efficient homes - warm, low carbon and comfortable**
- 2. Restoring and enhancing green spaces for everyone**
- 3. Using available resources efficiently and sustainably**
- 4. Working towards net zero carbon by 2050**

NHG, I think, recognises that this is an important issue for residents and are prepared to listen to our 'voice'. The 'resident voice' is growing and as stakeholders, our views have been taken into consideration."



[Our sustainability strategy](#)

[Follow this link to read our sustainability strategy in full](#)



Quality | Voice and influence | Accountability





Asset management

Singing praises of our choirs during Dementia Action Week

How NHG manage the repairs and planned maintenance of their homes is very important to residents, so the Resident Asset Management Scrutiny Group plays a crucial role in communicating resident priorities to NHG's decision makers.

Their work on the Homes Standards Review has fed into a 40-home pilot project looking to improve the quality of our empty homes to transform the experience of new residents moving in. Seven homes have been completed so far and the initial feedback from those new residents is good. The challenge now is to work out how to finance and roll out this programme to all our empty homes.

When the group was formed in 2019 the resident members requested an independent chair (that is, not a resident or NHG employee) and Martin Dean was elected. Martin says:

"Over the last twelve months we have helped to develop NHG's Homes Standards Review in conjunction with staff. We looked in detail at the range of standards within NHG properties and provided resident views of what was most desirable. More recently our group has provided thoughts and ideas about NHG's Planned Investment Framework. This considered multiple areas of involvement with contractors undertaking planned work for the organisation. Both these areas are important to NHG residents' experience. We worked hard to provide valuable feedback to Asset Management senior staff and a number of colleagues also agreed to sit on a sub-group which would select NHG contractors.

A major piece of work taking place later in the year is to review Compliance within Asset Management. This means reviewing performance in critical areas of Fire Safety, Gas Safety, Electrical Safety (in communal areas), Water Hygiene, Lift Safety (including maintenance visits) and Asbestos Management. All these areas are extremely important in relation to the health and safety of residents.

I believe that the Resident Asset Management Scrutiny Group has played a key role in helping to support NHG develop effective standards within Asset Management"



Voice and influence | Communication | Relationships

Spotlight on complaint handling

Oaklands Rise, Acton

Complaint handling is an important but sensitive part of the relationship between NHG and their residents. Sometimes complaints performance information and customer satisfaction scores don't match with residents' experience of NHG's service, which can be frustrating.

Following a complaints action planning project that was carried out in 2021, better support and training was put in place for operational staff including additional checking of complaint responses. NHG policy and procedure have been updated in line with the housing ombudsman's new code of practice. NHG are now looking at how to improve the stage 2 (complaint review) process, focusing on complaints that have not been successfully resolved during the first interaction. As part of this stage of the process residents can ask for a resident reviewer to look at their complaint as well as an independent manager.

Resident Michael O'Connell leads the resident complaint reviewers' group. He says:

"I'd like to highlight the variety of responses to the process of complaint handling and reviewing by NHG that has emerged from the group meetings, and given us reviewers and NHG complaints support staff much food for thought and action.

We have several priorities for the year ahead including:

- *ensuring NHG implements lessons learned from the complaints they receive*
- *new Housing Ombudsman guidance should be followed, and NHG's self-assessment process should be transparent and effective*
- *complaints handlers must be adequately trained, and the process overseen effectively*
- *improvements to the confidentiality of the complaint review process, especially when using resident reviewers*

It is early days for our group but there has been some influence already in communicating the need for well-presented information about the complaint for resident reviewers and ensuring that residents are better informed about how to complain."



Make a complaint

You can make a complaint via our website with this link



When things go wrong | Communication | Relationships





Spotlight on welcoming new residents into the community

Every Kinda People event

The RVG commissioned this project in recognition that some buildings lacked culture and community, which made it harder for new residents to settle and feel at home in their new homes.

They identified some actions that would help new residents feel more welcome, such as:

- ***reviewing the information provided at the start of tenancies or leases***
- ***encouraging “meet and greets” to enable neighbours to meet each other informally***
- ***more community events to encourage cohesion and socialising***

Lindy Leonce, chair of the oversight and scrutiny group, which is leading this ongoing project, says:

“Welcoming new residents is about looking at providing local area information – where are the closest shops and advice centres? - as well as property information such as how the boiler works, where the stopcock is, and what to do if something goes wrong. We should provide more relevant information on matters that might affect neighbours, for example, what to do if you experience unreasonable noise.

We should be making new residents feel important and welcoming them into our community – in both the street or estate where they live, and into the NHG community.”

Over the next few months the project group will be presenting their recommendations to NHG on establishing communities; encouraging a healthy understanding of difference, with equality for all; and resolving issues early before they can escalate.



Communication | Relationships

Important work from 2022: Damp and mould project

Ratcliffe Cross Street, E1 garden centre

The tragic death of Awaab Ishak in Rochdale has rightly shone a spotlight on how we deal with damp and mould in our residents' homes.

Damp and mould is not a new issue and is an area of concern residents have been highlighting for many years, and one NHG staff have been working hard to try to rectify. In October 2021 the housing ombudsman published a report highlighting the impact of damp and mould on the health and happiness of those who experience it.

NHG commissioned a resident-led task and finish project to help shape and improve their response to reports of damp and mould. There is also a staff working group focusing on this. The resident and staff group are both attended by director of repairs, Brett Hohls, who is also an RVG member.

Resident Mary Burke chairs the group, and says:

"We have met twice and our main aim so far is to improve the information that we give to tenants who report their property has damp and mould and the check sheet the housing officer uses on their visit to the property.

The leaflet given to residents who report damp and mould should be more business-like, and the language of the leaflet should be more supportive. This has now been changed, and the check sheet has also been amended to include the condition of the property both inside and outside. The next meeting should have feedback from the housing staff on their use, we are going to visit an empty property with damp and mould.

We also touch on the forthcoming crisis with the escalating prices to heating bills and what effect will that have on damp in properties as residents may be blocking vents and not opening windows to conserve heat. At our next meeting we will discuss ways to help tenants to conserve heat without blocking vents."



Damp and Mould

Use this link to report damp or mould in your home, or read more about what we're doing to address these.



When things go wrong | Quality



Rent and service charges forum

New properties at Royal Albert Wharf, Newham

This is an emotive area for residents, especially with the rising cost of living.

NHG recognise the service charge process needs improvement, and should be more resident-centric, with clearer communications. One of the outcomes Katie Bond has identified in her new role as chief operating officer is that housing costs should be fair, predictable and easy to pay. This includes rents and service charges for residents across all tenures.

A new resident-led rent and service charge forum was started this year to start addressing some of the issues, although we recognise that progress will be slow initially as we start trying to unpick and smooth out the problems one by one. The group will be working with staff to try and provide more transparency for residents in the service charge process, and make it easier to understand.

Resident Sharon Brooks chairs the group, and says:

"This is a new group which has met twice so far. The main objective initially was for members to support the NHG team by assessing the wording and accessibility of the language used in the Rent and Service Charge booklet."

The future priorities of the group will be to:

- **Review the Terms of Reference of the group and refocus scope of the forum**
- **Consider setting up sub-groups to look at specific consultation items in more detail, including data quality, systems, policy, multi tenure management and NHG processes around recording and responding to rent and service charge queries"**

Following a rent consultation with several large social landlords the government has confirmed that next year rent increases will be capped at 7%. Rent increases are usually set in line with inflation (currently more than 11%) so the cap is expected to save the average tenant £200. Notting Hill Genesis will apply this to shared ownership rents as well as social rents.



Resident support programme

If you are struggling financially due to the cost of living crisis please ask your housing officer or property management officer for details of our resident support programme, or click on the link above for more details.



When things go wrong | Accountability | Quality



Kensington and Chelsea scrutiny group

NHG staff runners and supporters at the 2022 London Marathon

Kensington and Chelsea has always been an important borough for us, containing almost 10% of our social rented homes. Unfortunately the borough has received a lot more media and political attention since the Grenfell Tower tragedy.

Resident Stephen Johnson chairs the Kensington and Chelsea scrutiny group, which was the first resident panel in NHG to use the hybrid meeting model successfully, enabling panel members to attend meetings in person or online.

In November we ran a well attended drop-in housing surgery followed by a housing forum in the heart of Notting Hill. Many housing staff and support partners attended, including surveyors and repair contractors.

Stephen says: "Reflecting on our historically strong focus of concern and interest in repairs and contractor performance, we have been working with the staff teams looking at data driven projects and providing objective feedback and possible solutions to issues and problems that are identified in our area, through a pilot approach known as The Lab.

We have continued working closely with the Asset Management team providing scrutiny of Wates, the day to day repairs contractor

We also made practical recommendations regarding:

- ***Looking at the satisfaction survey carried out with residents who contact NHG to discuss tenancy-related issues***
- ***Improvements to My Account enabling residents living with health issues and disabilities to report repairs online more easily***
- ***Roofing pilot which identified concerns and recommended improvements to how roofing repairs are carried out in K&C, where a lot of our Victorian properties have planning constraints***

In future we will look at leasehold properties, in particular the challenges faced by staff and leaseholders alike, from dealing with complaints to addressing the disconnect between PMOs and leaseholders. We also hope to attend estate, repair, and empty property inspections."



Accountability | Voice and influence

LGBT+ Forum



NHG staff at the 2022 London Pride Parade

In the past year the resident LGBT+ Forum has helped to shape how NHG deals with hate crimes through a co-creation project.

The project included reviewing research on hate crime, discussing what is important to include, thinking about how different groups are affected by hate crime in different ways and how the procedure can cater for our diverse residents.

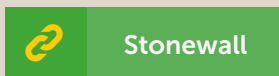
NHG also has a staff LGBT+ network, which works together to improve wellbeing for colleagues and residents alike.

Resident Sebastian Kola-Bankole co-chairs the Forum, and says:

"I've been the resident co-chair of the LGBT+ Forum since late 2019. I had only been in the role a few months when the COVID-19 pandemic hit the UK and we know lots of people experienced depression and loneliness due to the prolonged isolation. This particularly affected the elderly, the vulnerable, the LGBT+ population and other marginalised groups.

Our group decided to have monthly Zoom meetings as a way of staying connected and I'm pleased to say this proved very successful. We got to know each other much better than we would have in our quarterly meetings and is probably what I'm proudest of during my tenure.

The LGBT+ Forum has also updated its Terms of Reference, scrutinised the Equality, Diversity and Inclusion Policy, Contractor Behaviour Guidelines and the NHG Hate incidents and Hate Crime Policy, to name a few. Finally, we started a resident-only Signal group so we could keep in touch outside of meetings. I'm moving on after an eventful three years but I'm very honoured to have had the opportunity to chair this group, alongside our excellent staff co-chair (who is also called Sebastian!)"



If you need support to be yourself there are many resources available, including Stonewall



Relationships | Voice and influence



Health and Disability Panel

Singing praises of our choirs during Dementia Action Week

Our resident health and disability panel works to ensure we are always considering residents with disabilities in our policies and training.

The panel contains representatives of our disability staff network to help raise awareness of non-physical disabilities among staff and residents alike and to ensure these individuals are heard within the organisation.

The sunflower lanyard



Resident Susan Cinik chairs the group, and says:

"The aim of the group is to make sure the wording, colour and presentation of policies (as well as the content!) are suitable for people with disabilities, and enable them to engage with what's going on at NHG, to voice opinions and if anything is wrong to put it right.

The health and disability group did some work on the sunflower lanyard to make staff and operatives aware that some residents have unseen disabilities as well as seen disabilities. These people may need to be given additional support or a little more time.

The sunflower lanyard initiative was established in the UK in 2016 by the staff at Gatwick airport, who assist thousands of passengers a year, and who realised that some passengers had a non-visible disability. The sunflower lanyard is a discreet way for wearers to indicate this to those around them, including housing and health professionals. The sunflower was chosen because it is bright and positive and shows strength and confidence



Resident support services

If you need help because of a disability or health condition please speak to your housing officer or property management officer, or see the resident support services section on our website click on the link for more details.



Relationships | Voice and influence | Communication





Local Engagement Angell Town estate, Brixton

The Angell Town estate in Lambeth is managed by 4 landlords, the largest one being Lambeth Council, who manage their properties through a Resident Management Organisation, or RMO. Our residents were unhappy and felt that nothing ever got done for them. They reported pest control and anti-social behaviour problems.

NHG invited some unhappy residents to speak at a housing staff away day, and the staff were shocked by what they heard. A summer fun day was suggested to get all 4 landlords together, and NHG took the lead planning and organising this joint event.

The fun day took place one Saturday in August and included activities such as a bouncy castle, children’s entertainer, football coaching skills, mini games and exercise sessions and face painting. The London Fire Brigade also attended, giving out freebies and



Above: Representatives from all 4 landlords and Cllr Manley-Browne. Right: NHG and Wates staff at the fun day

safety information, and allowing children to climb on the fire engines. NHG provided jerk chicken and rice, which was very popular.

NHG provided employment advice, and had a team of staff available including surveyors and Wates representatives, welfare benefit advisors, resident involvement representatives and of course the local housing officer, team leader and some of the staff who had initially invited residents to come and talk to staff. The



local Councillor Nanda Manley-Browne also came along to meet residents and staff.

An estimated 500 people, including children, attended from across the 4 landlords, and there was a feeling among residents that the landlords had listened and were giving something back to residents, and making them feel listened to. The success of the day was summed up by a child who asked: “are you going to be here tomorrow too?”



Local Engagement Drayton Bridge estate, Ealing

Placemaking bulb planting Factory Quarter

The Drayton Bridge estate in Ealing is one of our Placemaking sites, and contains social rented, temporary housing and supported housing properties. Several resident events have been held there recently, including a summer door-knocking event, a visit from the NHG Executive Board and a very successful resident meeting.

Approximately 30 residents attended the residents' meeting in October and provided some really interesting feedback, from long standing bug bears (such as parking) to new concerns such as how to improve the communication with NHG. Residents had a lot of ideas about making the multi-use children's' area more multi-functional, and making the open spaces on the estate more friendly with gardening and planting. There was also considerable interest from people who would like to re-start a residents' association that had closed down.

Placemaking pilot project

As part of NHG's aim to refocus on residents they have started a 12-month pilot project known as "Placemaking", which is all about creating places people love to live in. The aim of the project is to increase customer satisfaction by improving the look and feel of places and estates, helping to build thriving communities, and achieving one standard for all residents, regardless of tenure or location.

There are 7 estates in the pilot, chosen for their higher levels of resident dissatisfaction. 4 senior managers, and a director, are focusing on enhancing the resident experience at these estates by listening to residents and following through on their concerns. At the end of the 12-month pilot the team will present



Lampton Road, Hounslow

recommendations to NHG senior leadership and apply learning from the project to the rest of the organisation so all residents can benefit, including those who live in street properties rather than estates.



Accountability | Voice and influence



Local Engagement Grahame Park estate, Barnet

Residents at the Grahame Park community garden event



Black History Month an afternoon of music, culture, and delicious Caribbean food.



Grahame Park is the largest housing estate in Barnet and is undergoing regeneration to improve the quality of housing in line with the Decent Homes Standard and enhancing the layout of the estate.

For Black History Month, the Grahame Park community was treated to an afternoon of music, culture, and delicious Caribbean food. Co-ordinated as part of Animating the

Community's arts and culture programme on the estate, the event brought together local partners to demonstrate the remarkable wealth of African and Caribbean talent which is integral to the community. From workshops involving Somali arts and crafts to drumming and dancing from Côte d'Ivoire and demonstrations of how to cook the perfect jollof rice (a rich and incredibly tasty west African one-pot meal), the event

had something for everyone and brought residents together to celebrate.

The community really embraced the event, creating energy and a good vibe, which will be carried forward by the arts and culture project over the next year, shining a light on the stories and journeys of residents, and the passion they bring to their community.



Accountability | Voice and influence



Woodberry Down estate, Hackney

Woodberry Down estate

In October Woodberry Down held its annual Inter-Gen Fest, bringing together residents of all ages, and led by the creative local youth group Fame Star Youth. There was a wide-ranging programme of events and activities, and plenty of food.

The local youth centre was used to host songs and skits performed by Fame Star Youth members, followed by a 1950s fashion show. Wearing outfits from the decade in which Woodberry Down was founded, the catwalk was followed by an in-costume dance, all to an Elvis soundtrack. Euphemia Chukwu, director of Fame Star Youth, said, "The community came together and had a wonderful time. Thank you to all our wonderful sponsors and partners." The Inter-Gen Fest is a fantastic example of residents being empowered to celebrate their communities and bring all their imaginative flare to a project.



Fun at Inter-Gen Fest, Woodberry Down October 2022

traditional foods prepared from a range of cultures, and visitors heard and shared recipes and cuisines from African and Caribbean cultures.

The estate also celebrated Black History Month, paying homage to their diverse community. Fame Star Youth presented a celebration of African and Caribbean culture, plus live entertainment with music and dancing. This year's line-up included food tasting, African drumming, a fashion show and African history and culture session. Residents were treated to popular

The Hidden River Festival, which highlights the unique wetland landscape of the estate, ran for a 7th year with a free, vibrant day of live music, art, crafts, food, and events for the whole family. This year's event included performances from local artists and workshops for young people, which included a circus skills workshop.



Accountability | Voice and influence



Resident involvement

Betheline presenting at evaluation day in August 2022

With thanks to all our involved residents for your time and opinions over the past year. You have helped influence the way NHG manage our homes and deliver services to you, and your feedback is truly valuable.

This report was published in January 2023
Design Lead: Colin Burns, NHG resident



Bruce Kenrick House,
2 Killick Street,
London,
N1 9FL

Residents are at the heart of all that we do. The resident involvement team is here to facilitate ways for you to get involved, challenge us and give us your views.

There are many ways you can get involved in shaping our services, from one-off surveys to time-limited task and finish projects focusing on specific issues, to taking part in short consultations on policies or wider housing sector questions.

If you would like to commit to something longer-term you can join one of our service improvement groups – these are focused on the work reported in Section 6 of this report. If you are interested in governance, you can apply to join one of our committees.

There are also plenty of opportunities to take part in engagement local to your home. We are always looking for resident monitors to assess the quality of cleaning and grounds maintenance provided by our contractors on estates. We have several residents' associations – groups of local residents representing their views to NHG to address problems and organise activities and events for their communities.



[Residents' Association](#)

If you would like to find out more about them visit our residents' association page via the above link



[Resident involvement](#)

For more detail on the resident involvement opportunities please visit our website via the above link

