

COME TO THE NEXT  
GENERAL MEETING

**THURSDAY**  
6TH FEBRUARY 2025  
7PM

St John's Highbury Vale CofE  
Primary School, Conewood  
Street, Islington, London, N5 1DL

## IMPORTANT REMINDER

We kindly remind all members that communal areas, such as hallways, stairwells, and shared spaces, should remain clear of personal belongings at all times. Storing items in these areas can:

- Pose Safety Risks: Obstructions may block emergency exits or hinder access in case of an emergency.
- Violate Regulations: Housing regulations require communal spaces to remain unobstructed.
- Affect Community Cleanliness: Items left in shared spaces can make the area look cluttered and harder to maintain.



## Tips to manage your rent arrears

1. Contact landlord immediately. Explain situation & request a meeting.  
**Katherine Forsyth at Coop Homes has been very helpful in supporting people with their rent arrears.**
2. Create a budget. Prioritise rent. Identify areas to cut costs.
3. Explore assistance: Benefits check. Seek local charities.
4. Seek professional advice: Contact a debt advisor.
5. Negotiate a repayment plan. Work with the landlord.

## ST JOHN'S SOUP KITCHEN & FOODBANK

LOCATION: St John the Evangelist  
Church, Queen's Drive, N4 2LW.  
Volunteers needed Tuesday & Sunday



<https://www.stjohnskitchen.org.uk/>



**Quadrant  
Brownswood  
Tenant  
Co-operative**

A newsletter from QBTC  
Issue 2 Winter 2025

Thank you to all those who attended the AGM on 24.10.24 and a huge thank you to all of those members who have volunteered their time to sit on the management committee.

We have a full committee with 11 members & 1 co-opted member

**Emma Squires (chair), Richard Clarke (vice chair), Anne Couzens (treasurer) David Mullaney (secretary), Anne Williams, Elaine Stewart, Ingrid Mansfield-Allman, Fiona O'Donovan, Evonne McLean, Melanie O'Donovan, Claire Harding & Beth Hunt (co-opted member)**

## Maintenance Updates



As many tenants will be aware the stock condition survey is well underway. 30% of properties have now been surveyed and Brasier Freeth predict they will be completed by the end of March. The full stock condition survey report will help to identify and address immediate maintenance needs, ensure compliance and produce a schedule for planned home improvements. Thereby increasing tenant satisfaction, enhancing property value and creating a more sustainable and financially sound future.



## Policy and Regulation Updates

**Good news for social housing tenants! New rules came into effect on April 1st, 2024, thanks to the Social Housing Regulation Act. These rules apply to all landlords, including councils and housing associations.**

Key Changes:

- Safety First: Landlords must ensure your home is safe and secure
- Improved Accountability: Landlords will be held accountable for their actions and must treat you with respect.
- Data-Driven Improvements: Landlords will use data to better understand your needs and improve their services, including repairs.
- Better Service: Landlords must listen to your concerns, respond quickly to complaints, and treat you fairly. The complaint policy can be viewed here:

<https://www.coophomes.coop/about-us/compliments-and-complaints/>

**If you have an outstanding complaint that has not been responded to please contact coop homes as soon as possible.**

These changes aim to improve the living conditions and experiences of social housing tenants across the country.

**For more information visit**

<https://www.gov.uk/government/organisations/regulator-of-social-housing>

## Call for Suggestions to Improve Our Co-op!

We value your input! We're committed to making our co-op the best it can be, and we believe that your insights and suggestions are essential.

**How can we improve member involvement?**

- What are the biggest barriers to your participation in co-op activities?
- What types of activities or events would you be interested in participating in?
- What could the organisation do to improve communication with tenants?
- What suggestions do you have for increasing tenant participation?

Share Your Ideas:

- Submit your suggestions online: <https://forms.gle/afwT6RUcgnY5ngS8A>
- Email your suggestions to: [customer.services@coophomes.coop](mailto:customer.services@coophomes.coop) FAO: QBTC management committee
- Share your ideas at the next general meeting

All suggestions will be carefully considered by the co-op board and members.