

## Annual Report 2021-2022

As with last year, the Group has been exceptionally busy and this year began with the Group and Barcud receiving a Special Recognition Award from TPAS (Tenant Participation Advisory Service) Cymru. The award was in recognition of the close working relationship and important level of tenant involvement within Barcuds operations. Both Barcud and the BMG are honoured to receive such recognition and jointly we are continuing to identify further areas for the Groups involvement.



The past year has also seen increased interest from TPAS Cymru in the BMG and Barcud, which has resulted in the Chair of the Group being invited to do several presentations to tenants across Wales on how the Group works in partnership with Barcud and the benefits of a strong tenant's voice.



presentations to tenants across Wales on how the Group works in partnership with Barcud and the benefits of a strong tenant's voice. The Barcud Group CEO, Steve Jones has also been invited to speak at this year's TPAS Cymru Tenants Conference in November on the importance of tenant involvement and its benefits.

Earlier this year Barcud nominated our Chair, Paul Clasby for the TPAS Cymru "Tenant of the Year" award. Paul was unaware of the nomination and further surprised to win the award in July. Paul is grateful to Barcud for the nomination and the messages of congratulations from both staff and tenants.

Throughout the year, the officers of the BMG have attended meetings with the Barcud Board and Leadership Team. These events included Business Planning, a review of Barcuds Strategic Objectives, the Regulatory Self-assessment, a review of the Strategic Objectives for Barcud for the coming 5-years, consideration to remunerate the Board members and the bi-annual governance review. Work is currently in progress to identify where the BMG can be further involved at the Board level of operations, and we look forward to working with the Board as these discussions progress.

The BMG officers have continued to meet monthly with the Leadership Team (CEO & Directors) and the Operational Management Team (Departmental Managers). Members from both teams have also met with the BMG members to gather our views and recommendations on assorted topics. These included this year's rent setting policy (2021-22), Barcud's new Decarbonisation Strategy & Policy, the new tenancy agreement required under the Welsh Governments Renting Homes Act Wales 2016,

tenant related policies, the Welsh Governments proposals for Welsh Housing Quality Standard (WHQS) 2023, and a full review of the “Out of Hours” repair service.

The BMG has also participated in the Welsh Governments consultations on proposed Regulatory Standards and WHQS 2023. To our knowledge, we are the only tenant’s group in Wales, which regularly makes its own submissions on Welsh Government consultations. For us, it is vitally important that the tenants’ views are heard alongside the views of the housing providers.

Throughout the year, the members have continued to conduct inspections on a random selection of empty properties prior to being re-let. The BMG created the standards and inspection list, which was also adopted by Barcud. Together we endeavour to ensure all that needs to be done, is done prior to a new tenant moving into a property. Members were also pleased to resume our joint Estate Management Inspections with staff members.



These inspections are to ensure our estates are well maintained and free of any potential hazards. Members have inspected estates in Cardigan, Aberystwyth, Newtown and Presteigne and where work has been identified it has been taken on by Barcud for action. The BMG also created the standards and inspection list for the Estate Management inspections, which was also adopted by Barcud.



This year the Group has hosted two Tenant Liaison Forum meetings. The first was in March and held online with the Leadership Team in attendance to answer any questions which tenants may have had. The second was our first in-person event which was held in July at the Aberystwyth Football Club. This was also the first time that the BMG members had the opportunity to meet in-person since our creation in November 2020. The turnout was amazing, and attendees

received an update on the Renting Homes Act Wales 2016, Barcuds Decarbonisation Strategy, and an update from the Barcud Group CEO Steve Jones. At the time of writing this report, the Group is in preparation for the Barcud Tenants Conference which will also be in-person at the Aberystwyth Football Club on the 20<sup>th</sup> of October. The theme of this event is “Barcud Here To Help” with the focus being on the current “Cost of Living” crisis.

