

Annual Report 2022-2023

As with previous years, the Group has been exceptionally busy. Our activities and level of involvement in Barcud's operations has increased every year and the Group's members have unwaveringly donated their time. I wish to thank the members for their dedication, selflessness, commitment and passion to represent the interests of our fellow tenants.

Throughout the year the officers of the BMG have attended meetings with the Barcud Group Board and Directors. These events included

Business Planning, a review of Barcud's Strategic Objectives for the next five years, the Regulatory Standards Self-assessment and the Tenant Liaison Panel Strategic meetings. When attending these meetings, we ensure the interests of our fellow tenants remain a priority for Barcud and due to our level of involvement we can provide an informed tenants perspective on progress to date and further recommendations.

In March we participated in the interview process for the recruitment for the new Barcud Group Board Chairperson. Following this process, we were pleased to welcome Alison Thorne as the new chairperson, and we look forward to working with Alison and the Board in the coming year. 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 (Chief Executive Officer (CEO) & Directors) and the Operational Management Team (Heads of Services). At these meetings, the BMG presents its observations, recommendations and concerns and receives updates on Barcud's operations which are fed back to the Group's members.

Staff 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 (2023-24), Barcud's new Damp, Mould & Condensation (DMC) Strategy & Policy, Barcud's new Value for Money Strategy and the review of a wealth of new and current policies due to the implementation of the Renting Homes (Wales) Act 2016.

Throughout the year the members have continued to conduct inspections on a random selection of empty properties prior to being relet. The BMG created the standards and inspection list which was 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 have also carried out joint Estate Management Inspections with staff members. These inspections are to ensure our estates are well maintained and free of any potential hazards. Where issues have been identified Barcud has addressed these. The BMG also created the standards and inspection list for the Estate Management inspections which was also adopted by Barcud.



The members were pleased to resume our Telephone Surveys this year which enables us to verify Barcud's Tenant Satisfaction data. Our members conduct these surveys from one of the Barcud offices and are provided with a random selection of returned satisfaction survey forms. Our members telephone the tenants to verify their responses and to determine if there are any outstanding matters. Where outstanding matters are present the staff member in attendance addresses these. Our members thoroughly enjoy this activity as it gives them the opportunity to speak with other tenants and it provides us with a wider insight of our tenants experiences of Barcud's services.



This year the Group has hosted two Tenant Liaison Forum meetings. The first was in Newtown and the second was in Aberystwyth. Other than updates on the BMG's activities tenants also received updates on the Renting Homes Act Wales 2016, Barcuds Damp, Mold & Condensation (DMC) Strategy, Barcud's rent setting process, updates from the Barcud Group CEO Steve Jones and an introduction to the new Barcud Group Board Chair Alison Thorne. These events have been attended by all the Barcud Directors and tenants have had the opportunity to ask them questions.

In July of this year the BMG launched its new quarterly online forum. The BMG recognised a need to engage with our wider tenant community outside of the public events which we host. These events enable our fellow tenants to speak freely and to learn more about the BMG. These events will be advertised on the Barcud Facebook page, and a flyer will be included in with the quarterly rent statements.

Other than the Groups regular monthly meetings, the members have attended a wealth of events with other tenants from across Wales. These events have been hosted by the Tenant Participation Advisory Service (TPAS) Cymru and have included the Tenants Disability Network, Welsh Government's (WG) Welsh Housing Quality Standards (WHQS) 2023 proposals and the WG's Housing Regulatory Standards review. It is always interesting to hear from other tenant representatives about what they are doing whilst having the opportunity to share what we are doing here with Barcud. Two of the Group's members also hosted a workshop at the TPAS Cymru Annual Conference and spoke about how the BMG works with Barcud.



Due to ongoing interest in the BMG the Group has created a new guide about how we operate. This guide has been created for tenants, the Barcud Group Board, Barcud staff and other organisations wishing to further tenant involvement. We are pleased to announce that the guide has been included in the Induction Packs for new Barcud Group Board members and Barcud staff. The guide is on the Barcud website and available on request from Barcud.

This is not a comprehensive list of the Group's activities over the past year, but we hope it provides you with a little insight as to what we do and how we work together with Barcud as a valued team member. We are grateful to all at Barcud for the high value they have placed on true tenant involvement at all levels of their operations and the respect they show us. We are also grateful for their promotion of the Group to new and current tenants which has resulted in growing interest from our fellow tenants.

Finally, we wish to highlight that the BMG is not the only way you can be involved with Barcud. If you live in one of Barcuds Sheltered Schemes you can get involved with the "Sheltered Forum" and if you want to get involved but not to the level of the BMG, you can also join the "Home Forum." If you would like to know more about these forums or request a copy of the new BMG Guide, please contact Sue Thomas or Alisa Cakebread on either 0300 111 3030 or via post@barcud.cymru

Paul Clasby, Chairperson, Barcud Monitoring Group

