

Barcud Monitoring Group (BMG)

The tenants group for tenants of Barcud.

Barcud Annual Report 2023-2024.

Following on from our report of last year the Barcud Monitoring Group (BMG) has continued to be exceptionally busy and I wish to begin by thanking the members for their ongoing voluntary commitment and selflessness. I also want to thank the Barcud Team for providing us with a multitude of opportunities to present the tenants views and recommendations on matters which are important to us as tenants of Barcud.

To truly demonstrate the BMG's voluntary contributions, dedication, and the breadth of our involvement with Barcud I have compiled the following list of our activities.

Barcud Policy Reviews.

- Consent, Decant, Domestic Abuse
- Barcud Value for Money (VFM) Strategy.
- Compensation, Succession.
- Tenant Involvement Strategy and Action Plan.
- Asbestos, Fire Safety, Gas Servicing and Rechargeable Works.
- Rent Setting and Policy Review for 2024-25.

Other Activities with Barcud.

- Inclusion on Barcud's Damp, Mould and Condensation Task Group.
- Attended Tender Assessment Training with Astari and a tender review for replacement Windows and Doors.
- Attended Interview, Equality, Diversity, Inclusion and Belonging training.
- Attended the Barcud Group Chief Executive Officer Recruitment Process review and Interviews.
- Attended a meeting with the Barcud Group Board focused on Barcud's Tenant Involvement Strategy.
- Attended and contributed a tenants perspective at Barcud's Regulatory Standards Self-Assessment meeting with the Barcud Group Board, Directors, and Welsh Government Housing Regulator.
- Attended six meetings with Barcud's Leadership Team (Directors).
- Attended five meetings with Barcud's Heads of Services. (Operational Managers)
- Attended two meetings with floor coverings providers.
- Hosted the Tenant Liaison Forums in Aberystwyth and Newtown.
- Hosted and set the theme (Get Involved) for the Barcud Tenants Conference.
- Attended the Barcud Website Review.
- Attended the Barcud Newsletter Review.

Barcud Monitoring Group (BMG) Activities.

- Organised and attended eleven monthly BMG general meetings.
- Recruited four new members.
- Conducted Telephone Surveys on returned "Satisfaction Survey Forms".
- Conducted inspections on some properties prior to being relet.
- Proposed Directors and other key staff visit estates around the operational area. (Meet the Team).
- Proposed a review and provided recommendations for the 'Get Involved' section on the Barcud website.
- Proposed the addition of online surveys for current paper-based surveys.
- Proposed new activities for Barcud's Shareholders.
- Compiled and submitted a report on Barcud's operations along with recommendations.
- Provided articles for the Barcud Newsletter.
- Submitted two reports on the BMG's Voluntary contributions for Barcud's Value For Money (VFM) Strategy for the Barcud Group Board.
- Created a comprehensive guide about the BMG for tenants, staff, Board Members, and other Organisations.
- Instigated a review and agreed a new range of options for kitchen replacements which provided tenants with more flexibility and personal choice.
- Met with the tenants group of ateb (Pembrokeshire) who were keen to learn of the BMG's level of involvement with Barcud.
- Monitored the day-to-day delivery of Barcud services and advised Barcud of services requiring adjustment or improvement.

Tenant Participation Advisory Service (TPAS Cymru) Events.

- TPAS Petition Workshop
- Meet the Public Ombudsman for Wales.
- Involving Tenants in Recruitment.
- What you need to know about WHQS 2023.
- WHQS 2023 What Are the Requirements for Floor Coverings?
- Tenants Disability Network (Various topics) (Three meetings)
- TPAS Tenants Conference (Two-day event).
- Tenants Network (Various topics) (Three meetings)

Finally, I want to thank all those who support us and our work and of equal importance the members of the BMG for placing their trust and confidence in me during the past year. Thank you.

Paul Clasby
Chair, Barcud Monitoring Group.