

Date: 12th January 2021

Dear Tenants,

Firstly, may I wish you and all your loved ones a very Happy New Year.

I wanted to reach out and thank each and every one of you for your support in helping us to update our 30 year old Belgrave Neighbourhood Co-operative Housing Association's (BNCHA) Rulebook. This is such a wonderful achievement for us and it is thanks to you and your support.

I apologise I was not able to visit all our tenant members on this occasion, but I am hoping that myself and Lesley Webster, the BNCHA Secretary, can meet many more of you over the coming months once government restrictions allow. But for those that I did get to meet, or chat to over the phone or via email, thank you so much for your warm welcome and support.

I also want to thank you for your feedback to me on the services you receive, especially your concerns about the repairs service. I can assure each one of you that I heard what you had to say, and I will attempt to get your issues resolved as quickly as possible.

This is just the start, with your support and all of us working together we will start to see some wonderful changes for all your homes and the services you receive from BNCHA.

For the first time BNCHA are updating all our data systems and records of information, and I am happy to announce we are finally going digital. This will also include updating our website. This is work in progress so look out for the changes.

Some of the other works which need concentrating on right now may not seem very exciting such as BNCHA's Business Plan, Assets Management Plan, Finance Plan, Internal Audits etc. But as unexciting as these works may sound, they are very important in making sure we operate as efficiently and as effectively as possible and will help bring so much more transparency and professionalism to our Association.

As mentioned in the winter newsletter, in a few months we hope to announce some exciting works on your homes, so also look out for these.

Another concern expressed to me by tenant members was regarding the poor repairs service and the work of some contractors. This is something we are working on and in the near future, you may start seeing some new faces arriving to carry out repairs. Please do give us feedback on

your experiences of the new contractors and the work they do, as only then can we know if they are working to the high standards that you all deserve. Please contact Prashant Arya our Administrative Officer with any feedback, comments or suggestions you may have at;

Belgrave (still to insert correct email)

Or on telephone number: 07410 898843

Once again, I sincerely thank you for your trust in me and the BNCHA Committee and for your continued support.

Together let's make this an amazing year for the BNCHA

Warmest regards,

Jaimini Bharakhada
Chair BNCHA