

The Barnet Group – Annual Report - Feedback and Responses July 2025

Thank you for taking time to contribute to this important consultation. Your feedback will help us shape our policy review for residents of Barnet Homes and Opendoor Homes

Three Residents responded to the consultation

- **Barnet Homes x 7**
- **Opendoor Homes x 0**

Number	Question	Responses	Comments
1	Tell us what you would like covered in the annual report	<ul style="list-style-type: none"> • Introduction from the CEO: 2 (29%) • Introduction from the Chair of the respective resident scrutiny group: 2 (29%) • Highlights in 2024/25: 2 (29%) • How income is spent: 5 (71%) • Tenant Satisfaction Measures performance: 2 (29%) • Improving our services: 4 (57%) • Summary of resident involvement activities and outcomes (Safety and Quality, Repairs and Maintenance, Transparency, Influence, and Accountability, Complaints, Neighbourhood and Community, Tenancy): 5 (71%) 	Thank you for your feedback and suggestions, these will be shared with colleagues in our Strategy and Communications teams who are pulling together the annual report.
2	Are there any other topics you would like to see in the report?	<ul style="list-style-type: none"> • Yes: 5 (71%) - see comments below • No: 2 (29%) <p>1. The requests made and the speed at which these are dealt with, including timeline for resolving issues.</p>	<p>Thank you for your feedback and suggestions, these will be shared with colleagues in our Strategy and Communications teams who are pulling together the annual report.</p> <p>We value your feedback and take your valid points on board; where possible we</p>

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		<ol style="list-style-type: none"> 2. Good news stories, KPI's being met. Positions fully staffed. 3. Anti-social behaviour with neighbours 4. Inefficient allocation of funds 5. Performance criteria for BH dealing with residents' communications, i.e. percentage for actually getting back to residents 	will look to include relevant items mentioned here in the annual report.
3	Have you taken part in any of our involvement opportunities in the past 12 months	<ul style="list-style-type: none"> • Yes: 5 (71%) • No: 2 (29%) 	N/A
4	If yes, please tell us which one	The answers to this question are not relevant to the consultation feedback form, and risk revealing the identities of respondents. As such the answers will not be shared.	
5	It would be great to know why you chose to be involved and the benefit you feel it gives you?	<ol style="list-style-type: none"> 1. Waiting to see results 2. As a leaseholder I want to understand what the freeholder does with the fees and council tax. Like everyone I'm on a tight budget with outgoing rising far higher than income and want to see how the money I pay via both routes is spent. At times I don't find the freeholder is fully transparent and accountable. 	<p>We encourage you to take up every opportunity shared to be more actively involved in how we deliver housing services.</p> <p>Our monthly e-newsletter sent to residents that wish to be involved will continue and we hope you will take up the opportunity</p>

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		<p>3. To make a difference</p> <p>4. To help improve residents' lives</p> <p>5. To make sure residents get the best service they pay for</p>	<p>to join us to share your feedback and suggestions</p> <p>For a detailed list of opportunities, visit our websites.</p>
6	Would you like to provide feedback on the Annual Report before it is published?	<ul style="list-style-type: none"> • Yes: 3 (43%) • No: 4 (57%) 	<p>There is still time to get involved in contributing to the annual report, with further consultation planned.</p> <p>If you answered yes to this question, we will be in touch if further consultation is arranged.</p> <p>For further information and to be actively involved email getinvolved@barnethomes.org or get.involved@opendoorhomes.org</p>
7	If yes, please provide your email address below	The answers to this question are not relevant to the consultation feedback form, and risk revealing the identities of respondents. As such the answers will not be shared.	